

# Faye Q. Miller Ph.D

## Qualifications

**Doctor of Philosophy  
Information Ecology Discipline, Science and  
Engineering Faculty, Queensland University of  
Technology, Australia 2014**

*Dissertation:* Knowledge ecosystems of early career academics: A grounded theory of experiencing information use for learning in developmental networks.

- Received Science and Engineering Faculty Dean's commendation for Outstanding Doctoral Dissertation;
- Invited as Colloquium Series Guest Speaker and Visiting Scholar at San Jose State University's School of Information, California;
- Received Doctoral Seminar Panel's commendation for research communication and information visualization.

**Master of Applied Science (Information Management)  
Charles Sturt University, Australia 2008**

By Coursework, specializing in Knowledge Management, Information Architecture and Qualitative Research Methods.

**Bachelor of Arts  
Charles Sturt University, Australia 2002**

*Major(s):* English Literature, Modern History  
(including Media and Film Studies, Screenwriting)  
*Minor:* Psychology (including Quantitative Methods)

## Short Courses

Graduate Certificate in Tertiary Education  
**University of Canberra, Australia 2019** (expected)

Advanced Leadership and Coaching in Higher Education  
**Australian School of Applied Management and  
University of Melbourne 2016**

Human-Computer Interaction and Interaction Design  
**Stanford University (Coursera) 2013**

## Teaching Employment

### *Unit Convenor and Lecturer*

**University of Canberra, Australia**

July 2015 – Present

Unit Convenor, teaching and assessing graduate students in the Master of Information Studies (Online) course, including key units:

- Managing Contemporary Information Practices; and
- Information and Knowledge Studies Projects (Professional Practice and Applied Research in Industry).

**Recipient** - 2017 Vice-Chancellor's Award for Teaching Excellence: Citation for Outstanding Contribution to Student Learning

### *Sessional Lecturer*

**University of Canberra**

July 2010 – June 2012

Team teaching, assessment and research assistance in the Master of Information Studies (Online) program including units:

- Knowledge Sharing and Communication; and
- Connecting People and Information.

### *Sessional Lecturer*

**Charles Sturt University, Australia**

July 2008 – June 2014

Team teaching, course/subject development and assessment in the Bachelor/Master of Information Management (Online) programs including key units:

- Information Society;
- Value-Added Business Information Services;
- Readings in Information Studies (Literature reviews);
- Information Seeking Behavior; and
- Information Digitization.

## Research Employment

### *Postdoctoral Researcher*

***Everyday Life Information Experiences on Twitter  
(Funded by Berkman Klein Center for Internet and Society, Harvard University)***

**Digital Life Lab**

**University of Southern Queensland, Australia**

October 2015 - present

- Leading qualitative data analysis, theoretical model development and journal article writing and editing;

- Commissioned to write media article on ethical user experience design for social media published in *The Conversation* based on preliminary research findings.

***Co-Researcher***

***Stolen Knowledge: Learning and Knowing in Workplace Practice***

***(Funded by WACE: Advancing Cooperative and Work Integrated Education – University of Massachusetts)***

**University of Canberra, Australia**

January 2018 – present

- Collaborating on qualitative data analysis and theoretical model development towards redesigning work-integrated learning experiences for students in higher education.

***Postdoctoral Researcher***

***Evidence-Based Information Practice***

***(Funded by Australian Research Council Competitive Grant)***

**Queensland University of Technology & University of Southern Queensland**

March 2015 – March 2017

- Led qualitative data analysis, theoretical model development, co-wrote journal articles accepted for publication in two leading information science journals, editing and presenting conference papers for one sub-study from major research project.

***Knowledge Strategist (Global Ethnographic) /***

***Social Policy Researcher***

**Organisation for Identity and Cultural Development (OICD)**

**UK, USA, Japan and Australia**

March 2013 – Present

- Liaising in person and online with users and contributors to improve online user experience;
- Coordinating team meetings towards web production;
- Producing web series *Global Ethnographic 3D* (Diverse Deep Dives);
- Collaborating with editorial and web production team to increase accessibility and engagement with users;
- Providing policy research and creative consultation for applied social integration projects;
- Recruiting and mentoring volunteers to assist with publication development activities.

***Director and Founding Editor – Online Publishing  
Human Constellation Pty Ltd***

October 2013 – Present

- Sourcing and developing articles and sponsorship for online publication *Flow Experiences*  
<http://flowexperiences.org>
- Recruiting, mentoring and building a global network of editorial staff including writers, journalists, academic researchers, marketing officers and graphic designers.

***Research Development Officer  
Office of the Deputy Vice-Chancellor (Research)  
Charles Sturt University, Australia***

March 2008 – September 2008

- Built and developed international research collaborations between a variety of fields, institutions and industries;
- Liaised and built relationships and networks for research clients: internal and external research users/funders from corporate, government and non-profit sectors worldwide;
- Facilitated several successful grant applications for research clients within short timeframes;
- Improved usability of existing institution-wide research website for research clients;
- Convened fortnightly Research Directors' meetings to facilitate good communication and knowledge sharing between leaders, support staff and funding bodies;
- Directly supervised two research office staff members in events management and grants administration.

