

Curriculum Vitae

H. Patricia McKenna
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EDUCATION

Doctorate of Professional Studies, **Syracuse University,** School of Information Studies,
Information Management (2012) Syracuse, NY, USA

Master of Library Science **McGill University,** Montreal, QC

Bachelor of Arts **University of New Brunswick,** Fredericton, NB
English Literature

INTERDISCIPLINARY ANALYSIS & RESEARCH INTERESTS & STRENGTHS

21st Century skills & literacies; Ambient turn; Artificial Intelligence (AI); Assessment; Awareness; Civic engagement; Collaboration; Communication; Creativity; Data analytics (big and small data); Data visualization; Design; Digital humanities; Diversity; Emerging technologies; Engagement; Evaluation; Governance (adaptive); Inclusion; Innovation; Interdisciplinarity; Learning cities; Leadership; Mentoring; Motivation; Privacy awareness; Research and Practice; Smart cities/communities; Social media; Sustainability; Training

RESEARCH PROJECTS, INITIATIVES & RECENT WORK

Principal Investigator, Participation in 21st Century Urban Environments – An Exploration of Awareness, Learning, Openness, and Engagement, 2015-

Courses, Talks, Workshops & Other Community Engagements (a glimpse)

- Collaboration in the launch of the **Victoria Design Nerds** through a Jam focusing on *UpCycled Urbanism: How Might We UpCycle &/Or Memorialize the Blue Bridge?* March 2018
- *Learning Cities*, Course, May 2017
- *Invited Talk* to the *Emerging Green Builders (EGB) on Smart Cities*, Victoria, BC, Oct. 6, 2016
- *BCNET at the Intersection of Smarter Cities and Learning Cities*, PreConference Workshop, BCNET Annual Higher Education IT Conference, Vancouver, April 25, 2016

PROFESSIONAL EXPERIENCE

21st Century Information Landscapes for Learning:

AmbientEase 2013– present.

Provision of scholarly and practice advising, editorial, analysis, and evaluation services

Founder of the *UrbanitiesLab*, an interdisciplinary research and practice space, designed to:

- Foster interventions for greater data awareness in smart cities
- Provide advisory services and guidance in the design of community-based, student-

centered digital learning environments

- Explore emerging and next generation technologies and their implications across the blurring boundaries of work, study, learning, and everyday life
- Explore issues facing 21st century cities and educators from multiple perspectives (e.g., business, government, community members, educators/learners, & visitors to the city)

Postsecondary Information Systems & Services

Higher Education StartUp, 2013–2018, advisory services for the setup, delivery, and management of library systems, resources, partnerships, and instructional, copyright, digital rights management, and reference services for a community-based, student-centered postsecondary learning environment

University StartUp, 2005–2007, setup, delivery, and management of library systems, resources, partnerships, and instructional, copyright, digital rights management, and reference services for a community-based, student-centered postsecondary learning environment

Content Management

uOttawa, 2013, metadata plan development, special collection (for inclusion in DSpace repository); special website conversion to uOttawa framework / requirements (Drupal)
2012–2013, webspace development for knowledge synthesis project on instrument assessment for palliative care

Dalhousie University, 2009–2010, scoping review of the home care nursing literature & emergent elder abuse issues. Development of a webspace for team tracking & interaction

Information Systems Leadership and Strategic Advisory Services

Public Safety Canada, 1999–2013, database and web development; eBooks access options

Canadian Centre on Substance Abuse, 1990–2013, database, web, and network development

Department of National Defense, 1997, 12-library needs analysis study with recommendations for the future

Status of Women Canada, 1995, 3-library needs study with analysis, options, models, accommodations, systems, cataloguing and classification recommendations, and an implementation plan

Instruction, Resource Development & Project Management

University StartUp, 2005–2007, curriculum development and library instruction to undergraduate and masters level students. Participate in collaborative instruction designed to provide course delivery support for faculty. Work closely with faculty and IT staff in the design and development of an online course environment in the delivery of library and information resources. Collections development, copyright, and license negotiations in support of undergraduate and masters level curriculum (social sciences, business, art and design, and leadership) and served on the Academic Council.

