

Devendra Potnis

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Education

- PhD in Information Science 2006 – 2010
College of Computing & Information, University at Albany, State University of New York (SUNY)
Advisor: Theresa Pardo, Associate Vice President for Research, University at Albany, SUNY
- Master of Public Administration 2004 – 2006
Rockefeller College of Public Affairs & Policy, University at Albany, SUNY
- 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

Work & Project Experience

- Associate Professor, SIS, UTK, Aug 2016 – Present
- Assistant Professor, SIS, UTK, 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, SUNY, 2007-10
- Research Associate, United Nations Department of Economic and Social Affairs, 2008-09
- Adjunct Faculty, School of Business, University at Albany, SUNY, 2007-09
- IT Consultant, School of Business, University at Albany, SUNY, 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, SUNY, 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

- Winner, Association for Information Science and Technology (ASIS&T) "Special Interest Group-Social Media (SIG-SM) Research Award," for "Hashtags for Gatekeeping of Information on Social Media," a paper co-authored with Iman Tahamtan, October 2021
- ASIS&T "SIG of the Year" Award to SIG-International Information Issues, under my leadership as the Chair of SIG-III, September 2021
- Winner, ALISE/Bohdan S. Wynar Research Paper Competition, for "Social Innovations in Public Libraries: Types and Challenges," a paper co-authored with Joseph Winberry, May 2021
- INSC 542 Social Informatics selected for the UN Sustainable Development Goals Badge, Center for Global Engagement, UTK, December 2020 [Link](#)
- "SIG Member of the Year" Award, ASIS&T, October 2020 [Link](#)
- The Informed Librarian Online selected my research article on classifying innovations in public libraries in the US as a "Featured Article" for October 2020 issue
- Faculty Fellow for Technology-Enhanced Learning, \$11,250, UTK, June 2020
- Faculty Teaching Award, College of Communication and Information (CCI), UTK, May 2020
- Gloria and Dave Sharrar Research Fellow, \$5,000, UTK, May 2020 [Link](#)

- US Permanent Residency in EB1B “Outstanding Researcher” Category, US Citizenship and Immigration Services, December 2019
- Associate Professor Devendra Potnis to be recognized by CCI for International Work, August 2019 [Link](#)
- Bud Minkel International/Intercultural Research Award, \$250, CCI, UTK, May 2019
- Bonnie Carroll and Roy Cooper Faculty Award, \$1500, SIS, UTK, 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
- 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 the 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 the November 2016 issue [Link](#)
- Global Health Hub published a 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 the ICT4D area on January 27, 2016 [Link](#)
- Gloria and Dave Sharrar Research Fellow, Award of \$5,000, UTK, May 2015
- One of 17 faculty selected by UTK to attend National Institutes of Health’s Bi-annual Regional Seminar, Baltimore, MD, May 6-8, 2015
- Two research articles were 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 Office of Research & Engagement’s Summer Grant Writing Institute, UTK, 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 SIS, UTK, 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, UTK, September 23-30, 2012 [Link](#)
- Bonnie Carroll and Roy Cooper Faculty Enrichment Award, \$500, SIS, UTK, 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, 4th New Trends in Informatics Research Conference, 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 19th rank among 1.1 million students in the S.S.C. (10th Grade) Examination, India, 1995

- Maharashtra State Scholarship for Three Consecutive Academic Years, India, 1989-92

Research Publications

Articles in Refereed Journals [AR: Acceptance Rate] [IF: Impact Factor as of September 2021]