***Research Assistant (Various Projects)  
Charles Sturt University, Australia***

January 2004 – March 2008

Worked as a qualified research assistant for a variety of large and small scale social research projects led by Professors and Senior Executive Faculty in Business, Education and Humanities, specifically in areas: Human Resource Development, Health Information Management, Marketing, Public Administration, Social Economics, Community Work, Higher and Vocational Education.

- Provided proofreading, formatting and abstracting of article manuscripts, supported key themes and future directions research and coordinated peer review for two academic journals: *International Journal of Training Research* and *Australian Academic & Research Libraries*.

- Designed and built usable websites for internal and external research related communication;
- Provided expert literature searching, literature review and report writing and synthesis for Senior Research Leaders working as part of small teams;
- Managed large amounts of research information resources by designing an electronic information management system using controlled vocabulary;
- Liaised with a wide range of researchers and professional staff to organise meetings and conferences.

## Funding and Scholarships

2017 – Citation for Outstanding Contribution to Student Learning, University of Canberra (\$1,500)

2016 – Scholarship for Graduate Certificate in Tertiary Education, University of Canberra

2015 – Scholarship for Advanced Leadership in Higher Education Program – Australian School of Applied Management University of Melbourne (\$6,000)

2014 – Scholarship for Thesis Publications Write-Up – Queensland University of Technology (\$6,000)

2014 – Pozible Crowdfunding Campaign – *XD: Experience Design Magazine* Launch (\$3,000)

## Publications

### *Invited Book Chapters*

**Miller, F.** & Wallis, J. (2015). Social interaction and the role of empathy in information and knowledge management. In Hagen-McIntosh, J. (ed). *Information and Data Literacy: The Role of the Library*, Part V: Marginalized Populations' Need for Information and Data Literacy. Apple Academic Press: New Jersey, USA.

### *Refereed Journal Articles*

**Miller, F.**, Partridge, H., Bruce, C., Yates, C. & Howlett, A. (2017). How academic librarians experience evidence-based practice: A grounded theory model. *Library and Information Science Research*, vol. 39, no. 2, pp. 124-130. Boston, USA. (Journal Citation Ranking: Q1)  
DOI: <http://doi.org/10.1016/j.lisr.2017.04.003>

Gillespie, A., **Miller, F.**, Partridge, H., Bruce, C. & Howlett, A. (2017). What do Australian library and information professionals experience as evidence? *Evidence-Based Library and Information Practice*, vol. 12, no. 1. Edmonton, Canada. (Journal Citation Ranking: Q2)

**Miller, F.**, Partridge, H., Bruce, C. & Hemmings, B. (2016). Designing informal learning experiences for early career academics using a knowledge ecosystem model, *Journal of Further and Higher Education*, vol. 40, no. 5. London, United Kingdom. (Journal Citation Ranking: Q2) DOI:10.1080/0309877X.2016.1177165

**Miller, F. Q.** (2015). Experiencing information use for early career academics' learning: A knowledge ecosystem model. *Journal of Documentation*, vol. 71 no. 6, pp. 1228 – 1249, London, United Kingdom. (Journal Citation Ranking: Q1) DOI: <http://dx.doi.org/10.1108/JD-04-2014-0058>. **Featured as “most read paper” in JDoc April 2018.**

**Miller, F.** & Wallis, J. (2011). Social interaction and the role of empathy in information and knowledge management: A literature review. *Journal of Education for Library and Information Science*, vol. 52, no. 2, pp. 122-132, Chicago, USA.

Miller, F. (2008). Research information needs of public policy oriented researchers at a regional university: Issues emerging from a pilot study. *Australian Academic & Research Libraries*, vol. 39, no. 4, pp. 253-268.

### ***Refereed Research Reports***

Miller, F. (2017). When immersive journalism met open ethnography. (Invited paper - Notes from the Field) *Global Ethnographic*, UK. Full text online: <http://globolethnographic.com/index.php/immersive-journalism-met-open-ethnography/>

Miller, F. (2013). Researching user experience: A knowledge ecology model. *Boxes and Arrows*, San Francisco, CA. Full text online: <http://boxesandarrows.com/researching-user-experience-a-knowledge-ecology-model/>

### ***Refereed Conference Papers***

Partridge, H., Bruce, C., Gillespie, A. & **Miller, F.** (2016) Building the basis for evidence-based library and information practice. Paper presented at the *Australian Library and Information Association National 2016 Conference*, Adelaide, South Australia. Full text online: <https://nationalconference.alia.org.au/content/building-basis-evidence-based-library-and-information-practice>

## **Manuscripts In Progress**

Miller, F. Informing early career researchers' professional development: Tangible information encounters in informal learning spaces. Manuscript under review in *Journal of Documentation*, UK. (Q1)

