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## **BRIAN DETLOR**

Curriculum Vitae

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### **BUSINESS ADDRESS**

DeGroote School of Business (DSB-A201), McMaster University  
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### **EDUCATIONAL BACKGROUND**

- Doctor of Philosophy, Faculty of Information Studies, University of Toronto, 2000.
- Master of Information Science, Faculty of Information Studies, University of Toronto, 1994.
- Canadian Securities Course, 1989.
- Bachelor of Science (Honours Computer Science), University of Western Ontario, 1986.

### **CURRENT STATUS**

- Chair, McMaster Research Ethics Board (July 1, 2011 to June 30, 2014).
- Associate Professor (Information Systems), DeGroote School of Business, McMaster University. Tenured. (July 1, 2005 to present).

### **PROFESSIONAL ORGANIZATIONS**

- AIS (Association of Information Systems).
- ASIST (American Society for Information Science and Technology).

### **EMPLOYMENT HISTORY**

#### **Academic**

- Visiting Lecturer/Researcher, Centre for Social Informatics, School of Computing, Edinburgh Napier University, Edinburgh, Scotland. (June 24 – July 13, 2011).
- Visiting Professor, College of Commerce, DePaul University, Chicago, USA. (Sept 2007 to June 2008).
- Assistant Professor, DeGroote School of Business, McMaster University. (Oct 2000 to June 30, 2005).
- Lecturer, DeGroote School of Business, McMaster University. (July 2000 to Sept 2000).

#### **Other**

- Data Architect/Analyst, Unitel Communications, Toronto, Canada. (Nov 1994 to August 1996).
- Independent Information Systems Consultant, Toronto, Canada. (July 1992 - Dec 1993).
- Sr. Programmer Analyst, TransCanada PipeLines, Calgary, Canada. (March 1990 to May 1992).
- Systems Analyst, Financial Models Company, Toronto, Canada. (May 1988 to March 1990).
- Systems Analyst, Kellogg Salada Canada. London, Ontario, Canada. (June 1986 to May 1988).

## SCHOLARLY AND PROFESSIONAL ACTIVITIES

### Editorial Boards

#### Journals - Editorships

- *International Journal of Information Management* (IJIM), Regional Editor (North America), Jan 1, 2008 to Dec 31, 2010.
- *Journal of Information, Information Technology, and Organizations* (JIITO), Associate Editor, 2005 to 2009.

#### Journals – Editorial Boards

- *Electronic Government: An International Journal* (EG), Editorial Board Member, 2005 to present.
- *International Journal of e-Collaboration* (IJeC), International Editorial Review Board Member, 2004 to present.
- *International Journal of Electronic Government* (IJEG), Editorial Board Member, 2004 to 2005.
- *International Journal of Information Management* (IJIM), International Editorial Board Member, Jan 1, 2011 to present.
- *Online Information Review* (OIR), Editorial Board Member, 2010 to present.
- *South African Journal of Information Management* (SAJIM), Editorial Advisory Board Member, 2010 to 2012.

#### Book Series

- *Advances in E-Collaboration* (AECOB) Book Series, Editorial Advisory Board Member, 2007 to 2008.
- *Encyclopedia of Library and Information Sciences* (ELIS), 3<sup>rd</sup> Edition, Editorial Advisory Board Member, 2005 to 2009.

### Grant & Personnel Committees

- External Reviewer for a Tenure & Promotion Committee at the Ecole de Bibliothéconomie et des Sciences de l'Information (EBSI), Université de Montréal, July 2009 & July 2010.
- External Reviewer for a Tenure & Promotion Committee at the School of Business Administration, Dalhousie University, October 2009.

### Executive Positions

#### Conference Program Chair / Track Chair Positions

- Co-Chair, "Information and Knowledge Management" Track, *Annual Meeting of the American Society for Information Science and Technology* (ASIST), Pittsburgh, USA, 2010.
- Track Co-Chair, Critical Intranet Research, *14<sup>th</sup> Americas Conference on Information Systems* (AMCIS), Toronto, Canada, 2008.
- Program Chair, *8<sup>th</sup> McMaster World Congress on the Management of eBusiness*, Toronto, Canada, 2007.
- Track Chair, Electronic Government, *7<sup>th</sup> McMaster World Congress on the Management of eBusiness*, Halifax, Canada, 2006.

#### Conference Program Committee Member Positions

- Program Committee Member, *Canadian Association of Information Science (CAIS) Conference*, 2012, Waterloo, Ontario.
- "eInnovation" Program Committee Member, 2009 World Congress on Privacy, Security, Trust and the Management of eBusiness, Saint John, New Brunswick, Canada.
- Organizing Committee Member, SIG HCI Research Symposium (HCI in Interactive Information Environments with a Focus on Groups), *Annual Meeting of the Society for Information Science and Technology* (ASIS&T), 2008, Columbus, Ohio, USA.
- Scientific Committee Member and Program Committee Member, *6th International Conference on Conceptions of Library and Information Science* (CoLIS 6), 2007, Borås, Sweden.

## Journal Referee

- *Aslib Proceedings*, June 2011.
- *Canadian Journal of Information and Library Science* (CJILS), Jan 2002, Sept 2008, May 2011.
- *Communications of the ACM* (CACM), Aug 2002.
- *Data Science Journal* (DSJ), Oct 2002.
- *Decision Support Systems* (DSS) April 2006.
- *Electronic Government: An International Journal*, Aug 2008, Oct 2008, Feb 2009, June 2009.
- *European Journal of Information Systems* (EJIS), April 2005, Dec 2005.
- *Information Systems Management* (ISM), June 2008, March 2009, April 2010, Sept 2010.
- *International Journal of eCollaboration* (IJeC), Nov 2005, April 2006, Nov 2009.
- *International Journal of Electronic Business* (IJEB), April 2003, March 2004, May 2004, March 2007, July 2008.
- *International Journal of Information Management* (IJIM), June 2009, Aug 2009, Feb 2010.
- *International Journal of Internet and Enterprise Management* (IJIEM), April 2003.
- *International Journal of Retail and Distribution Management* (IJRDM), May 2005.
- *Information Systems Journal* (ISJ), Jan 2002.
- *Journal of the American Society for Information Science and Technology* (JASIST), Sept 2011.
- *Journal of Electronic Commerce Research* (JECR), July 2003.
- *Journal of Information, Information Technology, and Organizations* (JIITO), Oct 2005, April 2006, June 2006, Sept 2008.
- *Online Information Review* (OIR), July 2010, Feb 2011, March 2011.

## External Grant Reviews

- SSHRC – Standard Research Grants, Jan 2011 (1 grant application reviewed), Jan 2010 (1 grant application reviewed), Jan 2009 (1 grant application reviewed), Jan 2008 (1 grant application reviewed), Jan 2006 (1 grant application reviewed), Jan 2004 (2 grant applications reviewed).
- Dutch Social Science Research Council, Oct 2004 (1 grant application reviewed).
- NSERC – Standard Research Grants, Jan 2004 (1 grant application reviewed).

## Other Referee

### Awards

- *American Library & Information Science Education* (ALISE), Garfield Dissertation Award Committee, 2006, 2007, 2008.
- *American Society of Information Science & Technology* (ASIS&T), SIGUSE Paper Awards Committee, 2006.

