

Faye Q. Miller, PhD

Email: faye@humanconstellation.org

Mobile: 0414670353

OVERVIEW

Dr Faye Q. Miller is a social science researcher, career development consultant and documentary producer. Faye has published widely, informed by more than a decade of experience in-between disciplines and industries such as journalism, social media, higher education, research services and public policy. Faye is currently Director of global career coaching, mentoring and digital research consultancy, Human Constellation. Faye has recently led and collaborated on projects associated with Queensland University of Technology, the Australian National University, Harvard University and University of Canberra.

EDUCATION AND TRAINING

- 2014 **PhD, Queensland University of Technology**
Science and Engineering Faculty
Thesis: Knowledge Ecosystems of Early Career Academics
- 2008 **Master of Applied Science, Charles Sturt University**
Major(s): Knowledge Management, Information Architecture,
Value-Added Information Services
Thesis: Information Behaviour of Public Policy Researchers
Internship: Social Policy Researcher, Parliament of Australia,
Canberra
- 2002 **Bachelor of Arts, Charles Sturt University**
Major(s): English Literature, Media and Film Studies, History
Minor: Psychology
- 2021 **Graduate Certificate in Education**
Queensland University of Technology
Major: Career Development and Counselling
- 2016 **Advanced Leadership in Higher Education Program**
Australian School of Applied Management and
University of Melbourne
- 2014 **Certificates in Public Policy, Leadership, Social**
Entrepreneurship, Creative & Critical Thinking
Australian Technology Network Program

EMPLOYMENT

Director, Research and Career Development Consultant

Human Constellation Pty Ltd (company in development to launch in 2021)

March 2018 – Present

Duties: Providing online career counselling to students and professionals; and publishing and conducting independent research projects and consultation services.

Book Author

January 2019-Present

Palgrave Macmillan

Under contract to author book 'Producing shared understanding for digital and social innovation' to be released worldwide in November 2020.

Co-Researcher

University of Canberra

January 2018 – January 2020

Role: Data Analyst and Co-Author – 'Stolen Knowledge: Student Knowing in Workplace Learning' funded by WACE: Advancing Cooperative and Work Integrated Education, University of Massachusetts & Faculty of Arts and Design, University of Canberra

Lecturer and Convenor – Industry Research Projects and Professional Placements

University of Canberra

July 2015 – December 2019

Role: Unit Convenor, teaching and assessing graduate students in the Master of Information Studies (Online) course, including key units: Managing Contemporary Information Practices; and Knowledge and Information Studies Projects.

Postdoctoral Researcher

October 2015 – April 2019

Roles: Project Leader, Lead Author/Data Analyst – 'Everyday Life Information Experiences on Twitter' funded by Berkman Klein Center for Internet and Society, Harvard University & Digital Life Lab, University of Southern Queensland.

Senior Project Officer and Postdoctoral Researcher

March 2015 – March 2017

Roles: Lead Data Analyst, Lead and Co-Author, Conference Presenter - 'Building the Basis for Evidence-Based Information Practice' funded by Australian Research Council Discovery 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 – December 2019

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.

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.

Lecturer, Charles Sturt University

September 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 Behaviour; and Information Digitisation.

**Research Development Officer, Office of the Deputy Vice-Chancellor
(Research)**

Charles Sturt University

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 with 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

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.

AWARDS AND HONOURS

- | | |
|------|--|
| 2019 | Invited Fellow – Deputy Vice-Chancellor, Education (University of Canberra) at Centre for Excellence in Learning & Teaching |
| 2019 | Most Read Paper – Sole Authored Paper based on PhD research published in top tier <i>Journal of Documentation</i> (Ranked Q1 – Discipline: Information Science) 10,000+ readers since 2015 |
| 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 PhD Dissertation, Queensland University of Technology |
| 2011 | PhD Seminar Panel’s Commendation for Research Accessibility, Communication and Information Visualization, Queensland University of Technology |

REFEREED PUBLICATIONS

Scholarly Books

Miller, F. (manuscript in preparation, 2021). *Livestreaming as therapy: Experiences of livestreamers on reddit*.