Canadian Centre on Substance Abuse, 2001–2013, onsite & distance group instruction in: the development of databases; management of databases; publishing of database information to websites (DB/Textworks & WebPublisherPro).

- Assistance in developing a Website/database in the area of Alcohol, Tobacco, Other Drugs (ATOD) and Gambling; including establishing Internet relationships with funding agencies and other funding opportunity Websites
- Project management and reporting to the National Population Health Clearinghouse in fulfillment of the requirement to survey and map the network of organizations providing health information in the Substance abuse/Tobacco content area. Analysis of tabulated results (MS Access).

Database Development/Admin, Mentoring and Support to a wide range of libraries

Database & Web Librarian

Public Safety Canada

July 1999 – 2004

Administration of a series of databases using STAR software (Cuadra) in a UNIX/NT environment. Provision of support to the STAR/Web version of this information. Capturing, conversion, and database loading of information from a variety of sources.

Associate & Consultant to the Clearinghouse

Canadian Centre on Substance Abuse (CCSA)

October 1990 – December 1999

Advisory services to the Clearinghouse Manager in:

- Evaluation of systems and software requirements, hardware/software selection and implementation including LAN hardware and software
- Liaison with staff and Clearinghouse Network Members across Canada to determine user needs and design of databases, including cataloguing and MARC considerations
- Design, development and implementation of database information management systems for using relational database software (MS Access) and for text retrieval
- Writing of systems and user documentation for database applications
- Support, training, and mentoring of staff in the use of installed database applications

Database Consultant

Public Service Alliance of Canada, Library, 2001 - 2004

Ottawa SALUS Corporation, 2000

Indian Claims Commission Library, 2000

Inuit Tapirisat Canada Library, 1998 –1999

The Canadian Real Estate Association, 1996

Resource Development, Training, & Advisory Consultant

Canadian Women's Health Network (CWHN), 1998

Care Canada, 1998

The National Anti-Poverty Organization, 1996

Immigration & Refugee Board, Information & Research Branch, Database Unit, 1993

Canadian International Development Agency (CIDA), Intl Development Photo Library, 1993/95

Index Writing and Editing for a number of libraries and organizations

Prosebusters Communications, 1996 - 1997

IDRC (International Development Research Centre) Books, 1994 - 1995

Carleton University Press, 1993

Statistics Canada, Library & Census Operations Division, 1990 - 1992

Canadian Nurses Association, The Helen K. Mussallem Library, 1990 - 1991

Cataloguing Museology & Health Sciences Materials

Communications Canada, Canadian Conservation Institute Library, 1990 - 1991

Canadian Nurses Association, The Helen K. Mussallem Library, 1990 - 1991

TECHNICAL SKILLS

Unix, Mac, Windows, Mobile device platforms; Office applications; Adobe Suite; Content management systems; Database management & analysis tools; Integrated information management systems & tools; Numerous social media & web tools for data collection & analysis, collaboration, sharing, presentations, meeting, interacting, analytics & web development.

LANGUAGE TRAINING

Université d'Ottawa, Introductory Italian and Spanish
Université Paul Valéry, France, French immersion
Université de Montréal, French course
University of New Brunswick (Saint Pierre et Miquelon), French immersion

MEMBERSHIPS

Association for Computing Machinery (ACM)
Canadian Academy of Independent Scholars (CAIS)
Research Data Alliance (RDA)

AWARDS & GRANTS

Best Paper Award, 9th International Conference on Distributed, Ambient and Pervasive Interactions, conferred to H. Patricia McKenna for the paper entitled *The Importance of Theory for Understanding Smart Cities: Making a Case for Ambient Theory*, Presented in the context of HCI International 2021, 24-29 July 2021.

Independent Scholars Grant 2019, Canadian Academy of Independent Scholars (CAIS), through Simon Fraser University (SFU), Vancouver, BC.

Grant & Travel Stipend, Open City/Art City Festival, Open Cities Conference 2014, SF, USA.

