

Sarah T. Roberts

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Western University

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Education

Doctor of Philosophy, in progress

Fellow, Information in Society

Graduate School of Library and Information Science (GSLIS)

University of Illinois at Urbana-Champaign

- **Dissertation: “Behind the Screen: The Hidden Digital Labor of Online Content Moderation”**
- Dr. Linda C. Smith, Chair and Advisor
- Dr. Lisa Nakamura, Director of Research

Master of Arts, May 2009

School of Library and Information Studies (SLIS)

University of Wisconsin – Madison

Bachelor of Arts, with Distinction (Cum Laude), December 1997

University of Wisconsin – Madison

- Double-major: French Language and Literature and Spanish Language and Literature
- Certificate of Women’s Studies

Research and Scholarly Interests

Work is informed by a critical approach that examines the object of study in the context of social and economic equity and issues of power, control and justice, global and local.

- Current research underway in digital labor and “knowledge work,” and the reconfigurations of labor and production in a Post-Industrial, digitally-connected and globalized context.
- Additional research interests include issues of: digital information in society, and its attendant sociocultural, economic and ethical implications, as well as the political economy and culture studies of digital information, the Internet, ICT and digital media. Current research stream focuses on the use of Twitter in the seminal #wiunion/Wisconsin Union Uprising of 2011. Previous work has focused on research on legacy state information systems and on the implications of the changing landscape of the newspaper industry vis-à-vis libraries.
- Other interests include issues of digital (in)equities, cultural studies, gaming, critical historical technology studies, and Internet policy development.

Publications

“Behind the Screen: Unveiling the Digital Labor of Online Content Moderation,” under review, *New Media and Society*, Spring 2013.

“This Is Happening Now: Personal Media Creation and Dissemination in the 2011 Wisconsin Union Uprising,” in process, Spring 2013.

“Minitel: the Logic of France’s National Digital Information Network,” in process, Spring 2013.

“Losing the News: Confronting the Newspaper Crisis in Libraries and in America,” in process, Spring 2013.

Review of “Working-Class Network Society: Communication Technology and the Information Have-Less in Urban China, by Jack Linchuan Qiu,” *The Information Society*, 27(3), p. 197. Spring 2011.

Drabinski, E., Clark, J. E., & Roberts, S. T. **“Introduction: shaped or shaping? The role for radical teachers in teaching with technology.”** *Radical Teacher*, (90), 3–8. Spring 2011.

Co-editor, “Teaching with Technology” special issue, *Radical Teacher*, Spring 2011.

“A Hybrid Approach to Undergraduate LIS Instruction: A Case Study of Organization of Online Course Information,” Proceedings of iConference 2009: iSociety: Research, Education, Engagement, Chapel Hill, NC February 8-11, 2009.

“The Shifting Paradigm in Higher Education IT Orgs: Partners in the Academic Enterprise,” *eLearning Dialogue*, November 10, 2004. <http://campustechnology.com/articles/40033/>

“Campus Communications and the Wisdom of Blogging,” *Syllabus magazine*, August 2003. <http://www.syllabus.com/article.asp?id=7982>

Contributor, Mindjack.com, The Beat of Digital Culture, October 2003 – 2004. <http://www.mindjack.com/>

Research Experience

- **Summer 2012 Research Consultant, Center for Digital Studies (CDI), Graduate School of Library and Information Science (GSLIS), University of Illinois at Urbana-Champaign.** Prepared a comprehensive strategy report, commissioned by senior CDI staff, for a strategic, multi-year partnership between the CDI and an international partner.
- **2009-2013 Information in Society Fellow**, Graduate School of Library and Information Science (GSLIS), University of Illinois at Urbana-Champaign. Multi-year competitive fellowship awarded for doctoral study from IMLS grant support.
- **2012-2013 HASTAC (Humanities, Arts, Science and Technology Advanced Collaboratory) Scholar**
- **2011-2012 Consultant, Wisconsin Uprising Digital Archive.** Served as a consultant to community-academic partnership establishing a digital repository for materials related to these events.
- **2011-2012 HASTAC (Humanities, Arts, Science and Technology Advanced Collaboratory) Scholar**
- **Summer 2011 Consultant, School of Library and Information Studies, University of Wisconsin-Madison.** Worked with senior faculty member to author and prepare final report for a five-year IMLS grant.
- **2010-2011 HASTAC (Humanities, Arts, Science and Technology Advanced Collaboratory) Scholar**
- **2009-2010 HASTAC (Humanities, Arts, Science and Technology Advanced Collaboratory) Scholar**
- **2009 Google Policy Fellowship (National Competition)**, American Library Association Office of Information Technology Policy (ALA- OITP), Washington, D.C. Staff researcher/analyst on issues of national technology policy. Represented OITP at a variety of events, hearings and meetings on Capitol Hill and throughout the Washington, D.C. technology policy community, and participated in early-stage discussions of ALA’s position on national broadband policy. Undertook a research study on the changing nature of newspapers and journalism, with special emphasis on the implications for libraries.

