

N A R E S H K U M A R A G A R W A L

Assistant Professor, Graduate School of Library and Information Science (GSLIS)
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Education

Jan 2005 – Present PhD Candidate, Dept. of Information Systems, School of Computing, National University of Singapore (NUS)

- Awaiting comments on dissertation from external examiner (revised dissertation submitted on June 30, 2009)
- *Dissertation*: Information Seeking Behavior and Context: Theoretical Frameworks and an Empirical Study of Source Use
- *Supervisors*: A/P Danny C.C. Poo & Dr Yunjie (Calvin) Xu
- Coursework GPA 5.0/5.0

Jan 1995 – May 1999 Bachelor of Applied Science (Computer Engineering) – Honors (2nd Upper), Nanyang Technological University (NTU), Singapore

- SIA/NOL Scholar (100% scholarship)

Jan 1982 – Mar 1995 Tashi Namgyal Academy (TNA), Gangtok, Sikkim, India

- Valedictorian with new state/school record (10th Grade 91.8%; 12th Grade 91.75%)

Research Interests

Information Need, Seeking & Use; Information Seeking & Sharing in organizational settings; Informatics/Health Informatics; Source choice in Information Seeking; Context; Human-Computer Interaction; Knowledge Management; IT Adoption

Teaching

Fall 2009 Assistant Professor, Simmons College, GSLIS

- Teaching 'LIS 403 Evaluation of Information Services' to a class of 30 graduate students; www.lis403-01.tk
- Supervising an independent study 'LIS 500 Database of Latin Christian Texts' (student: Paul Baker)

Jan 2007 – Dec 2007 Teaching Assistant for CS2261 'Enterprise Systems Development' – a Java EE programming-based course with three 2 hour sessions per week, NUS School of Computing

- Student rating 4.0/5.0 (department avg. 3.945; faculty avg. at same module level [level 2000] 3.857) (Sem 1 2007/08)
- Completed training course for Teaching Assistants, Feb 2008

Publications Journals (3)

- Agarwal, N.K. & Poo, D.C.C. (accepted with minor changes; 2nd revision). An Integrated Model of Information Seeking & Information Retrieval. *Journal of the American Society for Information Science & Technology (JASIST)*
- Agarwal, N.K. & Poo, D.C.C. (2008). Capturing tacit knowledge across different domains: Knowledge Community (K-Comm). In A. Mitra (Ed.) Special Issue on KM, *Int. Journal of Business Information Systems (IJBIS)*, 3(6), 668-685.
- Agarwal, N.K. & Poo, D.C.C. (2006). Meeting knowledge management challenges through effective search. *Int. Journal of Business Information Systems (IJBIS)*, 1(3), 292-309.

Book Chapter (1)

- Agarwal, N.K. & Poo, D.C.C. (2007). Collaborating to search effectively in

different searcher modes through Cues & Specialty Search. In D.H. Goh & S. Foo (Eds.) *Social Information Retrieval Systems: Emerging Technologies & Applications for Searching the Web Effectively*, Idea Group Inc.

Conferences (16)

