

Faye Q. Miller, Ph.D

EDUCATION AND TRAINING

- 2014 **Ph.D, Queensland University of Technology, Australia**
Dissertation: Knowledge Ecosystems of Early Career Academics: A Grounded Theory of Experiencing Information Use for Learning in Developmental Networks
- 2008 **Master of Applied Science, Charles Sturt University, Australia**
Major(s): Knowledge Management and Business Research
Thesis: Information Behavior of Public Policy Researchers
Internship: Social Policy Researcher, Parliament of Australia
- 2002 **Bachelor of Arts, Charles Sturt University**
Major(s): English Literature, Media and Film, History
Minor: Psychology (Health and Developmental)
- 2019 **Graduate Certificate in Tertiary Education**
University of Canberra, Australia
Higher Education Academy International Accredited University Teaching Qualification
- 2016 Advanced Leadership in Higher Education Program
Australian School of Applied Management
- 2014 Certificates in Public Policy, Leadership
Social Entrepreneurship, Creative and Critical Thinking
Australian Technology Network Program

AWARDS AND HONORS

- 2018 Invited Fellow, Center of Excellence in Teaching and Learning
- 2018 Most Read / Downloaded Paper – Sole Authored Paper
Published in top tier *Journal of Documentation* (Ranked Q1 – Discipline: Information Science)
- 2016 Vice-Chancellor’s Award for Teaching Excellence (University of Canberra) – Citation for Outstanding Contribution to Student Learning
- 2014 Science and Engineering Faculty Dean’s Commendation for Outstanding Ph.D Dissertation, Queensland University of Technology

2011 Ph.D Seminar Panel's Commendation for Research
Accessibility, Communication and Information Visualization,
Queensland University of Technology

GRANTS AND SCHOLARSHIPS

2018 International Documentary Association, Los Angeles, CA
Fiscal Sponsorship Accepted for Documentary Film Production
and Research on Subject Area: Social Media and Youth Mental
Health in Entertainment and Music Business
Role: Project Director and Producer (USD\$400,000)

2017 Citation for Outstanding Contribution to Student Learning,
University of Canberra - Teaching Development Funding
(AUD\$1,500)

2016 Scholarship for Graduate Certificate in Tertiary Teaching HE
Academy Accredited Teaching Qualification, University of
Canberra (AUD\$10,000)

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

2014 Ph.D Publication Award Grant, Queensland University of
Technology (AUD\$6,000)

2013 Pozible Crowdfunding - Experience Design Digital Publication
(AUD\$3,000)

REFEREED PUBLICATIONS

Scholarly Books

Miller, F. (forthcoming, 2020). *Producing Transdisciplinary Collaborations: Mindsets and Methods for Shared Understanding*. Palgrave Macmillan, London.

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.

Journal Articles

Miller, F. (forthcoming). Encountering relatable information in experiential learning spaces: A partnership framework for information professionals and early career researchers. *Journal of Documentation*, London. (Journal Citation Ranking: Q1)

Miller, F., Partridge, H. & Davis, K. (submitted, under review). Everyday life information experiences in Twitter. *Information Research*, United Kingdom. (Q2)

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. (Q1)

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*, Alberta, Canada. (Q2)

Miller, F. (2017) When immersive journalism met open ethnography (Invited Paper - Notes From the Field), *Global Ethnographic*, Organisation for Identity and Cultural Development, London, United Kingdom.

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. (Q2)

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. (Q1 – Featured as Most Read Paper in JDOC 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.

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.

NON-REFEREED PUBLICATIONS

Miller, F. (2013). Researching user experience: A knowledge ecology model. *Boxes and Arrows*, San Francisco, USA.

MANUSCRIPTS IN PROGRESS

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

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

MEDIA ARTICLES

Ethical design is the answer to some of social media's problems. Invited article for *The Conversation*, Global January 2018 (Impact/reach 7,000+ readers – republished and shared on various global technology and business websites).

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

What Louis Theroux can teach us about social research. *The Conversation*, 2014. (Impact/reach: 6,000+ readers – republished on various higher education websites).

Explainer: What is experience design? *The Conversation*, 2013. (Impact/reach: 3,000+ readers – republished on various cultural institutions' websites).

TEACHING EMPLOYMENT

Unit Convenor and Lecturer, University of Canberra

July 2015 – Present

Role: 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).

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

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

Co-Researcher (Data Analyst and Co-Author), Learning and Knowing in Workplace Practice – Redesigning Work Integrated Learning Experiences for Students in Higher Education.

January 2018 - present

Funded by WACE: Advancing Cooperative and Work Integrated Education – University of Massachusetts, USA/Faculty of Arts and Design, University of Canberra.

Postdoctoral Researcher (Lead Data Analyst and Author), Everyday Life Information Experiences in Twitter.

October 2015 - present

Funded by Berkman Klein Center for Internet and Society, Harvard University/Digital Life Lab, University of Southern Queensland, Australia.

Postdoctoral Researcher (Lead Data Analyst and Co-Author/Conference Presenter) Evidence-Based Information Practice.

March 2015 – March 2017

Funded by Australian Research Council Competitive Grant/Queensland University of Technology & University of Southern Queensland

Knowledge Strategist (Global Ethnographic) / Social Policy Researcher Organisation for Identity and Cultural Development (OICD) UK, USA, Japan and Australia

March 2013 – Present

Duties: 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

Duties: Sourcing and developing articles and sponsorship for online publication *Flow Experiences*; 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

Duties: 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.

Duties: 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.

KNOWLEDGE TRANSFER

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, *8th 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.

PROFESSIONAL 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

2016 - 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.

REFERENCES

Available upon request