Grants and Fellowships

October 2012 Fall Graduate College Conference Travel Award, University of Illinois at Urbana-Champaign.

Graduate College-wide competition for travel funds in support of conference participation and presentation.

June 2012 Eugene Garfield Doctoral Dissertation Fellowship, Beta Phi Mu (National Award).

Awarded to doctoral candidates in the LIS field in support of their dissertation research and writing. National competition.

2012-2013 Dissertation Fellowship, Graduate School of Library and Information Science (GSLIS), University of Illinois at Urbana-Champaign. Awarded year-long full support for doctoral dissertation research.

2012 Leigh Estabrook GSLIS Faculty and Doctoral Student Development Fund, University of Illinois at Urbana-Champaign. Departmental award for advanced doctoral students to in support of research.

2011 Andrew W. Mellon Foundation and The University of Michigan Institute for the Humanities Travel Grant to the HASTAC 2011 conference, December 2011.

2009-2013 Information in Society Fellow, Graduate School of Library and Information Science (GSLIS), University of Illinois at Urbana-Champaign. Multi-year full graduate study funding.

2009 Susan Brynteson Travel Award, School of Library and Information Studies (SLIS), University of Wisconsin-Madison, for iConference 2009, Chapel Hill, NC.

2008 ASM Travel Grant awarded, Students for Free Culture National Conference, Berkeley, CA.

Invited Talks and Presentations

“Digital Humanity: Foregrounding Human Traces in Technological Systems (and Why We Should Care),” Illinois Institute of Technology Digital Humanities Series inaugural talk, September 20, 2012, Chicago, IL.

Recent Honors and Awards

- Recognized in University-wide **List of Teachers Ranked As Excellent**, for LIS 502 LEA and LEB, Summer 2012.
- Recognized in University-wide **List of Teachers Ranked As Excellent**, for LIS 502 LEA and LEB, Summer 2011.
- Recognized in University-wide **List of Teachers Ranked As Excellent**, for LIS 502F, Spring 2011.
- Recognized in University-wide **List of Teachers Ranked As Excellent**, for LIS 502 LEB and LEC, Summer 2010.
- Recognized in University-wide **List of Teachers Ranked As Excellent**, for LIS 502F, Spring 2010
- **Phi Kappa Phi** National Honor Society, 2010.
- **Beta Phi Mu National LIS Honor Society**, Beta Beta Epsilon Chapter, 2009-present.
- **UW Alumni Association GLBTAC** Scholarship, 2007-2008.

Conferences and Presentations

“Unseen Agents: Uncovering the Hidden Work of Commercial Content Moderation,” presented as a part of the panel **“Demystifying the ‘Digital Economy’: Critical Interventions in Online Moderation, Anthropomorphized Virtual Agents, and Gaming,”** International Association for Media and Communication Research (IAMCR), June 2013, Dublin, Ireland.

“Behind the Screen: The Hidden Digital Labor of Video Content Moderators,” GSLIS Research Showcase, Graduate School of Library and Information Science, March 2013, Champaign, IL.

“Behind the Screen: The Hidden Digital Labor of Video Content Moderators,” Jean Tague-Sutcliffe Doctoral Research Poster Competition, Association for Library and Information Science Education (ALISE), January 2013, Seattle, WA. **Competition Finalist.**

“Wisconsin Workers Unite: The Wisconsin Union Uprising of 2011 and Twitter as a Mobilizing Platform in Resistance,” European Sociological Association (ESA) Research Network 18 Conference, “Communication, Crisis, and Critique in Contemporary Capitalism,” October 2012, Bilbao, Spain.

“Cheeseheads, Rise Up! Social Media and/as Resistance in Wisconsin,” 12th Annual Conference of the Association of Internet Researchers (AoIR), October 2011, Seattle, WA.

“Before the Minitel: Unveiling the Logic of France’s National Information Strategy,” 11th Annual Conference of the Association of Internet Researchers (AoIR), October 2010, Gothenburg, Sweden.