Travel Grant, National Science Foundation (NSF), PerCom 2012, Lugano, CH.

ACADEMIC & PRACTICE SERVICES

Program Board, 11th International Conference on Distributed, Ambient and Pervasive Interactions, 24th International Conference on Human-Computer Interaction, Copenhagen, Denmark, 23-28 July 2023

10th International Conference on Distributed, Ambient and Pervasive Interactions, 24th International Conference on Human-Computer Interaction, Gothenburg, Sweden, 26 June - 1 July 2022

9th International Conference on Distributed, Ambient and Pervasive Interactions, 23rd International Conference on Human-Computer Interaction, Washington, DC, 24-29 July 2021

8th International Conference on Distributed, Ambient and Pervasive Interactions, 22nd International Conference on Human-Computer Interaction, Copenhagen, Denmark, 19-24 July 2020

Conference Session Organizer (Urban Life in Smart Cities, Learning Cities, and Future Cities), HCII 2019-2023

IEEE Smart Cities Standards Group, Member 2017-

Editorial Advisory Board, IGI Global, 2017-2019

Conference Session Chair, for the *New Enabling Technologies* session, International Conference on Information Society (i-Society 2013), 24-26 June, Toronto, Canada.

Grant Proposal writing for funded research and other entrepreneurial initiatives.

Peer Reviewer (2013 -) for book manuscripts, book chapters, conference papers, journal manuscripts (e.g., *Internet Research*, Association of Internet Researchers (AoIR); IJHCI, Complexity Journal, etc.) and papers in the sectors of sensors, sustainability, and water.

Student representative, Doctoral Committee Meetings, 2009-2011. Participation in:

- Conversations pertaining to a wide range of topics including curriculum.
- Selection/interviewing of individuals seeking admittance to doctoral studies

Syracuse University, 2010-2012

- Mentoring of other doctoral students on a range of activities including methodology, theory, research proposals, and institutional review board requirements for conducting ethical research studies
- Collaborative development of *Motivation at a Glance: An iSchool Collaborative*, 2010. This collaborative work in progress describes over 80 theories of motivation related to learning, education, and information processing and is an engagement tool for students of IST617–Motivational Aspects/Information Use.

PUBLICATIONS, PRESENTATIONS, COLLABORATIONS & WORKSHOPS

Chauncey, S. A., & **McKenna, H. P.** (forthcoming). An Exploration of the Potential of Large Language Models to Enable Cognitive Flexibility in AI-Augmented Learning Environments. *Future Technologies Conference (FTC 2023)*, 2-3 November 2023, San Francisco, California, USA.

McKenna, H. P. (in press). The nurturing of theory for smart environments and spaces: The case of ambient theory for smart cities. *25th International Conference on Human-Computer Interaction (HCII2023), Distributed, Ambient and Pervasive Interactions*. Copenhagen, Denmark, July 2023.

McKenna, H. P. (2023). *Urban Life and Ambient in Smart Cities, Learning Cities, and Future Cities*. IGI Global. doi: 10.4018/978-1-6684-4096-4.

McKenna, H. P. (2022). Exploring the usefulness and usability of ambient theory for smart cities. In: Streitz, S. Konomi (eds) *Distributed, Ambient and Pervasive Interactions, HCII 2022. Lecture Notes in Computer Science*, Springer, Cham.

McKenna, H. P. (2022). Ambient theory for smart cities: Is it a good theory? *AHFE International*. DOI: <http://doi.org/10.54941/ahfe100959>

McKenna, H. P. (2022). Is ambient theory for smart cities even a theory: An Affirmative Assessment. *Proceedings of the Future Technologies Conference (FTC) 2021, Volume 2, FTC 2021. Lecture Notes in Networks and Systems*, vol 359, 2022.

McKenna, H. P. (2021). The importance of theory for understanding smart cities: Making a case for ambient theory. **[Best Paper Award]**. In: Streitz, S. Konomi (eds) *Distributed, Ambient and Pervasive Interactions, HCII 2021*. Lecture Notes in Computer Science, Springer, Cham. https://doi.org/10.1007/978-3-030-77015-0_4

McKenna, H. P. (2021). *Visibilities and invisibilities in smart cities: Emerging research and opportunities*. IGI Global, Hershey, Pa.