1. Potnis, D., & Gala, B. (Accepted). “Unified mobile, financial, and information literacy toolkit”: A social innovation for public libraries to alleviate poverty in developing countries. *The Library Quarterly: Information, Community, Policy*. [AR: 12%] [5-Year IF: 1.24]
2. Potnis, D., & Halladay, M. (2021). Role of gatekeeping on Facebook in creating information benefits for vulnerable, pregnant women in the rural United States. *Journal of Documentation*. [AR: 47%] [IF: 1.819] [Link](#)
3. Potnis, D. & Mallary, K. (2021). Analyzing service divide in academic libraries for better serving disabled patrons using assistive technologies. *College & Research Libraries*. [AR: 31%] [2-Year IF: 2.431] [Link](#)
4. Potnis, D. & Mallary, K. (2021). Proposing an information value chain to improve information services to disabled library patrons using assistive technologies. *Journal of Information Science*. [AR: 18%] [IF: 3.282] [Link](#)
5. Potnis, D., & Tahamtan, I. (2021). Hashtags for gatekeeping of information on social media. *Journal of the Association for Information Science and Technology*. [AR: 34%] [IF: 2.687] [Link](#)
6. Chengalur-Smith, I., Potnis, D., & Mishra, G. (2021). 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. *International Journal of Information Management*. 57 (1). [AR: 20%] [IF: 14.098] [Link](#)
7. Haunschild, L., Bornmann, L., Potnis, D., & Tahamtan, I. Investigating diffusion of scientific knowledge on Twitter: A study of topic networks of opioid publications. *Quantitative Science Studies*.
8. Tahamtan, I., Potnis, D., Mohammadi, E., Miller, L., & Singh, V. (2021). Framing of and attention to COVID-19 on Twitter: A thematic analysis of hashtags. *Journal of Medical Internet Research*. [IF: 5.43]
9. Winberry, J., & Potnis, D. (2021). Social innovations in public libraries: Types and challenges. *The Library Quarterly: Information, Community, Policy*. 91(3), 337-365. [AR: 12%] [5-Year IF: 1.24] [Link](#)
10. Potnis, D., Winberry, J., & Finn, B. (2020). Best practices for managing innovations in public libraries in the United States. *Journal of Librarianship & Information Science*. [AR: 29%] [5-Year IF: 2.009] [Link](#)
11. Potnis, D., Gala, B., & Deosthali, K. (2020). Investigating “message forwarding behavior” of mobile phone users: Exploring the link between message content, user sentiment, and user intention to forward messages on social media-based instant messaging platforms. *First Monday* [AR: 15%] [Link](#)
12. Potnis, D. & Gala, B. (2020). Best practices for conducting fieldwork with marginalized communities. *Information Processing & Management*, 57(3). [AR: 12%] [IF: 4.7] [Link](#)
13. Potnis, D. & Gala, B. (2020). Managing the “backend” of LIS research projects: A project management perspective. *Library & Information Science Research*, 42(1). [AR: 20%] [IF: 2.73] [Link](#)
14. 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*, 26(2), 369-393. [AR: 20%] [IF: 4.25] [Link](#)
15. 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*. 52(3), 792-805. [AR: 29%] [5-Year IF: 2.009] [Link](#)
16. 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](#)
17. 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. [AR: 20%] [IF: 2.73] [Link](#)

18. Potnis, D., Demissie, D., & Deosthali, K. (2017). Students' intention to adopt internet-based personal safety wearable devices: Extending UTAUT with trusting beliefs. *First Monday*. [AR: 15%] [Link](#)
19. 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. [AR: 30%] [5-Year IF: 2.205] [Link](#)
20. 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. [AR: 40%] [IF: 0.97] [Link](#)
21. Potnis, D. (2016). Culture's consequences: Economic barriers to owning mobile phones experienced by women in India. *Telematics and Informatics*, 33(2), 356-369. [IF: 6.182] [Link](#)
22. 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](#)
23. Potnis, D. (2015). Addressing data collection challenges in ICT for development projects. *International Journal of ICT and Human Development*, 7(3), 36-55. [AR: 15%] [Link](#)
24. 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. [AR: 20%] [Link](#)
25. 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. [AR: 6%] [IF: 4.571] [Link](#)
26. 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. [AR: 15%] [Link](#)
27. Potnis, D. (2014). Managing gender-related challenges in ICT4D field research. *The Electronic Journal of Information Systems in Developing Countries*, 65(1), 1-26. [AR: 25%] [IF: 1.785] [Link](#)
28. 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. [AR: 13%] [Link](#)
29. 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*. 24(1), 55-71. [Link](#)
30. 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](#)
31. Potnis, D., & Pardo, T. (2011). Mapping the evolution of e-readiness assessment. *Transforming Government: People, Process, & Policy*, 5(4), 345-363. [AR: 25%] [Link](#)
32. Mohan, L. & Potnis, D. (2010). Catalytic innovation in microfinance for inclusive growth: Insights from SKS Microfinance. *Journal of Asia-Pacific Business*, 11 (3), Special Issue on Value Creation, Social Innovation and Entrepreneurship in Global Economies, 218-239. [AR: 15%] [Link](#)
33. Potnis, D. (2010). Measuring e-governance as an innovation in the public sector. *Government Information Quarterly*, 27(1), 41-48. [AR: 15%] [5-Year IF: 7.279] [Link](#)

Refereed Book Chapters

34. 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](#)
35. 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](#)
36. 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