### Conference Papers

- *Administrative Sciences Association of Canada* (ASAC) 2005.
- *Americas Conference on Information Systems* (AMCIS) 2008.
- *Annual Meeting of the American Society for Information Science & Technology* (ASIS&T) 2005, 2007, 2010.
- *Canadian Association for Information Science* (CAIS) 2007, 2010, 2012.
- *European Conference on Information Systems* 2005 to 2006, 2008 to 2009.
- *iConference* 2012.
- *International Conference of Electronic Commerce* (ICEC) 2006.
- *International Conference on Information Society* (i-Society) 2006.
- *International Conference on Information Systems* (ICIS) 2003, 2006 to 2008.
- *IPSI-2005 France/Spain Conferences* 2004.
- *McMaster World Congress on the Management of Electronic Business* (WCMeB) 2001 to 2004, 2006 to 2007.
- *Mediterranean Conference on Information Systems* (MCIS), 2011.

#### Course Reviewer

- Project Management course (IOPM 431 / BUSEB 410), Al-Ahram Canadian University, Cairo, Egypt, March 2008.

#### Book Proposals

- Book proposal review for McGraw-Hill Ryerson, April 2005, Oct 2006.
- Book proposal review for Springer, 2004.
- Book proposal review for Routledge, 2003.

#### Books

- Book review for the *Journal of the American Society for Information Science and Technology*, 2011.
- Book reviews for Scarecrow Press, 2000, 2003 to 2004.
- Book review for *Knowledge Organization*, 1998.

#### Book Chapters

- Reviews of four entries for the *Encyclopedia of Library and Information Sciences*, 3<sup>rd</sup> Edition, Taylor & Francis, 2009.
- Two book chapter reviews for the book *Web Log Analysis*, Idea Group Publishing, 2007.
- Book chapter review for Idea Group Publishing, 2001.

#### Dissertations & Theses

- Master of Information thesis defence, Sylvio Cyr, Faculty of Information, University of Toronto, External Reviewer, May 2009.
- Ph.D. in Business Administration doctoral dissertation defence, Yinglei Wang, University of Western Ontario, External Reviewer, April 2009.
- Master of Science thesis defence, Jiangxu Zhao, McMaster University, Internal Reviewer, 2004.

#### Graduate Program Reviews

- Proposed MSc. in Management program, University of Western Ontario, London, Ontario, Canada, Jan/Feb 2010.
- Proposed Doctorate in Business Administration program, Townsend School of Business, Dowling College, Long Island, New York, USA, April 2010.

### **AREAS OF INTEREST**

#### Research

- Digital Skills Training / Digital Literacy
- Information Literacy Instruction in Business Schools
- Electronic Government
- Web Information Seeking
- Portal Adoption and Use (all kinds of portals: government, library, enterprise, community)
- Community Informatics
- Information Management
- Knowledge Management

#### Teaching

- Information Technology
- Information Systems in Business
- Management Issues in Electronic Business

#### Consulting

- Graduate Program Appraisals
- Textbook Development / Courseware Tool Development
- Web Site / Portal Design Evaluation
- Knowledge Management

## HONOURS

- Best Education Paper Award, Australasian Conference on Information Systems (ACIS), 2010.
- Highly Commended Award, Emerald Literati Club, *Online Information Review*, 2003.
- American Society for Information Science (ASIS) ISI Doctoral Dissertation Proposal Award, 1999.
- Social Sciences and Humanities Research Council of Canada Doctoral Fellowship, 1999-2000.
- Ontario Graduate Scholarship, 1997-1998, 1998-1999.
- University of Toronto Doctoral Open Fellowship, 1996-97, 1999-2000.
- Dean's Honour List, Faculty of Information Studies, University of Toronto, 1994.
- Dean's Honour List, University of Western Ontario, 1986.
- University of Western Ontario Entrance Admission Scholarship, 1982.

## COURSES TAUGHT (last five years)

### Undergraduate

- Computer Science 1BA3, *Introduction to Computing and Computer Use for Business*. Fall 2010 [4 sections – taught the first 3 weeks only].
- Commerce 2KA3, *Information Systems in Management*. Winter 2006 [3 sections], Winter 2009 [2 sections], Winter 2010 [4 sections], Winter 2011 [2 sections].
- Commerce 4KH3, *Management Issues in Electronic Business*. Taught in Winter 2007 [1 section], Winter 2009 [1 section], Winter 2010 [1 section].
- MIS 340, *Management Information Systems*. Taught at DePaul University in Fall 2007 [2 sections], Spring 2008 [2 sections].

### Graduate

- Business K731, *Project Management*. Winter 2006 [1 section].

## SUPERVISORSHIPS

### Post Doctoral Fellow Supervisions

- [ 1 ] Nicole Wagner, *Usability and User Interface Design*, McMaster University Libraries, Sept 2010 to Sept 2012.

### Doctoral Student Supervisions (5 completed)

- [ 5 ] Lorne Booker, *Information Literacy Instruction in Business Schools: The Impact of Active and Passive Modes of Instruction on the Adoption of Online Library Resources by Business Students*, Sept 2007 to August 2011 (successfully completed).
- [ 4 ] Li Zhao, *Sharing Knowledge in Virtual Communities: Factors Affecting a Member's Intention to Share*, Sept 2007 to Sept 2010 (successfully completed).
- [ 3 ] Umar Ruhi, *Socio-Technical Determinants of Member Participation in Virtual Communities: An Exploratory Mixed Methods Investigation*, Sept 2003 to Sept 2010 (successfully completed).
- [ 2 ] Allan Harold, *The Impact of Information Seeking Mode and Web Atmospherics on Consumer Perceived Value and Interaction with Retail Web Sites*, Sept 2001 to July 2007 (successfully completed).
- [ 1 ] Alexander Serenko, *User Adoption of Interface Agents for Electronic Mail*, Sept 2002 to May 2005 (successfully completed).

**Doctoral Student Supervisory Committees** (5 completed; 5 in-progress)

- [10] Ken Owen, March 2011 to present (in-progress).
- [ 9] Sepandar Sephr, March 2011 to present (in-progress).
- [ 8] Sana Mojdeh, March 2010 to present (in-progress).
- [ 7] John Gilbert, March 2009 to present (in-progress).
- [ 6] Vahid Assadi, *Consumer Adoption and Use of Personal Health Record Systems*, Feb 2007 to present (in-progress).
- [ 5] Nicole Wagner, *The Impact of Age on Web Site Usability*, March 2006 to November 2010 (successfully completed).
- [ 4] Junlian Xiang, *Business Process Redesign Project Implementation and Outcomes*, March 2006 to March 2010 (successfully completed).
- [ 3] Scott Paquette (University of Toronto), *Knowledge Management Systems and Customer Knowledge Use in Organizations*, May 2004 to Feb 2008 (successfully completed).
- [ 2] Tim McLaren, *Information System Capabilities and Emergent Competitive Strategies: An Investigation of the Strategic Fit of Supply Chain Management Information Systems*, Aug 2002 to May 2004 (successfully completed).
- [ 1] Susan Sproule, *Software Agents in Electronic Commerce: A Decision Support Systems Approach*, Jan 2002 to June 2003 (successfully completed).

**Undergraduate Thesis Advisements** (2 completed)

- Audrey Carr & Joanna Dacko (Multimedia students, McMaster University), *TAPoR: A Report on the Use of Personas for Interface Design*, Jan to April 2005 (successfully completed).

