

PROMOTION RECOMMENDATION

The University of Michigan

School of Information

Soo Young Rieh, assistant professor of information, School of Information, is recommended for promotion to associate professor of information, with tenure, School of Information.

Academic Degrees:

Ph.D.	2000	Rutgers University, New Brunswick, NJ, School of Communication, Information, and Library Studies
Doctor of Arts Program	1994 – 1995	Simmons College, Boston, MA, Graduate School of Library and Information Science
M.A.	1990	Graduate School of Ewha Womans University, Seoul, Korea, Library and Information Science
B.A.	1988	Ewha Womans University, Seoul, Korea, Library and Information Science

Professional Record:

2002—present	Assistant Professor, School of Information
Spring 2002	Instructor, Department of Library and Information Science, Sangmyung University and Duksung Women's University, Seoul, Korea
2000—2001	Human Factors Research Engineer, Search and Directory Group, Excite@Home, Redwood City, CA

Summary of Evaluation:

Teaching: Professor Rieh is a highly valued contributor to the School's masters and doctoral instructional program. In addition to teaching two established courses, she developed a new course when she first arrived at Michigan in 2002 and has taught that several times. Building on her fruitful and very interesting line of research, she also developed another new course this year (to be taught in fall 2008). The new course spans two specializations in the School of Information and we expect it to be enthusiastically received. Professor Rieh's teaching ratings for two of the courses she taught, the one she developed and an established course in the Human Computer Interaction, are very good. Her ratings for a foundational course, a course whose content she had no input into, and which she team-taught with a senior faculty member, were not up to School of Information standards. This course has subsequently been redesigned (by others) and the ratings for all instructors teaching this foundations course have greatly improved. In addition, Professor Rieh has been active in mentoring doctoral students: she has served or is serving on seven Ph.D. committees, and is co-chair or chair of three additional committees.

Research: Professor Rieh is widely known for her work on how people assess information credibility, whether they find it in a library, in journals, from other people, or, now more importantly, on the Web. She has studied how people assess whether these sources of information are to be believed. The factors considered include features of the material and its presentation, the kind of task for which the information is sought for, features of its presentation, the prior expectation of the information seeker about its credibility, and the source of the information. Professor Rieh has done pioneering

work in this area and promises, through her publications and grants, to continue both to develop the conceptual framework for credibility research and to provide key results in the field. She has been funded by the Institute for Museums and Library Services (IMLS), and has written 14 peer-reviewed publications in top journals, 11 peer-reviewed papers in conference proceedings, two book chapters and one important peer-reviewed research report published by the Council for Library and Information Resources. She has also won two best-paper awards from the leading conference and journal in her field. Her work builds on theories and findings in a wide set of disciplines, and is cited by people in those fields as well.

Recent and Significant Publications:

- Karen Markey, Beth St. Jean, Soo Young Rieh, Kim Jihyun, "Institutional Repositories: The Experience of Master's and Baccalaureate Institutions," *Portal: Libraries and the Academy*, to be published in April 2008.
- Elizabeth Yakel, Soo Young Rieh, Beth St. Jean, Karen Markey, Jihyun Kim, "Institutional Repositories and the Institutional Repository," *American Archivist*, (In Press).
- Brian Hilligoss, Soo Young Rieh, "Developing a Unifying Framework of Credibility Assessment: Concept, Heuristics, and Interaction in Context," *Information Processing and Management*, Available online, doi:10.1016/j.ipm.2007.10.001, 2007.
- Karen Markey, Beth St. Jean, Soo Young Rieh, Elizabeth Yakel, Jihyun Kim, Yong-Mi Kim, "Nationwide Census of Institutional Repositories: Preliminary Findings," *Journal of Digital Information*, 8(2), <http://journals.tdl.org/jodi/article/view/194/170>, 2007.
- Soo Young Rieh, "A Comparison of Web Searching and Library System Searching: Perceived Difficulty, Self-Efficacy, and Effort," *Journal of the Korean Society for Information Management*, 24(2), 2007, pg. 29-44.
- Soo Young Rieh, David R. Danielson, "Credibility: A Multidisciplinary Framework." In B. Cronin (Ed.), *Annual Review of Information Science and Technology*, Medford, NJ: Information Today, Vol. 41, 2007, pg. 307-364.
- Rieh, Soo Young, Xie Hong, "Analysis of Multiple Query Reformulations on the Web: The Interactive Information Retrieval Context," *Information Processing and Management*, 42, 2006, pg. 751-768.
- Soo Young Rieh, Hae-Young Rieh, "Web Searching Across Languages: Preference and Behavior of Bilingual Academic Users in Korea," *Library and Information Science Research*, 27(2), 2005, pg. 249-263.
- Soo Young Rieh, "On the Web at Home: Information Seeking and Web Searching in the Home Environment," *Journal of the American Society for Information Science and Technology*, 55, 2004, pg. 743-753.
- Soo Young Rieh, "Judgment of Information Quality and Cognitive Authority in the Web," *Journal of the American Society for Information Science and Technology*, 53, 2002, pg. 145-161.
- Soo Young Rieh, Karen Markey, Beth St. Jean, Elizabeth Yakel, Jihyun Kim, "Census of Institutional Repositories in the U.S.: A Comparison Across Institutions at Different Stages of IR Development," *D-Lib Magazine*, 13(11/12) <http://www.dlib.org/dlib/november07/rieh/11rieh.html>, 2007.
- Soo Young Rieh, Brian Hilligoss, "College Students' Credibility Judgments in the Information Seeking Process," In M. Metzger, A. Flanagin (Eds.), *Digital Media, Youth, and Credibility, MacArthur Foundation Series on Digital Media and Learning*, Cambridge, MA: The MIT Press, 2007, pg. 49-72.