37. Potnis, D., Gala, B., Lwoga, E., Islam, A., Warraich, N., Keah, H., & Rorissa, A. (2021). Conducting and publishing LIS research in developing countries: Challenges and solutions. *84th Annual Meeting of the Association for Information Science and Technology*, October 30 – November 4, 2021, Salt Lake City, Utah.
38. Rorissa, A., Iyer, H., Albright, K., Potnis, D., Caidi, N., & Alemneh, D. (2021). Unity in diversity: A conversation around the interdisciplinary identity of information science. *84th Annual Meeting of the Association for Information Science and Technology*, October 30 – November 4, 2021, Salt Lake City, Utah.
39. Potnis, D. & Gala, B. (2019). Proposing “mobile, finance, and information” toolkit for financial inclusion of the poor in developing countries. *iConference 2019*, Washington, DC. [Link](#)
40. 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](#)
41. 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](#)
42. 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](#)
43. 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). *80th Annual Meeting of the Association for Information Science & Technology*, Crystal City, Virginia, 587-590. [Link](#)
44. Potnis, D., Deosthali, K., & Pino, J. (2017). Investigating barriers to “using information” in electronic resources: A study with e-book users. *80th Annual Meeting of the Association for Information Science & Technology*, Crystal City, Virginia, 318-326. [AR: 38%] [Link](#)
45. Potnis, D., Demissie, D., & Rahman, M. (2017). Factors influencing use of mobile money by students, small business owners, and farmers in Bangladesh. *20th Annual Conference of the Southern Association for Information Systems*, St. Simons Island, GA, 1-5. [Link](#)
46. 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. 10th International Conference on Theory and Practice of Electronic Governance*, New Delhi, India, 107-114. (Invited) ACM Proceedings. [Link](#)
47. 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](#)
48. 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. *49th Hawaii International Conference on System Sciences*, Kauai, HI, 3878-3887. [AR: 27%] *IEEE Proceedings* [Link](#)
49. 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. [AR: 30%] [Link](#)
50. 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. *48th Hawaii International Conference on System Sciences*, Kauai, HI, 2168-2176. [AR: 30%] *IEEE Proceedings*. [Link](#)
51. 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. [AR: 19%] [Link](#)

52. 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. [AR: 33%] *ACM Proceedings* [Link](#)
53. Potnis, D., & Pardo, T. (2008). *Evolution of readiness indicators*. Paper presented at the 2nd International Conference on e-government Theory & Practice, Cairo, Egypt, 417-422. [AR: 30%] *ACM Proceedings* [Link](#)
54. Potnis, D., & Pardo, T. (2008, May 18-21). *United Nations e-Government Readiness Index: A work in progress*. Paper presented at the 9th Digital Government Society Conference (dg.O), Montreal, Canada, 365-366. [AR: 30%] *ACM Proceedings* [Link](#)

Refereed Newsletter & Magazine Articles

55. 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](#)
56. Potnis, D. (2011). Cell-phone-enabled empowerment of women earning less than \$1 per day. *IEEE Technology & Society Magazine*, 30 (2), 39-45. [AR: 25%] [IF: 0.993] [Link](#)

Refereed Posters with Extended Abstract

57. 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](#)
58. 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](#)
59. 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](#)
60. 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](#)
61. 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](#)
62. 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](#)
63. 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](#)
64. Potnis, D. & Gala, B. (2017, March). Factors influencing intention of citizens to spread information over mobile phones: Implications for mobile governance in India. *10th International Conference on Theory and Practice of Electronic Governance*, New Delhi, India. 516-517. *ACM Proceedings*. [Link](#)
65. Potnis, D. & Regenstreif-Harms, R. (2016). Designing responsive user interfaces of mobile applications and sites for information organizations. *Bridging the Spectrum 2016: The 8th Annual Symposium on Scholarship and Practice*, Catholic University of America. [Link](#)
66. Potnis, D. (2014, November). Examining mobile banking in developing nations from pro-poor "context, culture, and community" perspective. *7th Annual Meeting of the Association for Information Science & Technology*, Seattle, WA. [Link](#)
67. Mohan, L. & Potnis, D. (2010). Evolution of IT for microfinance, an industry to serve the poor, - or a revolution? *5th New Trends in Informatics Research Conference*, Albany, NY.
68. 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](#)

69. 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]

70. 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.
71. 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.
72. 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

73. 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.
74. Chen, A., Ocepek, M., Potnis, D., & Wang, Y. (2018, November). Moving toward the future of information behavior research and practice. *81st Annual Meeting of the ASIS&T*. Symposium of SIG-USE, Vancouver, Canada.
75. Potnis, D. (2017, August). Managing ICT for development field research: Challenges, opportunities, and solutions. *23rd Americas Conference on Information Systems*. ICTs in Global Development Track, Boston, MA, 1-3. [Reviewed by Conference Co-chairs]
76. Potnis, D. (2016, August). Managing ICT4D field research in the developing world: Challenges, opportunities, & innovative solutions. *22nd Americas Conference on Information Systems*. San Diego, CA, 1-4. [Reviewed by Conference Co-chairs]
77. Mohan, L. & Potnis, D. (2014, August). ICTs for financial inclusion of the unbanked poor in developing economies. *20th Americas Conference on Information Systems*. Savannah, GA, 1-3. [Reviewed by Conference Co-chairs]