**RESEARCH FUNDING**

- Social Sciences and Humanities Research Council of Canada (SSHRC) Research Grant. April 2007 to March 2012 (instalments deferred in 2009 and 2010). (PI: Dr. Maureen Hupfer, McMaster University, Co-investigators: Dr. Brian Detlor, McMaster University; Dr. Elaine Toms, Dalhousie University; Dr. Valerie Trifts, Dalhousie University). *Online Information Seeking: Understanding Individual Differences and Search Contexts* (\$136,428).
- Social Sciences and Humanities Research Council of Canada (SSHRC) Research Grant. April 2007 to March 2010. (PI: Dr. Brian Detlor; Co-investigators: Dr. Heidi Julien, University of Alberta; Dr. Alexander Serenko, Lakehead University). *Assessing Learning Outcomes of Information Literacy Instruction at Canadian Business Schools* (\$112,639).
- Peer-Reviewed Research Studies (PRRS) Contributed Agreement from Infrastructure Canada. April 2007 to March 2010. (PI: Dr. Brian Detlor; Co-investigators: Dr. Maureen Hupfer; Umar Ruhi). *Adoption and Use of Community Municipal Portals* (\$104,410).
- Centre for Leadership & Learning "Large Project" Grant. McMaster University. April 2006 to April 2007. (PI: Rita Cossa, Co-investigators: Jeannie An, Dr. Brian Detlor). *Information Literacy for COMM 1E03 and COMM 2MA3* (\$6,450).

- McMaster University Incentive Program Award. April 2006 to April 2007. (PI: Dr. Maureen Hupfer, Co-investigator: Dr. Brian Detlor). *Information Seeking and Online Communities: Understanding Gender Differences* (\$10,000 – includes matching funds worth 5K from the DeGroot School of Business).
- University Technology Fund, McMaster University, February 2006 to January 2007. (PI: Dr. Brian Detlor, Co-investigators: Dr. Maureen Hupfer, Umar Ruhi). *The myhamilton.ca End User Adoption Study* (\$10,000).
- McMaster University Incentive Program Award. April 2005 to April 2006. (PI: Dr. Brian Detlor, Co-investigator: Dr. Maureen Hupfer). *Enhancing Participation in Virtual Communities* (\$5,000).
- McMaster University Incentive Program Award. April 2003 to April 2004. (PI: Dr. Maureen Hupfer, Co-investigator: Dr. Brian Detlor). *The Implications of Self-Concept Orientation for Website Personalization* (\$5,000).
- Social Sciences and Humanities Research Council of Canada (SSHRC) INE Grant. April 2003 to March 2006. (PI: Dr. Chun Wei Choo, University of Toronto, Co-investigators: Dr. Pierrette Bergeron, Université de Montréal; Dr. Brian Detlor, McMaster University; Dr. Lorna Heaton, Université de Montréal). *Managing Knowledge and Information in Times of Major Organizational Transition* (\$93,500).
- Natural Sciences and Engineering Research Council of Canada (NSERC) Research Grant. April 2001 to March 2005. (PI: Dr. Brian Detlor). *Intelligent Agents, Information Seeking, and the Display of Web-based Product Information* (\$56,000).

## LIFETIME PUBLICATIONS

### Peer Reviewed

#### Books

- [ 5] Baltzan, P., Detlor, B., & Welsh, C. (2012). *Business-Driven Information Systems*. Whitby, Ontario: McGraw-Hill Ryerson. Third Canadian Edition.
- [ 4] Baltzan, P., Phillips, A. & Detlor, B. (2011). *Business-Driven Information Systems*. Whitby, Ontario: McGraw-Hill Ryerson. Second Canadian Edition.
- [ 3] Baltzan, P., Phillips, A. & Detlor, B. (2008). *Business-Driven Information Systems*. Whitby, Ontario: McGraw-Hill Ryerson. First Canadian Edition.
- [ 2] Detlor, B. (2004). *Towards Knowledge Portals: From Human Issues to Intelligent Agents*. Dordrecht, The Netherlands: Kluwer Academic Publishers.
- [ 1] Choo, C. W., Detlor, B., & Turnbull, D. (2000). *Web Work: Information Seeking and Knowledge Work on the World Wide Web*. Dordrecht, The Netherlands: Kluwer Academic Publishers.

#### Contributions to Books

- [ 7] Detlor, B. (2009). Information management. In M. J. Bates & M. Niles Maack (Eds.), *Encyclopedia of Library and Information Sciences* (3<sup>rd</sup> Ed.). New York, NY: Taylor & Francis Group, pp. 2445-2451.
- [ 6] Detlor, B., Hupfer, M., & Ruhi, U. (2008), Tips for Tracking Web Information Seeking Behavior. In Jim Jansen, Amanda Spink and Isak Taksa (Eds.), *Handbook of Web Log Analysis*, Hershey, PA: IGI, pp. 256-263.

- [ 5] Detlor, B. (2005). Web information behaviors of organizational workers. In K. E. Fisher, S. Erdelez & E. F. McKechnie (Eds.), *Theoretical frameworks of information behavior*. Medford, NJ: Information Today, pp. 377-381.
- [ 4] Detlor, B. (2002). An informational perspective towards knowledge work: Implications for knowledge management systems. In D. White (Ed.), *Knowledge Mapping and Management*. Hershey, Pennsylvania: Idea Group, pp. 195-205.
- [ 3] Detlor, B., & Finn, K. (2002). Towards a framework for government portal design: The government, citizen, and portal perspectives. In A. Gronlund (Ed.), *Electronic government: Design, applications, and management*. Hershey, Pennsylvania: Idea Group, pp. 99-119.
- [ 2] Detlor, B. (2002). Lessons from computer-supported cooperative work. In C. Gordon & C. Terra (Eds.), *Realizing the Promise of Corporate Portals* (pp. 79-81). Toronto, Ontario, Canada: Butterworth-Heinemann, Box Contribution.
- [ 1] Detlor, B. (2002). Governing corporate portals. In C. Gordon & C. Terra (Eds.), *Realizing the Promise of Corporate Portals* (pp. 135-137). Toronto, Ontario, Canada: Butterworth-Heinemann, Box Contribution.

#### Journal Articles

- [26] Serenko, A., Detlor, B., Julien, H., & Booker, L. (in-press). An empirical investigation of student learning outcomes of information literacy instruction in a Canadian business school, *Journal of the American Society for Information Science and Technology*. Accepted November 2011.
- [25] Julien, H., Detlor, B., Serenko, A., Willson, R., & Lavallee, M. (2011). Preparing tomorrow's decision-makers: Learning environments and outcomes of information literacy instruction at business schools, *Journal of Business and Finance Librarianship*, 16(4), 348-367.
- [24] Detlor, B., Julien, H., Willson, R., Serenko, A., & Lavallee, M. (2011). Learning outcomes of information literacy instruction at business schools, *Journal of the American Society for Information Science and Technology*, 62(3), 572-585.
- [23] Detlor, B. (2010). Information management, *International Journal of Information Management*, 30(2), 103-108.
- [22] Detlor, B., Hupfer, M. & Ruhi, U. (2010). Internal factors affecting the adoption and use of government web sites, *Electronic Government: An International Journal*, 7(2), 120-136.
- [21] Hupfer, M.E. & Detlor, B. (2009). Sex, gender and self-concept: Predicting web shopping site design preferences, *International Journal of Electronic Business*, 17(3), 217-236.
- [20] Choo, C.W., Bergeron, P., Detlor, B., & Heaton, L. (2008). Information culture and information use: An exploratory study of three organizations, *Journal of the American Society for Information Science and Technology*, 59(5), 792-804.
- [19] Ruhi, U., Takala, P., Detlor, B., & Hupfer, M. (2007). Building government portals that work: Guiding principles from community informatics, *International Journal of Electronic Business*, 5(6), 604-622.
- [18] Hupfer, M.E. & Detlor, B. (2007). Beyond gender differences: Self-concept orientation and relationship-building applications on the Internet. *Journal of Business Research*. 60(6), 613-619.
- [17] Serenko, A., Bontis, N., and Detlor, B. (2007). End-user adoption of animated interface agents in everyday work applications. *Behaviour and Information Technology*, 26(2), 119-132.