- Agarwal, N.K., Xu, Y.(C.) and Poo, D.C.C. (accepted). Delineating the boundary of 'Context' in Information Behavior: Towards a Contextual Identity Framework. *ASIS&T 2009 Annual Meeting* (Vancouver, Canada, Nov 6-11).
- Agarwal, N.K. (2009). Use of Technology to Assert Identity: Towards a Theory of Expanding Circles of Identity. *10th APRU Doct. Students Conf. (APRU DSC 2009)* (Kyoto, Japan, Jul 6-10, 2009).
- Lek, H.H., Poo, D.C.C. and Agarwal, N.K. (2009). Knowledge Community (K-Comm): Towards a Digital Ecosystem with Collective Intelligence. *IEEE DEST 2009 – Third IEEE Int. Conf. on Digital EcoSystems and Technologies* (Istanbul, Turkey, Jun 1-3, 2009)
- Agarwal, N.K. (2008). Information-Seeking Behavior Based on an Integrated Framework of Information Seeking & Information Retrieval. In 9th APRU Doct. Students Conf. (APRU DSC 2008) (Vladivostok, Russia, Jul 14-18, 2008).
- Agarwal, N.K., Poo, D.C.C. & Tan, K.H. (2007). Impediments to sharing knowledge outside the school: Lessons learnt from the development of a taxonomic e-learning portal. In *Proc. of the Int. Conf. on Information Systems (ICIS 2007)* (Montreal, Canada, Dec 9-12, 2007).
- Agarwal, N.K. & Poo, D.C.C. (2007). HCI & Information Search: Capturing Task & Searcher Characteristics through 'User Ability to Specify Information Need'. In *Proc. of the 12th Int. Conf. on Human-Computer Interaction (HCII 2007)* (Beijing, China, Jul 22-27, 2007), Berlin: Springer-Verlag Berlin Heidelberg, 373-382.
- Agarwal, N.K, Poo, D.C.C. & Tan, K.H. (2007). Barriers to sharing knowledge across Singapore schools: Lessons Learnt from the development of the Educational Taxonomy Portal. In *8th APRU Doctoral Students Conf. (APRU DSC 2007)* (Tokyo, Japan, Jul 30-Aug 3, 2007), 1-19.
- Agarwal, N.K., Wang, Z., Xu, Y. (C.) & Poo, D.C.C. (2007). Factors Affecting 3G Adoption: An Empirical Study. In *Proc. of the 11th Pacific Asia Conf. on Information Systems (PACIS 2007)* (Auckland, New Zealand, Jul 3-6).
- Agarwal, N.K., Poo, D.C.C. & Leo, D.M.T. (2007). Developing Buddy: Towards greater dependability & maintainability in meta-search. In M. Khosrow-Pour (Ed.) *Proc. of the Information Resources Management Asso. Conf. (IRMA 2007)* (Vancouver, British Columbia, Canada, May 19-23), Hershey PA: IGI Global, 458-462.
- Agarwal, N.K., Poo, D.C.C. & Teo, K.Y. (2006). Component-based Development of MILLS: A Case Study in the development of an Inter-Library Loan Software System. In P. Jalote (Ed.) *Proc. of the 13th Asia Pacific Software Engineering Conf. (APSEC06)* (Bangalore, India, Dec 6-8), Los Alamitos: IEEE Computer Society, 37-44.
- Agarwal, N.K. & Poo, D.C.C. (2006). Making sense of an Electronic Document – Visualization Strategies for Concept Presentation. In *Proc. of the 10th IEEE Int. Enterprise Distributed Object Computing Conf. Workshops (EDOCW'06)* (Hong Kong, Oct 16-20), Los Alamitos: IEEE Computer Society, 56-59.
- Agarwal, N.K. & Poo, D.C.C. (2006). Information Searcher-Provider Fit through Information Presentation & Visualization Techniques. In V.P. Guerrero-Bote (Ed.) *Int. Conf. on Multidisciplinary Information Sciences & Technologies (InSciT2006)* (Merida, Spain, Oct 25-28), Merida: Open Institute of Knowledge (Instituto Abierto del Conocimiento), 69-73.
- Agarwal, N.K. (2006) Effective Information Management through an Information Searcher-Provider Fit Framework. *7th APRU DSC* (Singapore, Jul 17-21).
- Agarwal, N.K., Poo, D.C.C. & Goh, J.M. (2005). Managing Quality of Information Retrieval for Effective Knowledge Management. In *Proc. of the*

3rd World Conf. for Software Quality (3WCSQ) (Munich, Germany, Sept. 26-30), I, 205-214.

- Agarwal, N.K., Gupta, A.K., Bin, W. & Barbosa, L.O. (1999). Scalable Delivery Mechanism for VBR MPEG-2 Video Streams over the Internet. In *Proc. of the IEEE Pacific RIM Conf. on Communications, Computers & Signal Processing (PacRim '99)* (Victoria, B.C., Canada, Aug 23-25), 284-287.
- Shaw, V., Wahab, A., Agarwal, N.K. & Chan, G. (1998). Adaptive Traffic Management Model for Internet/electronic Commerce. In *Proc. of the 17th IEEE Int. Conf. on Consumer Electronics (ICCE'98)* (Los Angeles, CA, Jun 2-4), 24-25.
- Shaw, V.M., Wahab, A., Sung, S. & Agarwal, N.K. (1998). An Intelligent Web Browser for Internet/Electronic Commerce. In *Proc. of the 17th IEEE Int. Conf. on Consumer Electronics (ICCE'98)* (Los Angeles, CA, Jun 2-4), Digest of Technical Papers, 80-81.

Working Papers (4)

- Least Effort versus Source Quality: A Context-based Investigation into the Source-choice preference of Information Seekers. To be submitted to the *Journal of the American Society for Info. Science & Technology (JASIST)*.
- Using blog to take on the Media: A Case Study. To be submitted to the *Management Information Systems Quarterly (MISQ)*.
- Towards a Theoretical Framework of Context based on the Contextual Identity Framework. To be submitted to *Information Systems Research (ISR)*.
- Reconsidering Poole's Principle of Least Effort: A brief history of the healthy eating movement.

Research Grant Writing & Awards

Helped write research grant proposals & progress reports

- Information Extraction in a Knowledge-based Social Network Environment (submitted to the NUS Faculty Research Grant in March 2009)
- K-Comm (Knowledge Community): A Social Network-based Knowledge Sharing System (readied for submission to the NUS Univ. Research Grant)
- Concept Extraction & Presentation (CEPres) R-253-000-049-112 (S\$32,000)
- Autonomous Agents in Inhabited Virtual Reality Worlds to Promote Effective Learning & Social Interaction R-252-000-139-112 (closed)

Employment Simmons

Jul 2009 – Present Assistant Professor, Graduate School of Library and Information Science, Simmons College, Boston, MA

NUS (3 ½ years)

Aug 2004 – Dec 2007 Research Assistant, Dept. of Information Systems, NUS School of Computing (Teaching Assistant from Jan-Dec 2007)