Professional Talks & Presentations

78. Warraich, N., Rorissa, A., Potnis, D., Bilal, D., Caidi, N., & Singh, R. (2021). Living in two worlds: Challenges faced by and opportunities for international graduate students and faculty. ALISE Virtual Annual Conference.
79. Potnis, D. (2021, March). *Information value chain to better serve disabled patrons using assistive technologies in libraries*, Mice/Nite at UTK and Pecha-Kucha Night Knoxville, [Link](#)
80. Potnis, D. (2021, March). *Information science research for inclusion and value-creation*, Faculty Research Agenda Profile Session, 43rd Annual CCI Research Symposium, UTK.
81. Mallary, K., & Potnis, D. (2021, March). *Assistive technologies as conduits for receiving valuable information services: A mixed-methods study with academic libraries and disabled students*, 43rd Annual CCI Research Symposium, UTK.
82. Potnis, D. (2020, September). *Algorithms: What? Why? How?* Panelist, Algorithms and Bias Panel, Diversity & Inclusion Week, CCI, UTK.
83. Potnis, D. (2020, September). *Barriers to Using Social Media for Digital Activism*, Panelist, Media and Digital Activism Panel, Diversity & Inclusion Week, CCI, UTK.
84. 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](#)
85. 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.

86. 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.
87. 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](#)
88. 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, 23rd Americas Conference on Information Systems, Boston, MA.
89. 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.
90. Potnis*, D. (2017). *Leading ODU's MLIS program*. Old Dominion University, Norfolk, VA. [\(Invited\)](#)
91. Potnis, D. (2017). *School librarians and larger field of library and information science*. Old Dominion University, Norfolk, VA. [\(Invited\)](#)
92. 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. [\(Invited\)](#)
93. Zhu, X., Potnis, D., Deosthali, K., & McCusker, R. (2016, November). *E-books and young academic users: What do we know?* Charleston Conference, Charleston, SC.
94. 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.
95. Potnis, D. (2015). *Overview of ICT for development research projects*. FHI360-USAID, Washington, D.C.
96. 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.
97. 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. [\(Selected by Conference Poster Chair\)](#)
98. 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. [\(Refereed\)](#)
99. Mohan, L., Potnis, D., & Miesing, P. (2014). *Potential of analytics for scaling social enterprises*. 11th Annual Social Entrepreneurship Conference, Boston, MA. [\(Refereed\)](#)
100. 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. [\(Invited\)](#)
101. Potnis, D. (2014). *Microfinance: Key concepts, challenges, innovative solutions, and opportunities for communication and information researchers*. 36th Annual Research Symposium, CCI. [\(Reviewed by the College Research Planning Committee\)](#)
102. Potnis, D. (2013). Panelist for *ICT Solutions Day* held by the ICT Unit. Transport, Water and ICT, Sustainable Development Network, World Bank, Washington D.C. [\(Invited\)](#)
103. Potnis, D. (2013). *IT to create value for small businesses, microfinance, & society*. Coles College of Business, Kennesaw State University, GA. [\(Invited\)](#)
104. 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. [\(Invited\)](#)
105. Potnis, D. (2012). *IT research to create value for small businesses, microfinance, & society*. School of Business and Economics, Winston-Salem State University, NC. [\(Invited\)](#)

106. 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.
107. 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 (ALISE) Conference, Boston, MA.
108. Potnis, D. (April 9, 2010). *Change in information behavior: A bridge between access to ICTs and socioeconomic opportunities*. 5th New Trends in Informatics Research Conference, Albany, NY.
109. Pardo, T., Mulki, F., & 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)
110. Potnis*, D., & Deosthali, K. (2009). *Competing with time? Teaching summer sessions*. SKILL Conference, Institute for Teaching, Learning and Academic Leadership, University at Albany, SUNY. (Refereed)
111. 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.
112. Potnis, D. (2008). *Innovation management measurement and e-government*. Presented to the United Nations Knowledge Management Committee, UN Headquarters, NY. (Invited)
113. Potnis, D. (2007). *Learning objectives of e-government*. 2nd New Trends in Informatics Research Conference, University at Albany, SUNY, NY.