- [16] Turel, O., Serenko, A., Detlor, B., Collan, M., Nam, I., & Puhakainen, J. (2006). Investigating the determinants of satisfaction and usage of mobile IT services in four countries. *Journal of Global Information Technology Management*, 9(4), 6-27.
- [15] Choo, C.W., Furness, C., Paquette, S., van den Berg, H., Detlor, B., Bergeron, P. & Heaton, L. (2006). Working with information: Information management and culture in a professional services organization. *Journal of Information Science*, 32(6), 491-510.
- [14] Hupfer, M. E., & Detlor, B. (2006). Gender and web information seeking: A self-concept orientation model. *Journal of the American Society for Information Science and Technology*, 57(8), 1105-1115.
- [13] Detlor, B., & Lewis, V. (2006). Academic library web sites: Current practice and future directions. *Journal of Academic Librarianship*, 32(3), 251-258.
- [12] Detlor, B., Ruhi, U., Turel, O., Bergeron, P., Choo, C. W., Heaton, L., & Paquette, S. (2006). The effect of knowledge management context on knowledge management practices: An empirical investigation. *Electronic Journal of Knowledge Management*, 4(2), 117-128. (available at [www.ejkm.com](http://www.ejkm.com))
- [11] Yuan, Y., & Detlor, B. (2005). Intelligent Mobile Crisis Response Systems. *Communications of the ACM*. 48(2), 95-98.
- [10] Serenko, A., & Detlor, B. (2004). Intelligent agents as innovations. *AI & Society*, 18(4), 364-381.
- [9] Detlor, B. (2003). Internet-based information systems use in organizations: An information studies perspective. *Information Systems Journal*, 13(2), 113-132.
- [8] Detlor, B., Sproule, S., & Gupta, C. (2003). Pre-purchase online information seeking: Search versus browse. *Journal of Electronic Commerce Research*, 4(2), 72-84.
- [7] Serenko, A., & Detlor, B. (2003). Agent toolkit satisfaction and use in higher education. *Journal of Computing in Higher Education*, 15(1), 65-88.
- [6] Detlor, B., & Arsenault, C. (2002). Web information seeking and retrieval in library contexts: Towards an intelligent agent solution. *Online Information Review*, 26(6), 404-412.
- [5] Finn, K., & Detlor, B. (2002). Youth and electronic government: Towards a model of civic participation. *Quarterly Journal of Electronic Commerce*, 3(3), 191-209.
- [4] Detlor, B. (2001). The influence of information ecology on E-commerce initiatives. *Internet Research*, 11 (4), 286-295.
- [3] Choo, C. W., Detlor, B., & Turnbull, D. (2000). Information seeking on the Web: An integrated model of browsing and searching. *First Monday*, 5(2), Available at [http://firstmonday.org/issues/issue5\\_2/choo/index.html](http://firstmonday.org/issues/issue5_2/choo/index.html).
- [2] Detlor, B. (2000). The corporate portal as information infrastructure: Towards a framework for portal design, *International Journal of Information Management*, 20(2), 91-101.
- [1] Detlor, B. (1999). Leveraging the corporate library through Web user training. *Library Management*, 20(7), 393-400.

Other

- [25] Serenko, A., Detlor, B., Julien, H., & Booker, L. (2010). An empirical investigation of student learning outcomes of information literacy instruction in a business school, *Proceedings of the Australasian Conference on Information Systems (ACIS)*, Brisbane, Australia, Dec 1-3. \*\*\* **Received Best Paper Award** \*\*\*.
- [24] Julien, H., Detlor, B., Serenko, A., Willson, R., & Lavallee, M. (2009). Outcomes of information literacy instruction for undergraduate business students. *Proceedings of the American Society for Information Science and Technology (ASIS&T) Annual Meeting*, Vancouver, B.C., Nov 6-11, Medford, NJ: Information Today.
- [23] Detlor, B., Ruhi, U., Hupfer M., Zhao, L. (2009). A citizen-centric framework for e-government services use. *Proceedings of the 5<sup>th</sup> International Conference on e-Government (ICEG)*, Oct 19-20, Boston, USA.
- [22] Detlor, B., Hupfer, M., Zhao, L., & Ruhi, U. (2009). Successful community municipal portal diffusion: Internal government factors and individual perceptions. *Proceedings of the 15<sup>th</sup> Americas Conference on Information Systems (AMCIS)*, Aug 6-9, San Francisco, USA.
- [21] Hupfer, M., Detlor, B., Toms, E. & Trifts, V. (2009). Online information seeking: Understanding individual differences and search contexts. *Proceedings of the 15<sup>th</sup> Americas Conference on Information Systems (AMCIS)*, Aug 6-9, San Francisco, USA.
- [20] Detlor, B., Hupfer, M. & Ruhi, U. (2008). Adoption and use of community municipal portals, Research-In-Progress Paper. *Proceedings of the International Conference on Information Systems (ICIS)*, Dec 14-17, Paris, France.
- [19] Detlor, B., Hupfer, M., Ruhi, U. & Takala P. (2008). Users and usage of community portals: The myhamilton.ca experience. *Proceedings of the Eighth International Conference for Electronic Business (ICEB)*, Sept 30 – Oct 2, Waikoloa, Hawaii, USA.
- [18] Hupfer, M.E., & Detlor, B. (2007). Sex, gender and self-concept: Predicting web site design preferences. *Proceedings of the 8<sup>th</sup> McMaster World Congress in Electronic Business*, July 11-13, Toronto, Canada.
- [17] Bergeron, P., Heaton, L., Choo, C.W., Detlor, B., Bouchard, D., & Paquette, S. (2007). Knowledge and information management practices in knowledge-intensive organizations: A case study of a Quebec public health management organization. *Proceedings of the 35<sup>th</sup> Annual Conference of the Canadian Association for Information Science (CAIS)*, May 10-11, Montreal, Canada.
- [16] Ruhi, U., Takala, P., Detlor, B., & Hupfer, M. (2006). Building government portals that work: Guiding principles from community informatics. *Proceedings of the 7<sup>th</sup> McMaster World Congress in Electronic Business*, July 13-15, Halifax, Canada.
- [15] Detlor, B., Ruhi, U., Turel, O., Bergeron, P., Choo, C. W., Heaton, L., & Paquette, S. (2005). The effect of knowledge management context on knowledge management practices: An empirical investigation. In *Proceedings of the 2nd International Conference on Intellectual Capital, Knowledge Management and Organisational Learning (ICICKM)*, Nov 21-22, Dubai, UAE
- [14] Hupfer, M., & Detlor, B. (2005). Sex, gender and self-concept: Understanding internet usage rates for relationship-building applications. *Proceedings of the Consumer Personality & Research Conference*, Sept 20-24, Dubrovnik, Croatia.