McKenna, H. P. (2021). *Seeing Smart Cities through a Multi-Dimensional Lens: Perspectives, Relationships, and Patterns for Success*. Springer.

McKenna, H. P. (2020). Adaptability and attuning in smart cities: Exploring the HCI grand challenge of learning and creativity. N. Streitz and S. Konomi (Eds.), LNCS, 12203, *HCII 2020*, July, Copenhagen, Denmark. Switzerland: Springer.

McKenna, H. P. (2020). Human-smart environment interactions in smart cities: Exploring dimensions of smartness. *Future Internet, special issue, Smart Cities, Innovation, and Multi-dimensionality*, 12(5): doi: 10.3390/fi12050079.

McKenna, H. P. (2020). Urban sensibilities, sharing, and interactive public spaces: In search of a good correlation for information and communication in smart cities. *Future of Information and Communication Conference (FICC) 2020*, 5-6 March, San Francisco.

McKenna, H. P. (2020). Beyond confluence, integration and symbiosis: Creating more aware relationships in smart cities. *2020 International Conference on Intelligent Human Systems Integration: Integrating People and Intelligent Systems (IHSI2020)*, Modena, Italy, 19-21 February.

McKenna, H. P. (2020). Awareness and smart cities implementation: Sensing, sensors, and the IoT in the public sector. In J. R. Gil-Garcia, T. A. Pardo, M. Gasco (Eds.), *Beyond Smart and Connected Governments: Sensors and the Internet of Things in the Public Sector*. Springer.

McKenna, H. P. (2019). Getting smarter about data and access in smart cities. *HCII 2019*, July, Orlando, FL.

McKenna, H. P. (2019). Reflections on evolving urban correlations for connected smart cities. *CSC 2019*, July, Porto, Portugal.

McKenna, H. P. (2019). *Ambient urbanities as the intersection between the IoT and the IoP in smart cities*. Hershey, PA: IGI Global.

McKenna, H. P. (2019). Innovating metrics for smarter, responsive cities. *Data (Special Issue – Big Data Challenges in Smart Cities)*, Vol. 4, No. 1.

McKenna, H. P. (2019). Exploring the quantified experience: Finding spaces for people and their voices in smarter, more responsive cities. *Future Technologies Conference (FTC 2018)*. Vancouver, November.

McKenna, H. P. (2018). Creativity and ambient urbanizing at the intersection of the Internet of Things and People in smart cities. In M. Antona, C. Stephanotis (Eds.) *UAHCI 2018, LNCS 10908*, pp. 295-307.

McKenna, H. P. (2018). Re-conceptualizing social inclusion in the context of 21st century smart cities. In J. Choudrie, S. Kurnia, and P. Tsatsou (eds.). *Innovative ICT-enabled services and social inclusion*. Routledge, Studies in Technology, Work, and Organizations.

McKenna, H. P. (2017). Adaptive reuse of cultural heritage elements and fragments in public spaces: The Internet of Cultural Things (IoCTs) and applications as infrastructures for learning in smart cities. *4th International Workshop on Visions on Internet of Cultural Things & Applications (VICTA2017)*, 4-7 Dec, Jaipur, India, *13th International Conference on Signal-Image Technology and Internet-Based Systems (SITIS 2017)*.

McKenna, H. P. (2017). Re-conceptualizing jobs, work, and labour: Transforming learning for more creative economies in 21st century smart cities. *The 10th Annual International Conference of Education, Research and Innovation (iCERi2017)*, 16-18 November, Seville, Spain.

McKenna, H. P. (2017). Civic tech and ambient data in the public realm: Challenges and opportunities for learning cities and smart cities. In: Streitz N., Markopoulos P. (eds) *Distributed, Ambient and Pervasive Interactions*. DAPI 2017. Lecture Notes in Computer Science, vol 10291. Springer, Cham.