“Critical Information Studies and ‘The Critical I’: A Nascent Transdiscipline in Praxis,” Convener and Co-presenter, with Dr. Lisa Nakamura, Safiya U. Noble and Miriam Sweeney. Roundtable. 3rd International ICTs-and-Society Network Meeting, June 2010, Castelldefels (Barcelona), Spain.

“The Information Society—Using New (and Old) Media to Learn about New (and Old) Media,” co-presenter, Teaching and Learning Symposium, May 2009, University of Wisconsin-Madison.

“A Hybrid Approach: A Case Study of Organization of Online Course Information in a Pilot LIS Undergraduate Class,” poster session, iConference, February 2009, University of North Carolina.

Presenter, **Reading Anglo-American Print Culture Conference**, May 2008, University of Wisconsin – Madison.

Co-Moderator, **Culture of Sharing Conference**, April 2008, University of Wisconsin – Madison.

Apple Digital Campus Showcase, **EDUCAUSE National Conference**, October 2004, Denver, CO.

“First-Year Life Goes Digital,” presentation, CIT Instructional Technology Showcase, April 2004, Duke University.

“Sparkling the Imagination: Creative Student Technology Initiatives,” poster session, EDUCAUSE National Conference, November 2003, Anaheim, CA.

“Froshlife: Duke Students Make Movies,” presentation, CIT Instructional Technology Showcase, April 2003, Duke University.

Teaching

Instructor, LIS 590 RGS Race, Gender and Sexuality in the Information Professions, Summer 2013, University of Illinois

Co-instructor of an eight-week intensive Master's-level summer course dedicated to the critical exploration of race, class, gender and sexuality in American society and as they impact the information professions. Course delivered in an in-person/online hybrid using courseware and e-portfolios, and featuring writing-intensive assignments and deep student engagement with topics of study.

Lecturer, LIS 855: Social Media for Publicity and Community Building, Summer 2013, University of Wisconsin-Madison

Developed and delivered an intensive four-day 1-credit course to current and future practitioners interested in employing social media best practices and techniques in their libraries and information agencies. In addition to helping students develop a toolkit of social media platforms, facilitated guest lectures with innovative practitioners in the field, and helped students develop a functional personal professional website and blog to be used to develop their own social media presence and homepage.

Lecturer, LIS 879: Digital Libraries, Spring 2013, University of Wisconsin-Madison

Hired as instructor of record for an elective Master's-level online asynchronous course at the University of Wisconsin. Course focuses on historical, theoretical and practical issues in digital librarianship, policy, development and implementation of digital collections.

Teaching Assistant, LIS 502: Libraries, Information and Society, January 2013, University of Illinois

Teaching assistant for 15 Master's students in an accelerated on-campus session. Provided intensive small-group instruction on wide-ranging issues of relevance to future information professionals.

Teaching Assistant, LIS 501: Information Organization and Access, Fall 2012, University of Illinois

50% teaching assistant appointment for Master's students in a primarily online, distance-learning environment (LEEP). Responsible for monitoring and moderation of two sections (70 students), as well as grading of and feedback on assignments.

Teaching Assistant, LIS 502: Libraries, Information and Society, Summer 2012, University of Illinois

On-site teaching assistant for 30 Master's students over the course of two accelerated summer sessions. Provided intensive small-group instruction on wide-ranging issues of relevance to future information professionals. Received two University-wide "Teachers Ranked As Excellent" designations based on these classes.

Teaching Assistant, LIS 590RGS: Race, Gender and Sexuality in the Information Professions, Spring 2012, University of Illinois

50% teaching assistant appointment for Master's students in an online, distance-learning environment (LEEP). In addition to using courseware, working with instructor to implement new digital e-portfolio environment for both teaching and student work, the first of its kind at GSLIS. Course focuses on a critical approach to issues of race, gender and sexuality in LIS and in the information professions.

Lecturer, LIS 775: Electronic Resources Management, Fall 2011, University of Wisconsin-Madison

Hired as instructor of record for an elective Master's-level in-person course at University of Wisconsin. Course focused on wide-ranging contemporary issues in ERM, including theoretical, policy and practical applications. Includes hands-on lab sessions developed with students.

Teaching Assistant, LIS 501: Information Organization and Access, Fall 2011, University of Illinois

50% teaching assistant appointment for Master's students in a primarily online, distance-learning environment (LEEP). Responsible for monitoring and moderation of two sections (70 students), as well as grading of and feedback on assignments.