- Conceived project ideas for & helped guide the K-Comm & CEPres projects
- Developed an Education Taxonomy Portal for teachers & students
- Research supervision: Helped guide 3 graduate students, final year undergrad student projects (2 in 2008-09; 1 in 2007-08; 5 in 2006-07; 11 in 2005-06) & 2 students under the Raffles Institution Research Education Mentorship Program 2006

Industry (6 years)

May 1999 – Feb 2004 Industry Experience

- **Technical Experience:** SDLC/UML, Project Mgmt., C/C++, Java/Java EE, XML, ASP, JavaScript, VB, SQL Server, TCP/IP, UNIX/Solaris, Awk/Shell
- **Roles/domains** (details in www.comp.nus.edu.sg/~naresh/work/work.htm):
 - R&D/client interactions in Digital Cinema Technology (server, GXF/MXF, MPEG-2) – GDC Technology Ltd (Singapore, India-Bollywood, USA-Hollywood/Orlando/Dallas); worked with global bodies
 - R&D in BioInformatics (Genetic Issues, biological DB GenBank, SwissProt, etc.) – HeliXense Pte Ltd (Singapore)
 - Core Member of Strategic Technology Group, Chief Architect, Project

Leader in CRM/Telecom – Innova Solutions (Singapore, USA-Santa Clara, India-Hyderabad); technology gap evaluations/recommendations

- R&D in Voice-over-IP (H.323, H.245, SIP) – MediaRing Ltd (S'pore)
- R&D in Telecom – Hewlett-Packard (Singapore); Internship 1997

Doctoral Consortium / Presentations / Workshops

- GSLIS Lunchtime Lectures, Research Colloquium, Simmons, Oct 15, 2008
- Nominated & selected to represent NUS at the Doctoral Consortium, Pacific Asia Conf. on Information Systems (*PACIS 2008*), Suzhou, China, Jul 3-4, 2008.
- Plenary on DSN during the 9th APRU DSC, Vladivostok, Russia, Jul 17, 2008 & during the 8th APRU DSC, Tokyo, Japan on Aug 1, 2007
- Information Sys Research Workshop, School of Computing, NUS, Jul 19, 2005
- National IT Awareness (NITA), School of Computing, NUS, Mar 19, 2005
- Asia Card '98 Conf., Singapore, June 25-27, 1998 (team member)

Academic Service / Activities

Reviewer for journals/conferences

- **Journals:** European Journal of Information Systems (Aug-Sep 2007; 1 paper; ad-hoc); Information & Management (Sep 2008; 1 paper; ad-hoc) (Jul/Aug 2006; 2 papers; ad-hoc)
- **Conferences:** Int. Conf. on Information Systems – ICIS 2009 (Jun 2009; 1 paper; ad-hoc); ICIS 2007 (Jun 2007; 1 paper; ad-hoc); Americas' Conf. on Information Systems (May 2007; 2 papers; peer); HCI Int. 2007 (Nov 2006; 2 papers; peer); ICIS 2006 (Jun 2006; 2 papers; ad-hoc)
- **Book Chapter:** D.H. Goh & S. Foo (Eds.) Social Information Retrieval Systems: Emerging Technologies & Applications for Searching the Web Effectively, Idea Group Inc. (Jul 2006; 2 book chapters; peer)

Reviewer

Leadership/ Awards

- Member, Informatics Task Force; working with different schools of Simmons College towards starting a program in Health Informatics (2009 – present)
- Advisor, Association of Pacific-Rim Universities (APRU) Doctoral Students Network (DSN) www.aprudsn.org (Aug 2009 – present)
- Chairman, APRU DSN (2007-2009); assisted in successful organization of the 9th and 10th annual Doctoral Students Conferences; started a 'League of Friends' to connect PhD students in 43 universities (aprudsn.ning.com)
- Member – ALISE (since Dec 2008); ASIS&T (since Sep 2008); AIS (since May 2007); DSI (since Oct 2008); APRU DSN ExCo (since 2006)
- Director, Acad./Research/Cultr. Affairs, NUS Grad. Stud. Society (2006-07)
- Lab In-charge, Information Management Lab (2005-2009)
- President, NTU Debating Society (1998-1999)
- Debater; top 15 in NTU, member of NTU Inter-Varsity Debating Squad; AIDA-certified International Debates Adjudicator (1996-1999)
- SIA/NOL scholarship for undergraduate studies in Singapore (1995-1999)
- Best All-Round student / Founder's Medal, highest award of TNA (1995)
- School Captain, TNA (1994)
- Vice President, All Sikkim Students' Association (1994)

Artistic/Creative

- Painter/Artist (1983-2007); passion for Fine Arts with works in oil, watercolor, pencil; TV feature; exhibitions; awards
- Sculpting (2007-2008); led a student team to sculpt in marble for the NUS School of Computing with the help of sculptor Chong Fah Cheong
- Model/Actor (2004-2007); part-time roles in Mediacorp Singapore Channel 5 True Files Seasons 3 & 4, Killer Waves, MTV Rouge, etc.
- Multi-lingual; fluent in spoken/written English, Hindi, Nepali, Rajasthani; learnt little of Tamil, Bengali, French & Mandarin