- [13] Detlor, B., & Lewis, V. (2004). Library portals: The impact of the library information environment on information seeking success. *Proceedings of the American Society for Information Science and Technology (ASIS&T) Annual Meeting*, "Managing and Enhancing Information: Cultures and Conflicts", Nov 13-18, Providence, Rhode Island, USA. Medford, NJ: Information Today.
- [12] Detlor, B., Ruhi, U., Pollard, C., Hanna, D., Cocosila, M., Zheng, W., Fu, E., Jiang, T., & Syros, D. (2003). *Fostering robust library portals: An assessment of the McMaster University Library Gateway* (MeRC Working Paper No. 4). Hamilton, Ontario, Canada: Michael G. DeGroot School of Business, McMaster University.
- [11] Serenko, A., & Detlor, B. (2003). Agent toolkits for ebusiness: Towards a Typology, *Proceedings of the 4th World Congress on the Management of Electronic Business*, Hamilton, Ontario, Canada.
- [10] Serenko, A., & Detlor, B. (2002). *Agent toolkits: A general overview of the market and an assessment of instructor satisfaction with utilizing toolkits in the classroom* (Working Paper No. 455). Hamilton, Ontario, Canada: Michael G. DeGroot School of Business, McMaster University.
- [9] Detlor, B., & Sproule, S. (2002). eShopping and the display of web-based product information, *Proceedings of the Association Information Management (AIM) Conference*. Hammamet, Tunisia.
- [8] Detlor, B., & Arsenault, C. (2002). Web information seeking and retrieval in library contexts: Towards an intelligent agent solution, *Proceedings of Libraries in the Digital Age (LIDA) Conference*, Dubrovnik, Croatia.
- [7] Finn, K., & Detlor, B. (2002). Youth, civic participation and electronic government, *Proceedings of the 3rd World Congress on the Management of Electronic Commerce*. Hamilton, Canada.
- [6] Detlor, B. (2001). An informational perspective towards knowledge work: Implications for knowledge management systems. In M. Khosrowpour (Ed.), *Managing Information Technology in a Global Economy, 2001. Proceedings of the Information Resource Management Association International Conference*, Toronto, Canada, May 20-23 (pp. 463-466). Hershey, PA: Idea Group.
- [5] Detlor, B. (2001). The influence of information ecology on e-commerce initiatives, *Proceedings of the 2nd World Congress on the Management of Electronic Commerce*, Hamilton, Ontario, Canada.
- [4] Choo, C. W., Detlor, B., & Turnbull, D. (2000). Working the web: An empirical model of web use, *Proceedings of the 33rd Hawaii International Conference on System Science (HICSS)*, Maui, Hawaii, USA.
- [3] Choo, C. W., Detlor, B., & Turnbull, D. (1999). Information seeking on the web: An integrated model of browsing and searching, *Proceedings of the 62nd Annual Meeting of the American Society for Information Science (ASIS)*, Washington, D.C., USA, Medford, NJ: Information Today.
- [2] Detlor, B. (1998). Facilitating organizational information access in global network environments: Towards a new framework for intranet design. In C. M. Preston (Ed.), *Proceedings of the 61st Annual Meeting of the American Society for Information Science (ASIS)*, "Information Access in the Global Economy", Pittsburgh, USA (Vol. 35, pp. 190-201). Medford, NJ: Information Today.
- [1] Choo, C. W., Detlor, B., & Turnbull, D. (1998). A behavioral model of information seeking on the Web: Preliminary results of a study of how managers and IT specialists use the Web. In C. M. Preston (Ed.), *Proceedings of the 61st Annual Meeting of the American Society for Information Science (ASIS)*, "Information Access in the Global Economy", Pittsburgh, USA, (Vol. 35, pp. 290-302). Medford, NJ: Information Today.

## **Not Peer Reviewed**

### Journal Articles

- [ 2 ] Detlor, B. & Choo, C.W. (2011). Special Section Editorial, *International Journal of Information Management*, 31(1), pp. 4-5.
- [ 1 ] Detlor, B. (2002). Web research: Lessons from the field. *Canadian Law Libraries*, 27(1), 11-14.

### Other

- [ 4 ] Detlor, B., Takala, P., Ruhi, U. & Hupfer, M. (April/May 2007). "Managing government digital environments: The case of myhamilton.ca," *ASIST Bulletin*, 33(4), pp.14-17.
- [ 3 ] Detlor, B. (2005, Aug 8<sup>th</sup>). Rumo aos portais do conhecimento: Entendendo as pedras no caminho (translated into Portuguese by Rodrigo Baroni) *Intranet Portal*, [www.intranetportal.com.br/tendencias/baroni0805](http://www.intranetportal.com.br/tendencias/baroni0805)
- [ 2 ] Detlor, B. (2001, July 24<sup>th</sup>). From water coolers to enterprise portals: What are the tools necessary to support knowledge management? *National Post*, Supplement to the Financial Post, Mastering Information Management Series, pg. M4.
- [ 1 ] Detlor, B. (1999). Review of "Information design: The knowledge architect's toolkit" by G. Tonfoni (Scarecrow Press and Intellect) in *Knowledge Organization* 26(1), p.58.

## **Submitted for Publication**

*4 journals papers are currently under review (details removed for blind-review purposes).*

## **Unpublished Documents**

- [ 2 ] Detlor, B. (2000). *Facilitating organizational knowledge work through Web information systems: An investigation of the information ecology and information behaviours of users in a telecommunications company*. Unpublished Ph.D. dissertation, University of Toronto, Canada.
- [ 1 ] Detlor, B. (1994). *An integrative approach to determining information needs and uses: A case study of a natural gas marketing firm*. Unpublished Masters Thesis, University of Toronto, Canada.

## Presentations at Meetings

### Invited

#### *Keynote Speaker*

- [ 2 ] Detlor, B. (2008). Keynote speaker. *ASIS&T: Calling all leaders!*, American Society for Information Science and Technology (ASIST) Student Chapter, Jan 31<sup>st</sup>, University of Toronto, Canada.
- [ 1 ] Detlor, B. (2003). Keynote plenary speaker. *Library portals and enterprise intranets*. Humanizing Information Technology: New Directions in Information Science Practice, Annual Meeting of the American Society for Information Science and Technology (ASIST), Oct 19<sup>th</sup>, Long Beach, California, USA.

#### *Seminars, Symposiums & Talks*

- [15] Detlor, B. (2011). Invited Speaker. *How to review a research ethics protocol*, September 28, McMaster University, Hamilton, Ontario, Canada.
- [14] Detlor, B. (2011). Invited Speaker. *Understanding Web Adoption and Use*, June 24, Institute for Informatics and Digital Innovation, Edinburgh Napier University, Edinburgh, Scotland.
- [13] Detlor, B. (2011). Invited Panel Speaker. *Hearing from our users: What faculty expect*. May 17, The Future of the Academic Library Symposium, McMaster University, Burlington, Ontario, Canada.
- [12] Detlor, B. (2010). Invited Speaker. *Smart Shift: e-Government and Smart Citizens*, Oct 13, Financial Post Live Chat.
- [11] Detlor, B. (2009). Invited Speaker. *Information literacy instruction at Canadian business schools*, Research Colloquium, Nov 25, School of Library and Information Science, University of Alberta, Edmonton, Canada.
- [10] Detlor, B. (2009). Invited Speaker. *Information literacy instruction at Canadian business schools*, Liaison Meeting, Nov 3, McMaster University Libraries, Hamilton, Ontario, Canada.
- [ 9 ] Detlor, B. (2008). Invited Speaker. *Adoption and use of community municipal web portals*, Research Colloquium, School of Library and Information Science, June 17, University of Alberta, Edmonton, Canada.
- [ 8 ] Detlor, B. (2007). Invited Panel Speaker. *Within and beyond your Ph.D. degree*, Jan 25, University of Toronto, Canada.
- [ 7 ] Detlor, B. (2006). Invited Panel Speaker. *What I want from my library*. Oct 2, McMaster University Libraries, Hamilton, Ontario, Canada.
- [ 6 ] Detlor, B. (2006). Invited Speaker. *Community-based portal performance measures*. Connect Ontario: Partnering for Smart Communities (COPSC) Workshop, March 24, Oakville, Ontario, Canada.
- [ 5 ] Detlor, Brian (2006). Invited Talk. Interview by Sanda Erdelez. *Human information behavior on the web* [radio webcast]. LIS Webcast: HIB Spot Series, Jan 31, School of Information Science & Learning Technologies, University of Missouri – Columbia, Missouri, USA.  
<http://lisradio.missouri.edu/archive.php>