*: Presented by Devendra Potnis

Technical Reports

114. 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.
115. 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.
116. 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.
117. 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](#)

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| Under Review |
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118. Potnis, D., & Halladay, M. Information practices of administrators for controlling information in online communities.
119. Potnis, D., Halladay, M., Jones, S. Vulnerable, pregnant women leveraging Facebook for co-creating value in rural America: An "information grounds" study.
120. Potnis, D. Horne, B., Tahamtan, I. Hashtags for gatekeeping of users and COVID-19-related information on Twitter.
121. Potnis, D., & Mallery, K., Comparing the "value of information services" for providers and vulnerable patrons: A study with academic libraries and students with disabilities.
122. Potnis, D. & Winberry, J. Seven information practices for alleviating information vulnerability.
123. Gaur, A., & Potnis, D. Service innovations in mobile banking for creating value for the poor in developing countries.
124. Gupta, R., & Potnis, D. Adopting algorithms for governance: Motivations and barriers.

125. Tahamtan, I., Potnis, D., Mohammadi, E., Miller, L., & Singh, V. How does WHO influence followers on Twitter? Network agenda-setting of COVID-19

Grants

Funded

- May 2017 Dean's Summer Research Grant, CCI, UTK, \$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, UTK, \$500
- May 2015 Travel Grant, Office of Research & Engagement, UTK, \$750
- May 2013 Dean's Summer Research Grant, CCI, UTK, \$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, CCI, UTK, \$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, SUNY, \$600
- Jul 2006 Career Development Grant, Graduate Student Employment Union, University at Albany, SUNY, \$600

Under Review

- Sept 2021 An "information practices" toolkit for identifying and fighting disinformation, Knight Foundation, \$150,000
- Sept 2021 Rural libraries for digital inclusion of farming communities, IMLS, \$149,596
- Sept 2021 Addressing digital service divides in academic libraries, IMLS, \$435,666

Not Funded

- Oct 2020 Scaling & Sustaining the Use of "Unified Mobile, Financial, and Information Literacy" Toolkit to Alleviate Poverty in Developing Countries, Andrew Carnegie Fellow Program, \$200,000
- 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

- May 2017 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, UTK, \$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, UTK, \$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

Teaching

UTK

- Undergraduate
 - INSC 380/451 Information Management in Organizations [BSIS minor students]
- Graduate
 - INSC 514 Information Technology Foundations [MSIS students]
 - INSC 530 Information Access and Retrieval [MSIS students]
 - INSC 542 Social Informatics [MSIS, MPA, MA, & PhD students]
 - INSC 550 Managing Information Organizations [MSIS students]
 - INSC 580/585 Information Technologies [MSIS, MS, & MA students]
 - INSC 590 Information and Communication Technologies for Development [MSIS students]
 - INSC 591 Independent Project/Research [MSIS students] – Supervisor and reviewer for...
 1. *Linked Open Data and Data Visualization* by Bonnie Finn
 2. *Educating LIS Students to Serve as Mobile Technology Consultants* by Andy Tate
 3. *Handheld Computing Initiative: Exploring iPads as Clinical Decision Support Tools in a Residency Program* by Fatima MnCube-Barnes
 4. *Programming for Information Professionals* by Andria Lauria
 - INSC 594 Graduate Research Participation [MSIS students] – Supervisor and reviewer for...
 5. *Digital Literacy and Good Governance: Diplomacy Lab Project # 1* by Hilary Jasmin
 6. *Digital Literacy and Good Governance: Diplomacy Lab Project # 2* by Lindsey McLennan
 7. *Leveraging the Use of WhatsApp to Spread the US Message: Diplomacy Lab Project # 1 with the US Department of State* by Jaime Cleek
 8. *Leveraging the Use of WhatsApp to Spread the US Message: Diplomacy Lab Project # 2 with the US Department of State* by Jeni Trimmer
 9. *Factors Affecting Deployment of Cloud Services by Libraries* by Dwight Hunter

