Centre for Social Informatics

The Centre for Social Informatics (CSI) was established at Edinburgh Napier University in the late 1990s by Professor Elisabeth Davenport. Since then researchers within the group have developed a distinctive body of work that reflects a shared interest in socio-technical interaction at different levels of organisation, and at different stages in the system life cycle. This work has also considered methods to support research in these areas. The Centre provides critical perspectives on, as well as analysis of, ICT trajectories, socio-technical and organisational issues with particular focus on:

- ► Democratic digital engagement
- ► e-Government
- ► Information policy
- ► Information seeking behaviour and use

- ► Knowledge management
- ► The Information Society
- ► Online communities
- ► Open data and open government

Our research is funded by a variety of bodies including: charities e.g. the Carnegie Trust for Scotland; companies; government agencies, e.g. Skills Development Scotland; professional bodies, e.g. the Archives and Records Association (ARA) and the Chartered Institute of Library and Information Professionals (CILIP); and the UK research councils, e.g. Arts and Humanities Research Council (AHRC), Economic and Social Research Council (ESRC), and Engineering and Physical Sciences Research Council (EPSRC).

In the latest UK assessment of research (REF2014) the Centre continued to demonstrate its research excellence with 74% of research output submitted to Unit of Assessment 36 judged to be world-leading (4*) or internationally excellent (3*). The research environment also attracted a high score: 90% 4* and 3*.

Edinburgh Napier University • Centre for Social Informatics
10 Colinton Road, Edinburgh, EH10 5DT, UK

Dr Hazel Hall, Professor: I lead the research in the Centre. My main research and teaching interests lie in information sharing in online environments. Other themes in which I maintain an active interest include social computing/media, online communities and collaboration, library and information science research, and research impact. In 2019/20 I am leading the Research Impact and Value in LIS (RIVAL) project funded by a Royal Society of Edinburgh network grant.
h.hall@napier.ac.uk • @hazelh
www.napier.ac.uk/people/hazel-hall
www.hazelhall.org

Peter Cruickshank, Lecturer: My main area of research is the information practices involved in the use of Internet technologies for participation in democratic processes, particularly at the hyperlocal level. I teach in the area of information security, with a focus on the cultural and organisational factors that underpin security. These areas encompass concepts of identity and information behaviour.
p.cruickshank@napier.ac.uk • @spartakan
www.napier.ac.uk/people/peter-cruickshank

Dr Wegene Demeke, Lecturer: My research focuses on the interactions between technology and society, including the adoption of Information and Communication Technologies (ICTs), and the impacts that they have on society. My main areas of interest are: the effects of information on society; ICT as a driver of change; and the disruptive effect that Big Data and the Internet of Things exert on organisations.
w.demeke@napier.ac.uk
www.napier.ac.uk/people/wegene-demeke

Dr Laura Muir, Associate Professor: My research interests include information seeking behaviour and human-centred design of information systems and services. The aim of my research is to reduce cognitive load and to increase satisfaction, efficiency and productivity of information systems use. I carry out some of my research in our state-of-the-art Sensorium Lab using techniques such as eye tracking, facial expression analysis, electroencephalography, and galvanic skin response. I am interested in

studying visual information seeking behaviour in new domains to increase the applications and impact of our research capability and facilities.
l.muir@napier.ac.uk • @ilauramuir
www.napier.ac.uk/people/laura-muir

Dr Bruce Ryan, Researcher: My research interests are around the use of ICT in (hyper)local government, with a focus on Scottish Community Councils, and participatory budgeting in Brazil and Scotland. Facets of these interests include: the technologies that are (and could be) used in such contexts; the means by which elected representatives learn to deploy technology and to process information; information literacy in (hyper)local government; the formation of human networks around such matters; and how hyperlocal governments 'learn'.
b.ryan@napier.ac.uk • @bruce_research
www.napier.ac.uk/people/bruce-ryan
http://community-knect.net

Dr Colin Smith, Associate Professor: My research examines the relationships between ICTs, innovation and organisational change, particularly in the contexts of e-government and e-democracy. I am particularly interested in electronic service delivery for public services, and emergent forms of grassroots e-participation.
cf.smith@napier.ac.uk
www.napier.ac.uk/people/colin-smith