- [ 4] Hupfer, M. & Detlor, B. (2005). Invited Speaker. *Sex, gender and self-concept: Predicting web site design preferences*. First Annual McMaster-Alberta Symposium on eRetailing: Key Business Issues and Research Agenda, Oct 18, McMaster University, Hamilton, Ontario, Canada.
- [ 3] Detlor, B. (2005). Invited speaker. *Enabling researchers in the 21<sup>st</sup> century through library portals*. Digital Odyssey, Ontario Library & Information Technology Association (OLITA) Annual Program, May 13, Toronto, Canada.
- [ 2] Detlor, B. (2004). Invited seminar speaker. *Knowledge portals: Considering the human element*. Industry Seminar, Oct 13, IT University, Gothenburg, Sweden.
- [ 1] Detlor, B. (2004). Invited seminar speaker. *Enterprise portals*. Oct 7, Statoil, Stavanger, Norway.

#### *Conference Presentations*

- [ 6] Detlor, B. (2004). *Building an intranet: Achieving organizational goals*. Ontario Library Association Super Conference, January 28-31, Toronto, Canada.
- [ 5] Detlor, B. (2003). *User adoption via heightened user participation*. Broadband for Connected Communities in Ontario Conference, November 16-19, Hamilton, Ontario, Canada.
- [ 4] Detlor, B. (2002). *Corporate knowledge portals*. eContent Academic Forum, Information Highways Conference, March 25, Toronto, Canada.
- [ 3] Detlor, B. (2001). *Web research: Experiences in the field*, Research Track, The Annual Conference of the Canadian Association of Law Librarians, May 29, London, Ontario, Canada.
- [ 2] Detlor, B. (2000). *Knowledge café*. Information Highways 2000 Conference and Exhibition, March 28, Toronto, Canada.
- [ 1] Detlor, B. (1999). *Knowledge management in the virtual organization*. SIG MGMT technical panel presentation, The 62nd Annual Meeting of the American Society for Information Science, November 3, Washington, D.C, USA.

#### *Discussant*

- [ 6] Detlor, B. (2011). Discussant. *Information Science Doctoral Colloquium (iDocQ)*, Robert Gordon University, June 19, Aberdeen, Scotland.
- [ 5] Detlor, B. (2005). Discussant of *Using appreciative inquiry for information systems research* by William MacKinnon and Catherine A. Hajnal, Sprott School of Business, Carleton University at the Administrative Sciences Association of Canada Conference, May 29, Toronto, Canada.
- [ 4] Detlor, B. (2005). Discussant of *Open source software – A reliable solution for e-governments* by Gabor Laszlo, Budapest University of Technology and Economics, Hungary, at the Doctoral Consortium, McMaster World Congress, January 19-21, Hamilton, Ontario, Canada.
- [ 3] Detlor, B. (2004). Discussant of *Synthesis method for designing distributed e-commerce information systems* by Sigitas Drasutis, Kaunas University of Technology, Lithuania, at the Doctoral Consortium, McMaster World Congress, January 14-16, Hamilton, Ontario, Canada.
- [ 2] Detlor, B. (2003). Discussant of *Effects of information presentation on perceived reputation in virtual communities: A Controlled Experiment* by K.K.Y. Kuan, J.S. Olson and R. Gonzalez, University of Michigan, International Conference on Information Systems (ICIS), December 14-17, Seattle, Washington, USA.

- [ 1] Detlor, B. (2003). Discussant of *Analyzing and synthesizing annotations on e-documents* by Assim Qayyum, University of Toronto at the Doctoral Consortium, McMaster World Congress, January 14-17, Hamilton, Ontario, Canada.

*Guest Lecturer*

- [17] Detlor, B. (2011). *Web Information Seeking and Use*. Guest lecturer for a Ph.D. graduate class (K778) on "Research Advances and Issues in Information Systems", November 24, McMaster University, Hamilton, Ontario, Canada.
- [16] Detlor, B. (2009). *Web Information Seeking and Use*. Guest lecturer for a Ph.D. graduate class (K778) on "Research Advances and Issues in Information Systems", January, McMaster University, Hamilton, Ontario, Canada.
- [15] Detlor, B. (2009). Invited Speaker. *Editor's Panel*, Ph.D. research seminar, March 10, Faculty of Information, University of Toronto, Canada.
- [14] Detlor, B. (2008). *Investigating Web Information Seeking and Use: Results, Issues, & Reflections*. Guest lecturer for a Ph.D. graduate class (K778) on "Research Advances and Issues in Information Systems," Jan 18, McMaster University, Hamilton, Canada.
- [13] Detlor, B. (2005). *Portals and Strategies*. Guest lecturer for a graduate class on "eBusiness Strategies", March 17, McMaster University, Hamilton, Canada.
- [12] Detlor, B. (2005). *Designing Enterprise Portals for Knowledge Workers*. Guest lecturer for a graduate class on "Information Management: Models and Platforms," Feb 2, University of Toronto, Canada.
- [11] Detlor, B. (2004). *Enterprise Portals*. Guest lecturer for a masters class on "Enterprise Portals," Oct 12, IT University, Gothenburg, Sweden.
- [10] Detlor, B. (2004). *Researching Enterprise Portals*. Guest lecturer for a Ph.D. class on "Research Methods," Oct 11, Department of Informatics, Gothenburg University, Gothenburg, Sweden.
- [ 9] Detlor, B. (2004). *Enterprise Portals*. Guest lecturer for a graduate class on "Enterprise Content Management," Oct 6, Department of Information Systems, Agder University College, Kristiansand, Norway.
- [ 8] Detlor, B. (2004). *eGovernment Portals*. Guest lecturer for a graduate class on "eBusiness Strategies," March 22, McMaster University, Hamilton, Ontario, Canada.
- [ 7] Detlor, B. (2003). *Knowledge Portals: Design, Issues, and Directions*. Guest lecturer for a graduate class on "Information Management: Models and Platforms," Oct 9, University of Toronto, Canada.
- [ 6] Detlor, B. (2002). *A Framework for Designing Intranets*. Guest lecturer for a graduate class on "Information Management: Models and Platforms," May 9, University of Toronto, Canada.
- [ 5] Detlor, B. (2001). *Portals: Tools for Searching and Organizing Information*. Guest lecturer for a graduate class on "Advanced Online Searching," Nov 14, Université de Montréal, Canada.
- [ 4] Detlor, B. (2000). *Qualitative methods: An Overview of a Recent Qualitative Ph.D. Dissertation*. Guest lecturer for a graduate class on "Research Methods," Nov 3, Université de Montréal, Canada via teleconferencing from McMaster University, Hamilton, Ontario, Canada.

- [ 3] Detlor, B. (1999). *Intranet Design*. Guest lecturer for graduate class on "Current Issues - Information Management in Organizations: Models and Platforms," Nov, University of Toronto, Canada.
- [ 2] Detlor, B. (1999). *Intranet Design*. Guest lecturer for graduate class on "Current Issues - Information Management in Organizations: Models and Platforms," March, University of Toronto, Canada.
- [ 1] Detlor, B. (1998). *Intranet Design*. Guest lecturer for graduate class on "Current Issues - Information Management in Organizations: Models and Platforms," Feb, University of Toronto, Canada.