10. *Studying Adoption of e-Books by Academic Libraries: A Diffusion of Innovation Approach* by Sarah Fesmire
11. *Factors Influencing Adoption of e-Books by Students* by David Elliott
12. *e-Textbooks for Students: A Qualitative Study* by Janine Pino
- CCI 600 Dissertation [Doctoral Students]
 13. Iman Tahamtan: Fall 2019 – Present (12 credit hrs.)
- e-Portfolio Chair & Committee Member
 1. SIS
 1. Summer 2019: Ethan Graham Roeder
 2. Spring 2019: Jordan Welborn (Chair), Wendy Day (Chair), Kelsey Collins, Heather Back, and Harley Williams
 3. Fall 2018: Olivia Forehand, Amy Carlson, and Chris Barrett (Chair)
 4. Summer 2018: Jasmin Hilary (Chair)
 5. Spring 2018: Misty Perry and Joann Irby
 6. Spring 2017: Jennifer Carlton and Nick Guernsey
 7. Fall 2016: Lauren McCoy
 8. Spring 2015: Allison Olmstead (Chair), Erin Upshaw (Chair), Matthew Thompson (Chair)
 9. Fall 2013: Nicole Barajas (Chair)
 2. Educational Psychology & Counselling, Joy Smith (Fall 2011)
- Doctoral Dissertation Committees
 1. Chair
 1. Joseph Winberry, *Age with PRiDE: A Community-Centric Model for Meeting the Health Information Needs of LGBT+ Older Adults*, Spring 2020 – Present
 2. Iman Tahamtan, *Public Health Emergencies and Public Opinion on Social Media: A Framing and Agenda-Setting of COVID-19*, Fall 2019 – Summer 2021 [Manuscript Style Dissertation]
 3. Kevin Mallary, *Investigating the Role of Situated Learning in Disabled Students' Information Literacy Skills Development: A Mixed Methods Intervention*, Spring 2018 – Present
 2. Member
 4. *Perceptions of Cyberbullying of Images on Social Media: Perspectives from Young Adults* by Li-Min Huang, Summer 2018 – Present
 5. *Library and Computing Services Mergers in Higher Education: Successes and Failures* by Regina Beach-Bertin, CCI, Spring 2018 – Fall 2019
 6. *Teen Information Sources: Source Horizons, Relative Importance, and Relationship to Suicidal Ideation in Latina Teens* by Ivonne Ramirez, CCI, Summer 2017 – Summer 2019
 7. *Parenting Strategies and Online Information Networks on Social Media* by Macy Halladay, College of Education, Health, & Human Sciences, Spring 2017 – Present
 8. *Knowledge Sharing Assessment and Retention Assessment (KSARA) Gauging Tool for Small Businesses: A Narrative Analysis* by Judy Li, CCI, Fall 2016 – Fall 2018
 9. *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, CCI, Fall 2012 – Fall 2017
- Advisor of First-Year Doctoral Students, CCI
 1. Joseph Winberry, Fall 2019 – Summer 2020
 2. Kevin Mallary, Fall 2017 – Summer 2018

University at Albany, SUNY

- Undergraduate
 1. BITM 330 Business Information Systems and Technologies [BBA students]
 2. BITM 331 Business Applications Development [BBA students]
 3. IIST 423/IINF 423 Networking Essentials [BS students]

- Graduate
 1. ITM 520 Database Management [Evening MBA students]

International

- PGDM-IM2011-13 Mobile Internet Technologies and Applications for 21st Century Businesses [Full-time MBA students at S. P. Jain Institute of Management and Research]
- C and C++ Programming [BE students at the University of Mumbai]

Guest Lectures

- IM 940 - Advanced Seminar: Data Management Theory, Dominican University
 - Fall 2021: Collecting, storing, processing, and presenting data in research projects
- ALEC 485/585 – Global Sustainable Development Goals [University of Tennessee Institute of Agriculture]
 - Fall 2021: UN Sustainable Development Goal 5: Gender equality, and Sustainable Development Goal 10: Reduced inequalities
- INSC 680 – Information Science Theory, CCI, UTK [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

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
- Pratt-Severn Faculty Innovation Award, ALISE Committee, Chair (2020-21), Member (2019-20)
- Jury Member, ASIS&T ProQuest Doctoral Dissertation Award Committee, 2021
- Chair-Elect, Special Interest Group on International Information Issues (SIG-III), ASIS&T, Spring 2020 – Present
- Member, JASIS&T ICT4D and Information Special Issue Reviewer Board, 2021-22
- Member, International Relations Committee, ASIS&T, 2018-19
- Chair, International Paper Contest, SIG-III, ASIS&T, 2017-20
- Jury Member, International Paper Contest, SIG-III, ASIS&T, 2016-2017
- InfoShare Officer, SIG-III, ASIS&T, 2010-2014
- Leadership Roles at Conferences
 - Program Committee Member
 - ALISE 2021 Conference, Milwaukee, WI, September 21-23, 2021.
 - ALISE 2020 Conference, Pittsburgh, PA, October 20-23, 2020.
 - 83rd Annual Meeting of the ASIS&T, Pittsburgh, PA, October 23-28, 2020.
 - 2020 International Workshop on Domain-driven Data Mining, Cincinnati, OH, May 7, 2020.
 - 13th International Conference on Theory and Practice of Electronic Governance, Athens, Greece, April 1-3, 2020.
 - iConference 2020, Borås, Sweden, March 23-26, 2020.
 - 82nd Annual Meeting of the ASIS&T, Melbourne, Australia, October 19-23, 2019.
 - ALISE 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.
 - 12th International Conference on Theory and Practice of Electronic Governance, Melbourne, Australia, February 20-22, 2019.