Dr Ella Taylor-Smith, Researcher: My research within the Centre for Social Informatics focuses on the use of online and offline spaces in democracy and collaboration. My wider interests include: social informatics, social media (especially images), identity, transitions, and digital skills.
e.taylor-smith@napier.ac.uk • @EllaTasm
www.napier.ac.uk/people/ella-taylorsmith

Dr Gemma Webster, Lecturer: My main research interests lie in the field of human computer interaction, health care, older adults, and community and assistive technologies. I am an experienced multidisciplinary researcher, keen to establish collaborative partnerships that involve 'real-world' environments, problems, and partners.
g.webster@napier.ac.uk
www.napier.ac.uk/people/gemma-webste

Najla Alamri: I am a part-time Napier PhD student based in the Faculty of Computing and Information Technology at King Abdulaziz University. My research explores interactive education for female students in Saudi Higher Education.
n.alamri@napier.ac.uk
https://www.napier.ac.uk/people/najla-alamri

Leo Appleton: My main research interests are based around the value and impact of libraries. For my PhD I am investigating the value and impact of UK public libraries in the Information Society, and their role in citizenship development. In addition, I am interested in the role that public libraries play in the generation and exchange of intellectual, social, and transactional capital.
l.appleton@napier.ac.uk • @leoappleton
www.napier.ac.uk/people/leo-appleton

Iris Buunk: In my doctoral work I am exploring the influences of social media tools on tacit knowledge sharing practices between employees within public sector organisations. My research interests include tacit knowledge and online knowledge sharing practices as related to social media affordances and e-learning.
i.buunk@napier.ac.uk • @irisbuunk
www.napier.ac.uk/people/iris-buunk
www.theknowledgeexplorer.org

Lyndsey Middleton (née Jenkins): I am interested in workplace learning development, innovation in the workplace, innovative work behaviours, and information behaviours and use as related to learning, career decision making, and associated influences (personal, context and environment). The primary focus of my ESRC-funded PhD is workplace learning and innovation.
l.middleton@napier.ac.uk • @Middleton_Ly
www.napier.ac.uk/people/lyndsey-middleton
www.lyndseyjenkins.org

Lynn Killick: The focus of my PhD research is the future of the population census and its role in informing the good society. This work has been undertaken as part of a wider project that examined information and its role in society as part of the AHRC-funded *Informing the Good Society* (InGSoc) project. My particular area of interest is the use of research and application of evidence in non-academic environments.
l.killick@napier.ac.uk • @sherpalynn
www.napier.ac.uk/people/lynn-killick

Alicja Pawluczuk: I am passionate about participatory digital storytelling and community development. My PhD research focuses on digital youth, informal education, and social impact evaluation in Scotland. I am interested in learning about similar projects, and I am keen to network with researchers exploring the role of digital media in youth development.
a.pawluczuk@napier.ac.uk • @alicjapawluczuk
www.napier.ac.uk/people/alicja-pawluczuk

Frances Ryan: My research interests include everyday life information seeking (ELIS), human information behaviour and use, social media use, social informatics, online information sharing, and online reputation and identity. My PhD thesis concerns the role of online information in personal reputation management and evaluation, and my current research project investigates how carers manage the social media profiles for people with dementia in their care.
f.ryan@napier.ac.uk • @FrancesRyanPhD
www.napier.ac.uk/people/frances-ryan
www.francesryanphd.com

Katherine Stephen: My research is focused on the measurement and development of meta-skills, in particular in the workplace. I am interested in information behaviours and practices and how they relate to metacognitive knowledge, experiences and regulation, and in turn how these individual and group behaviours impact the changing present and future Scottish workforce.
k.stephen@napier.ac.uk

Recent PhD completions:

Dr John Mowbray: *The role of networking and social media tools during job search: an information behaviour perspective*

Dr Ella Taylor-Smith: *Participation Space Studies: a socio-technical exploration of activist and community groups? Use of online and offline spaces to support their work*

Dr Louise Rasmussen: *Tracing the adoption of a management innovation labelled "knowledge working" in a public sector agency in Scotland*

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