*Other*

- [11] Detlor, B. (2004). Invited Speaker, *Graduate Research Ethics Workshop*, Nov 3, McMaster University, Hamilton, Ontario, Canada.
- [10] Detlor, B. (2004). Breakout Group Leader, *Ethics of Research with Humans*, Dec 3, McMaster University, Hamilton, Ontario, Canada.
- [ 9] Detlor, B. (2004). Invited talk to prospective MBA students, *eBusiness @ Mac*, June 8, McMaster University, Hamilton, Ontario, Canada
- [ 8] Detlor, B. (2004). Breakout Group Leader, *Ethics of Research with Humans*, Jan 26, McMaster University, Hamilton, Ontario, Canada.
- [ 7] Detlor, B. (2001). *Enterprise Portals and Knowledge Management*, April 18-20, Human Resources Development Canada, Winnipeg, Canada.
- [ 6] Detlor, B. (2000). *The Youth Portal and Electronic Government: Promises, Challenges, and Concerns*, Dec 7, Human Resources Development Canada, Hull, Quebec, Canada.
- [ 5] Detlor, B. (2000). *Enterprise portals: Design Elements and Strategies*, May 30, Knowledge Management Forum, FIS Knowledge Management Institute, Fredericton, New Brunswick, Canada.
- [ 4] Detlor, B. (2000). *An Introduction to Building a Youth Portal*, May 16, Human Resources Development Canada, Hull, Quebec, Canada.
- [ 3] Detlor, B. (2000). *The Infrastructure: Supporting a Knowledge Management Initiative*, Feb 23, FIS Knowledge Management Institute, Ottawa, Canada.
- [ 2] Detlor, B. (1999). *Information Seeking on the World Wide Web*, Data Mining, Knowledge Management, & Web Database Information Day, October 20, Centre for Academic Technology, University of Toronto, Canada.
- [ 1] Detlor, B. (1998). *Information Architecture and Information Resource Management: Taking Stock*, Feb 11, Information Resource Management Association of Canada (IRMAC), Toronto, Canada.

Contributed

*Peer Reviewed*

- [22] Detlor, B., Julien, H., Serenko, A. & Booker, L. (2011). Factors affecting student learning outcomes of information literacy instruction. Poster presented at the 6<sup>th</sup> *Evidence Based Library and Information Practice (EBLIP6) Conference*, Salford, Greater Manchester, UK, June 27-30.
- [21] Detlor, B., Julien, H., Serenko, A. & Booker, L. (2011). Making a difference with active information literacy instruction. Paper presented at the *Information: Interactions and Impact (i3) Conference*, Aberdeen, Scotland, June 20-23.

- [20] Detlor, B., Julien, H., Serenko, A. & Booker, L. (2010). Factors affecting student learning outcomes of information literacy instruction. Poster presented at the *American Society for Information Science and Technology (ASIST) Annual Meeting*, Pittsburgh, USA, Oct 22-27.
- [19] Detlor, B., Booker, L., Julien, H. & Serenko, A. (2010). The effects of information literacy instruction on business students. Presentation made at the *Canadian Association for Information Science 37<sup>th</sup> Annual Conference*, June 2-4, Montreal, Canada.
- [18] Detlor, B., Booker, L., Serenko, A. & Julien, H. (2010). The effects of information literacy instruction on business students. Presentation made at the *Workshop for Instruction in Library Use (WILU)*, McMaster University, May 12-14, Hamilton, Canada.
- [17] Detlor, B., Choo, C.W., Mackenzie, M., Turnbull, D. & Ratto, M. (2009). Information seeking and use in diverse organizational contexts. SIG-USE Technical Panel Presentation, *Annual Meeting of the American Society for Information Science & Technology (ASIST&T)*, Nov 6-11, Vancouver, Canada.
- [16] Detlor, B., Ruhi, U., Hupfer, M. & Zhao, L. (2009). A citizen-centric framework for e-government services. Presentation made at the *Government Technology (GTEC) Conference*, Oct 5-8, Ottawa, Canada.
- [15] Julien, H., Detlor, B., Serenko, A., Willson, R., & Lavalley, M. (2009). Information literacy learning outcomes: Critical factors in the learning environment. Presentation made at the *Canadian Association for Information Science 37<sup>th</sup> Annual Conference*, May 28-30, Ottawa, Canada.
- [14] Julien, H., Detlor, B., Serenko, A., Willson, R., & Lavalley, M. (2009). Assessing learning outcomes of information literacy instruction at Canadian business schools. Presentation made at the *Workshop for Instruction in Library Use (WILU)*, May 25-27, Montreal, Canada.
- [13] Jansen, B., Rosso, M., Russell, D., and Detlor, B. (2008). Transforming data into services – Delivering the Google online marketing challenge: A Multi-disciplinary global teaching and learning initiative using sponsored search. SIG-ED and SIG-USE Technical Panel Presentation. *Annual Meeting of the American Society for Information Science & Technology (ASIS&T)*, Oct 28, Columbus, Ohio, USA.
- [12] Detlor, B., Hupfer, M., & Ruhi, U. (2008). Adoption & use of community municipal portals. *Municipal Information Systems Association (MISA) Ontario Annual Conference*, June 10, Blue Mountain Resort, Craigleth, Ontario, Canada.
- [11] Hupfer, Maureen, Awad, N.F, Chatterjee, P., Detlor, B. Edmonds, A., Johnson E., Jones, J., Ruhi, U., Senecal, S., & Trifts, V. (2007). Internet tracking and clickstream data: Methodological issues, ACR Roundtable Submission, *Association for Consumer Research (ACR) Annual North American Conference*, Oct 25-28, Memphis, USA.
- [10] Detlor, B., Mackenzie, M. & Turnbull, D. (2007). The complexity and value of managing in the digital environment. SIG-MGMT Technical Panel Presentation. *Annual Meeting of the American Society for Information Science & Technology (ASIS&T)*, Oct 18-24, Milwaukee, USA.
- [9] Detlor, B., Choo, C. W., Bergeron, P., & Heaton, L. (2006). Information behavior realities in organizations. Short Paper/Poster. *Annual Meeting of the American Society for Information Science & Technology (ASIST&T)*, Nov 3-8, Austin, USA.
- [8] Harold, A. & Detlor, B. (2006). An HCI research tool to investigate consumer interactions with retail web sites. SIG-HCI research symposium. *Annual Meeting of the American Society for Information Science & Technology (ASIST&T)*, Nov 3-8, Austin, USA.