McKenna, H. P. (2017). Urbanizing the ambient: Why people matter so much in smart cities. In S. Konomi and G. Roussos (eds.), *Enriching urban spaces with ambient computing, the Internet of Things, and smart city design*, pp. 209-231. Hershey, PA: IGI Global. **This work is also published** In M. Khosrow-Pour (ed.), *Smart technologies: Breakthroughs in research and practice*, pp. 550-574. Information Management Resource Association. IGI Global, 2018.

McKenna, H. P. (2016). Emergent ambient culture in smart cities: Exploring the Internet of Cultural Things (IoCTs) and applications in 21st century urban spaces. *3rd International Workshop on Visions on Internet of Cultural Things & Applications (VICTA2016)*, *Proceedings of SITIS 2016*, 28 Nov - 1 Dec, Naples, Italy.

McKenna, H. P. (2016). Innovating relationships for learning in 21st century smart cities. 9th Annual International Conference of Education, Research and Innovation (iCERi2016), 14-16 November, Seville, Spain.

McKenna, H. P. (2016). Edges, surfaces, and spaces of action in 21st century urban environments - Connectivities and awareness in the city. *Proceedings of the 12th IFIP TC9 Human Choice and Computer Conference - Technology and Intimacy: Choice or coercion*, 7-9th September, Manchester, UK. Springer.

McKenna, H. P. (2016). Making/Incubating a difference: Getting smarter about learning in smart cities. *Proceedings of Global Learn 2016, Global Conference on Learning and Technology*, pp. 144-148. Association for the Advancement of Computing in Education (AACE).

McKenna, H. P. (2016). Is it all about awareness? People, smart cities 3.0, and evolving spaces for IT. *Proceedings of the ACM SIGMIS Computers and People Research (CPR) Conference - IT for Organizational and Social Movements*. Alexandria, VA, 2-4 June 2016.

McKenna, H. P., & Chauncey, S. A. (2016). Caring about our impact: Collaboratively

- connecting and assessing the digital dots and fragments (Poster presentation). *Vancouver Island Library Staff Conference (VILSC) 2016*, University of Victoria, Victoria, BC, Canada, 29 April.
- McKenna, H. P.** (2016). BCNET at the Intersection of Smart Cities and Learning Cities. *BCNET 2016, Annual Higher Education IT Conference*. SFU Harbour Centre, Vancouver. 25 April. Pre-Conference Workshop. **Sold Out!**
- McKenna, H. P.** (2016). Learning in the city: Leveraging urban spaces as real world environments for interactive solution-making. *Proceedings of the 10th International Technology, Education & Development Conference (INTED2016)*, pp. 4367-4375.
- McKenna, H. P.** (2016). CitySmarts: What's so Smart About Victoria and How You Can Make a Difference. Tectoria, Victoria 15 January. Workshop.
- McKenna, H. P.** (2016). ReThinking learning in the smart city: Innovating through involvement, inclusivity, and interactivities with emerging technologies. In J. R. Gil-Garcia, T. A. Pardo, T. Nam (eds.), *Smarter as the new urban agenda: A comprehensive view of the 21st century city*. NY: Springer.
- McKenna, H. P., & Chauncey, S. A.** (2015). Exploring a creativity assessment technique for use in 21st century learning, library, and instructional collaborations. *Proceedings of the 8th International Conference of Education, Research and Innovation (iCERi2015)*, Seville, Spain.
- McKenna, H. P.** (2015). Learning to iterate in the city: Interactive environments for socially responsive urban participation. *Proceedings of the World Conference on Educational Media and Technology (EdMedia 2015)*. Montreal, pp. 1713-1717.
- McKenna, H. P.** (2015). Ambient culture in 21st century urban educational environments: An exploration of awareness, learning, openness, and engagement. *Proceedings of the 8th Intl Technology, Education & Development (INTED2015) Conference*, 2-4 March.
- McKenna, H. P.** (2015). AboutTheCity: Civic engagement in 21st century smart cities/communities. *Information Technology and City Life (ITCL) Workshop, ACM CSCW 2015 Conference*, 14-15 March.
- McKenna, H. P., & Chauncey, S. A.** (2014). Frictionless learning environments for 21st century education and learning cities: A response to digital inequalities. *Proceedings of the 7th International Conference of Education, Research and Innovation (iCERi2014)*, pp. 2505-2515.
- Chauncey, S. A., & **McKenna, H. P.** (2014). Argumentation spaces for learning: Toward a new coherence in teaching, learning, and assessments for frictionless interactions. *Proceedings of the World Conference on E-Learning in Corporate, Government, Healthcare, and Higher Education (E-Learn2014)*, pp. 63-70. Chesapeake, VA: AACE. *E-Learn 2014 Conference, New Orleans, LA*.
- McKenna, H. P., McKnight, L. W., & Chauncey, S. A.** (2014). Advancing ambient privacy and informational self-determination as key components of a national privacy research strategy. Submission in Response to a Request for Information (RFI) - National Privacy Research Strategy, US, NITRD, 17 Oct.
- McKenna, H. P., & Chauncey, S. A.** (2014). Taking learning to the city: An exploration of the frictionless learning environment innovation. *Proceedings of the 6th International Conference on Education and New Learning Technologies (EduLearn14)*, pp. 6324-6334.
- McKenna, H. P., Chauncey, S. A., Arnone, M. P., Kaarst-Brown, M. L., & McKnight, L. W.** (2014). Emergent learning through playful interactions and serious games when combining ambient intelligence with wireless grids. *Proceedings of the 8th International Technology, Education & Development (INTED) Conference 2014*, pp. 5080-5090.
- McKenna, H. P., Arnone, M. P., Kaarst-Brown, M. L., McKnight, L. W., & Chauncey, S. A.**