**Miller, F.**, Partridge, H. & Davis, K. Everyday life information experiences in Twitter: a grounded theory. Manuscript in preparation for *Information Research*, UK. (Q2)

Miller, F. Building communication capacity through curating experiential knowledge of self and others. Manuscript in preparation for *Science Communication*, USA. (Q1)

Miller, F. Producing moments of shared understanding in lived experience research. Manuscript in preparation for *Qualitative Research*, USA. (Q1)

Miller, F. Relating to information to create knowledge: Towards design principles for optimizing learning experiences. Manuscript in preparation for *Journal of the Association for Information Science and Technology*, USA. (Q1)

## **Unpublished Manuscripts**

Miller, F. (2014). *Knowledge ecosystems of early career academics: A grounded theory of experiencing information use for learning in developmental networks*, Ph.D Thesis, Queensland University of Technology. Full text online: <http://eprints.qut.edu.au/71395/>

## **Knowledge Transfer**

### ***Media Articles***

Ethical design is the answer to some of social media's problems. Invited article for *The Conversation*, Global January 2018 (Impact/reach 4,000+ readers – republished and shared on various global technology and business websites). Full text online: <https://theconversation.com/ethical-design-is-the-answer-to-some-of-social-medias-problems-89531>

How retro storytelling can help boost imaginative capacity. *The Conversation*, 2016. (Impact/reach 2,000+ readers – republished on various educational and innovation websites. Full text online:

<http://theconversation.com/how-retro-storytelling-can-help-boost-imaginative-capacity-63659>

What Louis Theroux can teach us about social research. *The Conversation*, 2014. (Impact/reach: 6,000+ readers – republished on various higher education websites)  
Full text online: <https://theconversation.com/what-louis-theroux-can-teach-us-about-social-research-24324>

Explainer: What is Experience Design? *The Conversation*, 2013. (Impact/reach: 3,000+ readers – republished on various cultural institutions' websites)  
Full text online: <https://theconversation.com/explainer-what-is-experience-design-20011>

### ***Documentary Films***

*The Social Media Paradox* (Working Title) Feature documentary - pre-production in collaboration with International Documentary Association and Copious Pictures, New York. Role: Producer, Writer, Editor.

*Imaginative Storytelling Experiences: featuring Sir Tony Robinson's 'Tales from Fat Tulip's Garden'* (2016). Australian-UK collaboration. Credited as Producer, Writer, Co-Editor and Contributor. Official website: <http://www.isedoc.net>

### ***Web Series***

*Global Ethnographic presents: Diverse Deep Dives* featuring ethnographic perspectives on global issues such as energy, climate change, healthcare, technology and multiculturalism. Collaboration with *Global Ethnographic* team, UK-Australia-Japan-USA. Credited as Producer, Interviewer, Video Editor. OICD Channel: <https://www.youtube.com/user/OICDdotnet>

### ***Presentations***

Research and Online Education / Q&A at the School of Information, *Invited Guest Speaker*. Presented in person and via web conference, March 8, 2017, sponsored and hosted by San Jose State University, California.

Casting a spotlight on evidence: Exploring the lived experience of evidence based practice in academic and public libraries (Australian Research Council grant). Co-presenter, in person, July 7 2015, *8<sup>th</sup> International Conference on Evidence-Based Library and Information*



*Practice*, Queensland University of Technology, Brisbane, Australia.

Building developmental networks of early career academics: An informed learning perspective. *Ph.D Final Seminar*. Presented in person, September 5 2013, Queensland University of Technology.

Building developmental networks of early career academics, *Fall Colloquium Guest Speaker*. Presented in person and via web conference, September 19 2012, San Jose State University, California.

Building developmental networks of early career academics, *Ph.D Confirmation Seminar*. Presented in person, September 21 2011, Queensland University of Technology.

Building developmental networks of early career academics: An informed learning perspective. Presented via web conference at *RAILS7 Doctoral Consortium*, May 9 2011, Queensland University of Technology.

## **Service**

### ***Peer reviewer (Cross-disciplinary)***

2018- *British Medical Journal: Evidence-Based Medicine* UK

2017- *Journal of Documentation* UK

2014- *Studies in Higher Education* UK

2013- *Boxes and Arrows* USA

2013- *Global Ethnographic Journal*

2010- San Jose State University Ph.D Students

### ***Conferences and Meetings***

2015- Workshop participant/Advocate – Science Communication Collaboration, Alda Center for Communicating Science, Stony Brook University, New York and the Centre for Public Awareness of Science, Australian National University;

2015- Individual Submission / Consultation Report from Australian Council of Learned Academies' 'Research Training System Review' to Government Department of Education and Training, Canberra, Australia;

2015 – Session Chairperson – *8th International Conference on Evidence-Based Library and Information Practice*, Queensland University of Technology, Brisbane, Australia.