Miller, F. (in press, 2020). *Producing shared understanding for digital and social innovation: Bridging divides with transdisciplinary information experience concepts and methods*. Palgrave Macmillan: UK.

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

Burford, S., Cooper, L. & **Miller, F.** (in press, 2020). Stolen knowledge: Student knowing in workplace practice. *International Journal of Work Integrated Learning*.

Miller, F. Q. (2019). Encountering relatable information in experiential learning spaces: A framework for information professional-early career researcher partnerships. *Journal of Documentation*, London, United Kingdom, vol. 75, no. 3, pp. 517-529. (Journal Citation Ranking: Q1)

Miller, F., Partridge, H. & Davis, K. (2019). Everyday life information experiences in Twitter: A grounded theory. *Information Research*, UK/Sweden, vol. 24, no. 2. (Q2)

Miller, F. (2019). Producing shared understanding of transdisciplinary social-ecological systems using an autoethnographic approach. *Global Ethnographic*.

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. 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, United Kingdom. (Q1 – Featured as Most Read Paper in JDOC 2018-19)

Miller, F. (2014). Exploring the digital information experiences of ethnographers (Notes From the Field). *Global Ethnographic*, United Kingdom.

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

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

Miller, F. (2019). How do we educate 21st century transdisciplinary knowledge producers? Paper presented at the 9th *Global Education Conference*, US/International.

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.

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 10,000+ readers – republished and shared on various global technology and business websites).

How retro storytelling can help boost imaginative capacity. *The Conversation*, 2016. (Impact/reach 4,000+ readers – republished on various educational and innovation websites).

What Louis Theroux can teach us about social research. *The Conversation*, 2014. (Impact/reach: 7,000+ readers – republished on various higher education websites).

Explainer: What is experience design? *The Conversation*, 2013. (Impact/reach: 4,000+ readers – republished on various cultural institutions' websites).

Documentary Films

The Social Media Paradox (Working Title) Feature documentary in pre-production. Role: Co-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>

Product Hacker Podcast Episode #10 Dialogue mapping as a tool for ethical technology design - Invited interview, January 2019, USA
<http://producthacker.libsyn.com/episode-vii-product-ethics>

Presentations

How do we educate 21st century transdisciplinary knowledge producers? Accepted presentation proposal. *Presented online at Ninth Annual Global Education Conference*, November 20, 2019.

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.

SERVICE

Since 2014, I have been invited to peer review several accepted papers in prestigious Q1 ranked British and American journals including *Journal of Librarianship and Information Science*, a paper investigating human-centred computing design for personal digital assistants (Siri, Google Home, Cortana, Alexa), *British Medical Journal*, a paper from Oxford University developing new evidence-based medicine models combining qualitative and quantitative forms of evidence, *Journal of Documentation*, *Studies in Higher Education* and *Reflective Practice*, papers developing an understanding of intrapersonal and systemic aspects of early career academic development.

In 2016, I initiated connections through social media outreach on Science Communication and was invited to participate in the organising committee with academics from the Australian National University, for an on-campus science communication workshop and lecture with Alan Alda and colleagues, as part of the Official Partnership between the Alda Center for Communicating Science, Stony Brook University, New York and the Centre for Public Awareness of Science at the Australian National University.

In 2015, I was nominated as Session Chairperson and co-presented preliminary research at the *8th International Conference on Evidence-Based Library and Information Practice*, Queensland University of Technology, Brisbane, Australia.

In 2015, I attended an Australian Research Training System review meeting at Australian Academy of Science, Canberra and contributed an individual submission based on my research findings to the Consultation Report from Australian Council of Learned Academies' 'Research Training System Review' to Government Department of Education and Training, Canberra, Australia.

References available upon request