- 81st Annual Meeting of the ASIS&T, Vancouver, Canada, November 10-14, 2018.
 - 3rd International Conference on Digital Transformation & Global Society, St. Petersburg, Russia, May 30-June 1, 2018.
 - 11th International Conference on Theory and Practice of Electronic Governance, Galway, Ireland, April 4-6, 2018.
 - Special Indian Publication, 10th 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.
 - 2nd International Conference on e-Government in Cairo, Egypt, December 1-4, 2008.
- Associate Editor
 - International Conference on Information Systems, Austin, TX, December 12-15, 2021
 - Data Analytics for Business and Societal Challenges Track, International Conference on Information Systems, Austin, Texas, December 13-16, 2021
- Symposium Planning Committee
 - Special Interest Group USE, 81st Annual Meeting of the ASIS&T, Vancouver, Canada, November 10-14, 2018.
- Session Chair
 - Interdisciplinary Approach and Professional Development, Association of Library and Information Science Education 2018 Conference, Denver, Colorado.
 - 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 23rd Americas Conference on Information Systems, Boston, MA, August 10-12, 2017.
 - Minitrack titled “Managing ICT4D Field Research in the Developing World: Challenges, Opportunities, & Innovative Solutions,” “ICTs for Global Development” Track at the 22nd Americas Conference on Information Systems, San Diego, California, August 11-13, 2016.
 - Minitrack titled “ICTs for Financial Inclusion of the Unbanked Poor in Developing Economies,” “ICTs for Global Development” Track at the 20th Americas Conference on Information Systems, Savannah, Georgia, August 7-10, 2014.
- Moderator
 - School Library Media and Librarian Education Session, Association for Library & Information Science Education Annual Conference, Boston, MA, January 5-8, 2016.
- Assistant Organizer
 - 25th 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, ASIS&T 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. Children and Youth Services Review: 2020
 3. European Journal of Information Systems: 2020
 4. First Monday: 2020, 2017
 5. Gender, Technology, and Development: 2021, 2018-19
 6. Heliyon, 2021
 7. IEEE Transactions on Emerging Topics in Computing: 2017-18
 8. Information Processing and Management: 2020, 2016-2017
 9. Information Systems Management: 2021, 2017
 10. Information Technology and International Development: 2014-2015
 11. Information Technology and People: 2018, 2017, 2016, 2014, 2013
 12. Information Technology for Development: 2021-2018, 2014-2016
 13. International Journal of Communication: 2017
 14. International Journal of Information, Diversity, & Inclusion: 2019
 15. International Journal of Information and Communication Technologies and Human Development: 2021, 2020, 2019, 2018, 2016, 2014, 2013
 16. International Journal of Information Management: 2021
 17. International Journal of Medical Informatics: 2019
 18. International Journal of Technology Diffusion: 2013-2017
 19. International Review of Administrative Sciences: 2016
 20. Journal of African Business: 2017
 21. Journal of Asia-Pacific Business: 2009
 22. Journal of International Development: 2021
 23. Journal of Rural Studies: 2017
 24. Journal of Strategic Management Education: 2015
 25. Journal of the Association for Information Science and Technology: 2017-18
 26. Libri-International Journal of Libraries and Information Studies: 2018-19
 27. New Media and Society: 2021, 2020
 28. Online Information Review: 2020
 29. PLOS One: 2020-21
 30. Sage Open: 2014, 2019
 31. Science and Public Policy, Oxford Journals: 2011
 32. Sustainability, MDPI AG's Open Access Journal: 2014
 33. Technology in Society: 2020-21
 34. Telematics and Informatics: 2021, 2020, 2017
 35. 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 & Technology Annual Meetings: 2013-2021
 4. Association for Library & Information Science Education Annual Conference: 2021, 2018, 2014
 5. Hawaii International Conference on System Sciences: 2016-19, 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, 2020, 2021
 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 material reviewer for the University of South Carolina, SC, 2021
- Advisor, Master's Thesis on "Development ways of small businesses in the field of handicrafts of rural women in Birjand: A case study," Department of Knowledge & Information Science, Faculty of Behavioral Science, University of Birjand, Iran
- Tenure and promotion material reviewer for the Pratt Institute, NY, 2020
- Member, Panel of foreign experts for a Ph.D. thesis on "Prospects of Digital Resources Integration in University Libraries of Pakistan," The Islamia University of Bahawalpur, Pakistan, 2021
- Member, Panel of foreign experts for a Ph.D. thesis on "Determinants of Resistance to Technology Adoption in University Libraries of Pakistan," The Islamia University of Bahawalpur, Pakistan, 2020
- Member of the doctoral dissertation examination committee, Dissertation title "Information technology in healthcare: A practice-based empirical examination in India," Indian Institute of Management at Trichy, 2019
- Tenure and promotion material reviewer for the University of Rhode Island, RI, 2018
- Expert evaluator, 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