- [ 7] Detlor, B. (2005). Knowledge management practices in organizations undergoing fundamental change. SIG-MGMT Technical Panel Presentation. *Annual Meeting of the American Society for Information Science & Technology (ASIS&T)*, Oct 28-Nov 3, Charlotte, USA.
- [ 6] Detlor, B., Choo, C. W., Bergeron, P., & Heaton, L. (2003). Managing knowledge and information in times of major organizational transition. *Organizations and Society in Information Systems Workshop (OASIS)*. Pre-conference workshop at the International Conference on Information Systems (ICIS), December 14-17, Seattle, USA.
- [ 5] Detlor, B. (2003). A framework for Web information behaviour of organizational workers. *SIG-USE Research Symposium*. Pre-conference workshop at the Annual Meeting of the American Society for Information Science and Technology (ASIS&T), October 19-22, Long Beach, California, USA.
- [ 4] Harold, A., & Detlor, B. (2003). Tailoring the design of web shopping sites for both product browsing and product searching. Poster presented at the working paper session of the *Association of Consumer Research (ACR) Conference*, October 10-12, Toronto, Canada.
- [ 3] Detlor, B. (1999). Utilizing web information systems for organizational knowledge work: An investigation of the information ecology and information behaviors of users in a telecommunications company, Paper presented at the *62nd Annual Meeting of the American Society for Information Science*, Doctoral Research Forum, Washington, D.C., USA.
- [ 2] Detlor, B. (1998). Facilitating knowledge work with intranets: An investigation of the organizational information environment of intranet users, Paper presented at the *ICIS Doctoral Consortium, 19th Annual International Conference on Information Systems (ICIS)*, Helsinki, Finland.
- [ 1] Detlor, B. (1998). Basing intranet design on the organizational information environment and user information behaviour. In E. G. Toms, D. G. Campbell, & J. Dunn (Eds.), *Proceedings of the 26th Annual Conference of the Canadian Association for Information Science (CAIS)*, "Information Science at the Dawn of the Millennium", Ottawa, Ontario, (pp. 93-106).

*Not Peer Reviewed*

- [ 3] Detlor, B. & Zhao, L. (2009). *Community municipal portal adoption and use*, Research Day, April 29, DeGroote School of Business, McMaster University, Hamilton, Ontario, Canada.
- [ 2] Detlor, B. (1998). *Facilitating knowledge work with intranets: An investigation of the organizational information environment of intranet users*. Brown Bag Series, November 13, Faculty of Information Studies, University of Toronto, Canada.
- [ 1] Choo, C.W., Detlor, B., & Turnbull D. (1998). *A behavioural model of information seeking on the World Wide Web*. Research Day, March 13, Centre for Research in Information Studies, Faculty of Information Studies, University of Toronto, Canada.

**ADMINISTRATIVE RESPONSIBILITIES**

**Faculty**

*Administrative Positions*

Ph.D. Program in Business Administration.  
Director, July 1, 2006 to June 30, 2011.

Undergraduate Commerce Programs.  
Acting Director, July 1, 2005 to June 30, 2006.

*Committees*

Burlington Campus – Academic and Financial Planning Committee.  
Member, Feb 2008 to Nov 2008.

Dean's Advisory Group on Computing.  
Ex Officio Member, July 1, 2005 to June 30, 2006.  
Ex Officio Member, July 1, 2008 to June 30, 2011.

Dean's Advisory Committee on Research.  
Ex Officio Member, July 1, 2008 to June 30, 2011.

Dean's Committee on Learning Technologies.  
Member, July 1, 2004 to June 30, 2007.  
Member, July 1, 2001 to June 30, 2002.

Faculty Council.  
Ex Officio Member, July 1, 2005 to June 30, 2006.  
Ex Officio Member, July 1, 2008 to June 30, 2011.

Faculty of Science.  
School of Business Representative, July 1, 2001 to June 30, 2004.

Graduate Admissions and Study Committee.  
Member, January 2002 to June 30, 2004.  
Ex Officio Member, July 1, 2008 to June 30, 2011.

Graduate Curriculum and Policy Committee.  
Ex Officio Member, July 1, 2008 to June 30, 2011.

Ph.D. Operating Committee.  
Chair, July 1, 2008 to June 30, 2011.

School of Business Student Research Ethics Committee (SBSREC).  
Chair, January 1, 2002 to June 30, 2003.  
Member, July 1, 2000 to December 31, 2001.

Undergraduate Admissions Policy & Reviewing Committee.  
Chair, July 1, 2005 to June 30, 2006.  
Member, July 1, 2008 to June 30, 2011.

Undergraduate Curriculum & Calendar Committee.  
Chair, July 1, 2005 to June 30, 2006.  
Member, July 1, 2001 to June 30, 2004.  
University Liaison Committee.  
Member, July 1, 2005 to June 30, 2006.

Undergraduate Prizes & Scholarships Committee.  
Ex Officio, July 1, 2005 to June 30, 2006.  
Member, July 1, 2009 to June 30, 2012.

*Special Assignments*

Ad Hoc MGD Enterprise Portal Committee.  
Chair, October 2002 to 2003.

Ad Hoc Ph.D. Operating Committee.  
Chair, March 15, 2007 to June 30, 2007.

IT Manager Hiring Committee.  
Member, May 2004.

Selection Committee, Area Chair, Information Systems area.  
Area member, Feb 2007.

Selection Committee, Area Chair, Accounting area.  
Outside member, March-April 2007.

Selection Committee, Director of Technology Innovation, Partnerships and Risk Management  
Faculty Member, May 2011.

Selection Committee, Area Chair, Marketing, Business Policy & International Business area.  
Outside member. March 2002.

Technical Network Administrator Hiring Committee.  
Member, June 2006.

Webmaster/Systems Analyst Hiring Committee.  
Member, January 2004 to May 2004.

## **University**

Academic and Research Advisory Committee (on Information Technology)  
Member, May 2009 to present.

Associate Deans Group.  
Member, July 1, 2005 to June 30, 2006.

Business Fluencies Librarian Hiring Committee  
Faculty Member, January 2009 to March 2009.

Doctoral Dissertation Defences.  
Chair, October 2010 (Michael Hughes, Chemistry).

Enrolment Management Team.  
Member, July 1, 2005 to June 30, 2006.

Library Advisory Council.  
Acting Member, July 1, 2008 to June 30, 2009.

McMaster Research Ethics Board (MREB).  
Chair, July 1, 2011 to June 30, 2014.  
Member, July 1, 2003 to June 30, 2006.

McMaster University Research Ethics Appeal Board.  
Member, May 1, 2011 to April 30, 2013.

Sherman Centre for Digital Scholarship.  
Faculty Representative, April 2010 to present.

Student Portal Steering Committee.  
Faculty Representative, June 1, 2005 to June 30, 2007; Sept 1, 2008 to June 30, 2009.

Undergraduate Council.  
Ex Officio Member, July 1, 2005 to June 30, 2006.

Undergraduate Council Executive Committee.  
Member, July 1, 2005 to June 30, 2006.

Undergraduate Council Certificates and Diplomas Committee.  
Member, July 1, 2005 to June 30, 2006.

Undergraduate Council Curriculum and Admissions Committee.  
Member, July 1, 2005 to June 30, 2006.

UTS Advisory Committee.  
Member, July 1, 2008 to June 30, 2010.

### **Provincial**

Ontario Council of Graduate Studies (OCGS) Appraisal Committee, Section 2.  
Chair, Sept 1, 2007 to June 30, 2008.  
Member, Sept 1, 2005 to Aug 31, 2007.

### **OTHER RESPONSIBILITIES**

Focus Consulting, DeGroote School of Business, McMaster University, Hamilton, Ontario.  
Mentor/Advisor to an MBA-student consulting team, March 2005 to Sept 2007.

Text Analysis Portal for Research (TAPoR), McMaster University, Hamilton, Ontario.  
Member, Usability, 2005-2006.

Connect Hamilton-Create Community, City of Hamilton, Ontario.  
Advisor, User Requirements Team, 2003-2004.

Knowledge Media Design Institute, University of Toronto, Ontario.  
Steering Committee Member, March 2000 to July 2000.

Faculty of Information Studies, University of Toronto, Ontario.  
Marketing Committee, Connections '99 (doctoral conference), 1999.  
President, Doctoral Students Association, 1997-1999.  
Doctoral Student Representative, FIS Faculty Council, 1996-1997, 1999-2000.

Information Resource Management Association of Canada (IRMAC), Toronto Chapter.  
Publicity Director, 1995-1997.