(2013). Ambient privacy with wireless grids: Forging new concepts of relationship in 21st century information society. *International Journal for Information Security Research (IJISR)*, 3(1-2), pp. 408-417.

McKenna, H. P., Arnone, M. P., Kaarst-Brown, M. L., McKnight, L. W., & Chauncey, S. A. (2013). Application of the Consensual Assessment Technique in 21st Century Technology-Pervasive Learning Environments. *Proceedings of the 6th International Conference of Education, Research and Innovation (iCERi2013)*, Seville, Spain, 18-20 November, 2013.

McKenna, H. P., Arnone, M. P., Kaarst-Brown, M. L., McKnight, L. W., & Chauncey, S. A. (2013). Ambient and emergent learning with wireless grid technologies. *EduLearn13. Proceedings of the 5th International Conference on Education & New Learning Technologies, IATED*, Barcelona, Spain, 1-3 July, 2013.

McKenna, H. P., Arnone, M. P., Kaarst-Brown, M. L., McKnight, L. W., & Chauncey, S. A. (2013). Ambient intelligence and information interactions: Theorizing autonomies and awareness for 21st century society - A technology-people balance. *Proceedings of the IEEE International Symposium on Technology and Society (ISTAS'13 SmartWorld)*, 27-29 June, Toronto, Canada.

McKenna, H. P., Arnone, M. P., Kaarst-Brown, M. L., McKnight, L. W., & Chauncey, S. A. (2013). Social interactions with wireless grids: conceptualizing 21st century ambient information society. *Proceedings of the International Conference on Information Society (i-Society 2013)*, 24-26 June, Toronto, Canada.

McKenna, H. P. AmbeintEase: Leveraging interactive learning environments by combining smart technologies with wireless grid edgeware (Virtual Corporate Showcase). *Proceedings of the Educational Media and Technology Conference (Ed Media 2013)*, AACE. Victoria, BC.

McKenna, H. P., Arnone, M. P., Kaarst-Brown, M. L., & McKnight, L. W. (2013). Ambient intelligence (AmI) with wireless grid enabled applications: A case study of the launch and first use experience of WeJay social radio in education. *Proceedings of the 7th International Technology, Education and Development (INTED) Conference 2013*, 4-6 March, Valencia, Spain.

McKenna, H. P. (2012). Ambient Intelligence with Wireless Grid Enabled Applications: A Case Study of the Launch and First Use Experience of WeJay Social Radio in Education. Syracuse, NY: Syracuse University. ProQuest Dissertation Publishing.