UTK

- Member, Technology Fee Advisory Board, Fall 2021 – Present
- Member, Global Citizenship International, General Education Committee, Fall 2021 – Present
- Facilitator, Group Discussions on "So You Want to Talk about Race" book, A Joint Venture of UTK Libraries and SIS, May 18 and 27, 2021
- Elected Member, Chancellor's Commission for Blacks, Fall 2020-Present
- Member, Commission for Blacks, Fall 2020-Spring 2021
- Member, Faculty Community Groups program, Fall 2020-Spring 2021
- CCI Representative, Undergraduate Council, Fall 2020 – Present
- Member, Curriculum Committee, Undergraduate Council, Fall 2020 – Present
- Panelist, New Faculty Technology Integration Panel at the New Faculty Orientation, August 2020
- Faculty Fellow for Technology-Enhanced Learning, June-October 2020
- Qualtrics Committee, Member, Fall 2017–Spring 2018
- Information consultation with small businesses and not-for-profit organizations in the 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

CCI

- Member, Peer Teaching Committee, Jenny Crowley, Communication Studies, Spring 2021
- Member, Diversity & Inclusion Workshops Planning Committee, Fall 2020 – Spring 2021
- Planning Committee Member, Diversity & Inclusion Week, Fall 2020
- Undergraduate Committee, Member, Fall 2019 – Spring 2021
- Judge, Poster Session and Faculty Presentations, 41st CCI Research Symposium, Spring 2019
- Social Media Week Organizer, Spring 2018
- Departmental Review Committee, Member, 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, 37th 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

SIS

- Chair, Bachelor of Science in Information Sciences Director Search Committee, Fall 2020
- Member, Tenure-Track Faculty Search Committee, for recruiting two faculty, Fall 2019 – Spring 2020
- Faculty Mentor for Undergraduate Students in the BSIS Program, Fall 2020 – Present
- Undergraduate Program Committee, Chair (Fall 2019 – Spring 2020), Member (Fall 2020 – Spring 2021; Fall 2017 – Summer 2018)
- Member, Faculty and Doctoral Student Affairs Committee, Fall 2021, Fall 2018 – Summer 2019
- Director's Research Advisory Council, Member, Fall 2021
- Assessment and Awards Committee, Member, Fall 2018 – Spring 2019
- IT Administrator Search Committee, Member, Fall 2017 – Spring 2018
- Winslow Memorial Scholarship Selection Committee, Spring 2019
- Tenure and Promotion Committee, Member, Fall 2021, Fall 2016 – Summer 2017
- Faculty Affairs Committee, Member, Fall 2016 – Spring 2017
- Member, Undergraduate Major Taskforce, Spring 2016 – Spring 2017
- Advisor for over 200 graduate students, Spring 2011 – Present
- Member, Web Advisory Committee, 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
- Represented SIS at
 - School Representatives' Meeting as an ALISE Designated School Officer, 2020 ALISE Conference, Oct 15, Online.
 - 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

University at Albany, SUNY

- Examiner, Foreign Language Proficiency Exam, Nov 2008

- Logistics Committee Member, 2nd New Trends in Informatics Research Conference, April 2007

University of Louisiana at Lafayette

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

Technical Skills

- Software Packages QDA Miner (WordStat), SPSS, Stata, & Dreamweaver
- Teaching Software Blackboard Learn, Blackboard Collaborate, Canvas, Centra, Zoom, & WebCT (14 year-plus experience of online teaching)

Professional Development Certificates/Workshops/Training (attended)

- Equity-Minded Reform for Teaching & Service Workloads with KerryAnn O'Meara, Spring 2021
- Mentoring Faculty, Graduate School and Office of Graduate Training and Mentorship, UTK, Fall 2020
- Recognizing and Mitigating Unconscious Bias Certificate, UTK, Fall 2020.
- COVID-19 & Faculty Staff: Mental Health in Academia, by Mental Health America of the MidSouth, CCI Workplace Wellness Webinar, Summer 2020
- Designing Sustainably Agile and Resilient Libraries for the Post COVID-19 World, Chimanbhai Patel Institute and ADINET, Gujarat, India, Summer 2020.
- Title VI of the Civil Rights Act of 1964 Training, UTK, Spring 2020
- Information Technology Security Awareness Training, UTK, Fall 2019
- Title IX Mandatory Reporter Training, UTK, Fall 2019
- Strategies & Tactics for Recruiting to Improve Diversity and Excellence Training, UTK, Fall 2019
- "Universal Design for Learning" Course, UTK, Spring 2019
- Association of Library and Information Science Education (ALISE) Leadership Academy, Charleston, SC, Spring 2019
- 2nd 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)

Professional Membership (Ad Hoc)

- 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