- Soo Young Rieh, "Cognitive authority," In K.E. Fishers, S. Erdelez, E.F. McKechnie (Eds.), *Theories of Information Behavior: A Researchers' Guide*, Medford, NJ: Information Today, 2005, pg. 83-87.
- Soo Young Rieh, Brian Hilligoss, Jiyeon Yang, "Toward an Integrated Framework of Information and Communication Behavior: College Students' Information Resources and Media Selection," Proceedings of the 70th Annual Meeting of the American Society for Information Science and Technology, 44,
http://www.asis.org/Conferences/AM07/proceedings/papers/34/34_paper.html, 2007.
- Soo Young Rieh, Karen Markey, Elizabeth Yakel, Beth St. Jean, Jihyun Kim, "Perceived Values and Benefits of Institutional Repositories: A Perspective of Digital Curation," An International Symposium on Digital Curation (DigCCurr 2007).
http://www.ils.unc.edu/digccurr2007/papers/rieh_paper_6-2.pdf, 2007.
- Soo Young Rieh, Yong-Mi Kim, "Dual-Task Performance as a Measure for Mental Effort in Library Searching and Web Searching," Proceedings of the 68th Annual Meeting of the American Society for Information Science and Technology, 42,
<http://www3.interscience.wiley.com/cgi-bin/fulltext/112785720/PDFSTART>, 2005.

Service: Professor Rieh serves on School and University committees and is recognized in her field for her outstanding service contributions to her field of research, despite being a relatively junior faculty member. In the School of Information, she has served on four committees, and now chairs one (the Masters' committee). In addition, after the retirement of the School of Information's main representative to the Internet Public Library (IPL), Professor Rieh stepped up to take on this role, and is now the School of Information's IPL Fellow. She is active in the profession, serving on program committees, professional award committees and a conference and journal reviewer. She also serves on the editorial board for Digital Library of Information Science and Technology. She is an active and valued reviewer for a number of high quality journals in her field. Overall, she has contributed to the School and the profession admirably for a junior faculty member.

External Reviewers:

Reviewer A: "Dr. Rieh's dossier presents in my opinion a strong case for her promotion to the rank of Associate Professor with tenure."

Reviewer B: "I would say that she is emerging as one of the leading researchers focusing on information credibility. As former dean, I am certain that she would be approved by the faculty [at my institution] and also by the requisite review committees and individuals at the University level."

Reviewer C: "If she were a candidate for promotion and tenure here at [my institution], I believe she would be successful and I would be among her advocates."

Reviewer D: "...this is a very impressive start to a productive research career. On balance, [Professor] Rieh has amassed an impressive set of theoretically-driven and practically important publications, which advance several interesting and important lines of research."

Reviewer E: "Overall, several characteristics of Dr. Rieh's research stand out: very clearly organized, very clearly written, good analyses of prior related research, development of an initial model (with visual portrayal), use of analyses to develop a revised integrated model, clear discussion of methodology and analyses, clear implications for research and practice. Overall, then, in my opinion, Dr. Rieh has exceeded the criteria for promotion and tenure to Associate Professor."

Reviewer F: "[Professor] Rieh's contributions in information science are becoming significant in all areas of her research. Her research has a trajectory. She has already accomplished a lot and is on the

way to accomplish more. I can recommend her promotion with high enthusiasm and without any reservation whatsoever.”

Reviewer G: “Undoubtedly, she is a rising star; she has already occupied an expert position in the studies on credibility judgment within information studies. This is an excellent achievement, given her relatively short post-doc career.”

Reviewer H: “...her work has had notable impact... Each published refereed journal article or book chapter is a distinct contribution to the literature. I feel that she would meet the requirements for promotion and tenure at [my institution]. Based on her research and service record to date, I feel she does exemplify the interdisciplinary orientation that you expect of your faculty.”

Reviewer I: “I believe that Dr. Rieh is among the ... star scholars in information science with a bright future. Having served as an external reviewer and [sic] several tenure committees in the past six years, I see Dr. Rieh’s dossier stands out impressively. What Dr. Rieh has accomplished at this stage of her career exceeds many of those holding a tenured position.”

Summary of Recommendation: Professor Rieh is a highly productive faculty member whose impact is being felt within the School of Information, the University and the larger academic community. With the strong support of the senior faculty at the School of Information, I am happy to enthusiastically recommend her promotion to associate professor of information, with tenure, the School of Information.



Martha E. Pollack
Dean, School of Information

May 2008