Arnone, M. P., Small, R. V., Chauncey, S. A., & **McKenna, H. P.** (2011). Curiosity, interest and engagement in technology-pervasive learning environments: a new research agenda. *Educational Technology Research and Development*, 59(2):181-198.

CONTINUING EDUCATION

- 2018 *Algorithmic Design & Techniques*. UC San Diego, edX. Spring, Massive Open Online Course (MOOC).
- 2017 *Responsive Cities*. ETH Zurich & Singapore, Future Cities Lab. Fall, MOOC.
- 2017 *Smart Cities: Management of Smart Urban Infrastructure*. École Polytechnique Fédérale de Lausanne. Spring, (MOOC)
- 2015/16 *Designing Cities*. University of Pennsylvania, (MOOC)
- 2015 *The Next Generation Infrastructure*. DelftX, Netherlands. Fall, (MOOC)
- 2015 Livable Future Cities. ETH Zurich & Singapore, Future Cities Lab. Fall, MOOC.
- 2015 *Exploring Humans' Space: An Introduction to Geographicity*, EPFLx, Lausanne, Switzerland, Fall, MOOC
- 2015 *Introduction to Metrics for Smart Cities*. IEEEEx, Spring, MOOC

- 2014 *GPS: An Introduction to Satellite Navigation, with an Interactive Worldwide Laboratory using Smartphones*, Fall, Stanford University, MOOC, Certificate with distinction
- 2013 *Technology Entrepreneurship*, Stanford University, Fall, MOOC
- 2013 *Intro to Data Science with R*, Syracuse University, Spring, MOOC
- 2012 *A Crash Course on Creativity*, Stanford University, Fall, MOOC
- 2012 *Windows 8: Pure Imagination* (Webinar), November 24-25, Ryerson U., Toronto, ON
- 2011 *Storytelling*, Seattle, WA, October
- Web Directions North* conference (HTML5 & CSS3), Seattle, WA, May
- International Conference on Social Computing*, IEEE, Vancouver, BC
- 2008 *Intelligent Environments* conference IE08, IET, UWash, Seattle, July
- 2008 *Derivatives Fundamentals Course (DFC)*, Canadian Securities Institute
- 2008 *Web Directions North* conference, Vancouver, BC, January
- 2007 *Canadian Securities Course (CSC)*, Canadian Securities Institute (CSI)
- 2006 *Canadian Copyright Law*, online course, SLA
- 2006 *Digital Content Management*, online course, SLA
- 2006 SLA, Northwest Region Conference, *Content Management*, Vancouver
- 2006 *Microsoft TechNet Spring Tour*, Vancouver, BC, June
- 2004 *STAR Software Users Meeting*, Washington, DC, October
- 2004 DEVTeach 2004: International Developers Conference, .NET & SQL Server, Montreal
- 2003 *ASP & XML—self directed study*; Active Server Pages Bible, XML Bible & Internet, Fall
- 2002 *STAR Web Designer*; Defining Search Specifications in STAR certificates, WA, DC, Oct
- 2001 *SQL Server certificate*, Praxis Training Institute, March
- 2000 *Internet E-Commerce Developer* certificate, Praxis Training Institute
- 1997 *Using RoboHelp 4* to develop Windows help; Writing for online information products
- 1996 *Developing applications using MS Access*; Programming with MS Access; MS Windows programming using MS Visual Basic; Programming in MS Visual Basic. Certificates
- 1995 *Advanced Infobase Authoring / FolioViews*
- 1992 *Statistics course*, Quantitative Methods, University of Ottawa
- 1991 *Novell education certificate*, NetWare system manager, LanVision Corporation, Ottawa
- 1991 *TermNet, Application of terminological principles & methods*, Vienna, 26-30 August
- 1991 *Cataloguing policy: challenging the standard bibliographic product*, St. John's Univ, NY
- 1990 *Basic Records Management Certificate*, Association of Records Managers & Administrators, 2 continuing education credits, San Francisco State University