Teaching Assistant, LIS 502: Libraries, Information and Society, Summer 2011, University of Illinois

On-site teaching assistant for 30 Master's students over the course of two accelerated summer sessions. Provided intensive small-group instruction on wide-ranging issues of relevance to future information professionals. Received two University-wide "Teachers Ranked As Excellent" designations based on these classes.

Instructor, LIS 502: Libraries, Information and Society, Spring 2011, University of Illinois

50% on-site instructor-of-record appointment for 16 Master's students in compulsory course. Responsible for all aspects of course, including curriculum development, course delivery, and assessment. Focus on wide-ranging issues of relevance to future information professionals from a critical perspective. Received University-wide "Teachers Ranked As Excellent" designation based on this class.

Lecturer, LIS 661: Information Ethics and Policy, Fall 2010, University of Wisconsin-Madison

Chosen as instructor of record for an elective Master's-level course at University of Wisconsin. Responsible for all aspects of course design and delivery using asynchronous, Web-based technologies. Course focuses on exploring issues of information ethics and policy from the perspective of Library and Information Studies, including topics such as fair use, copyright, remix and mash-up culture, information access, professional guidelines and library and information agency history.

Teaching Assistant, LIS 502: Libraries, Information and Society, Summer 2010, University of Illinois

On-site teaching assistant for 30 Master's students over the course of two accelerated summer sessions. Provided intensive small-group instruction on wide-ranging issues of relevance to future information professionals. Received two University-wide "Teachers Ranked As Excellent" designations based on these classes.

Instructor, LIS 502: Libraries, Information and Society, Spring 2010, University of Illinois

50% on-site instructor appointment for 25 Master's students in compulsory course. Responsible with co-instructor for all aspects of course, including curriculum development, course delivery, and assessment. Focus on wide-ranging issues of relevance to future information professionals. Received University-wide "Teachers Ranked As Excellent" designation based on this class.

Teaching Assistant, LIS 501: Information Organization and Access, Fall 2009, University of Illinois

50% teaching assistant appointment for Master's students in a primarily online, distance-learning environment (LEEP). Responsible for monitoring and moderation of one section, as well as grading of and feedback on assignments.

Teaching Assistant, LIS 202: Information Divides & Differences in a Multicultural Society, Spring 2009, University of Wisconsin-Madison

One of two teaching assistants chosen for this pilot undergraduate information studies/ethnic studies course. Responsible for instruction and evaluation of 75 students in three discussion sections, including an online component and video production project and significant lecturing and instruction in the sections.

Teaching Assistant, LIS 201: The Information Society, Fall 2008, University of Wisconsin-Madison

Selected for teaching staff for the inaugural offering of this writing-intensive, hybrid in-class/online undergraduate information studies course, a foundational course for the Digital Studies certificate. Responsible for instruction and evaluation of 30 students in two discussion sections.

Reader/Grader, LIS 450: Information Agencies and Their Environment, Fall 2008, University of Wisconsin-Madison

Reader/grader for compulsory foundations course of 40 LIS Master's-level students.

Additional Recent Service and Academic Activities

- Member of the Board, Radical Teacher
- Member-participant, Nakamura Research Group on critical digital media.
- Member, Advisory Board, School of Library and Information Studies (SLIS), University of Wisconsin-Madison.
- Reviewer, conference submissions, 11th Annual Conference of the Association of Internet Researchers (AoIR), Gothenburg, Sweden.

Professional Memberships, Affiliations and Activities

- American Library Association (ALA)
- American Society for Information Science and Technology (ASIS&T)
- Association for Library and Information Science Education (ALISE)
- Association of Internet Researchers (AoIR)
- International Association for Media and Communication Research (IAMCR)
- International Communication Association (ICA)
- Society for the History of Technology (SHOT)
- Teaching Assistants' Association (TAA), University of Wisconsin-Madison
- Graduate Employees' Organization (G.E.O.), University of Illinois, Champaign-Urbana
- Print Culture Society, University of Wisconsin-Madison
- Students for Free Culture, University of Wisconsin-Madison

Language Skills

- French – Fluent speaker and reader; lived in/attended school in France.
- Spanish – Fluent speaker and reader; experience in Spain and Puerto Rico/Puerto Rican diaspora; currently live in a bilingual household.
- Professional translation experience among English, French and Spanish.
- Reading knowledge of several other Romance languages.
- Elementary knowledge of Swedish.
- Excellent English-language oral and written communication skills.

Professional Computing Experience and Skills

- 14 years' experience and lengthy professional career in academic Information Technology; 7.5 years spent at Duke University.
- Creator of the Froshlife student digital movie festival (<http://web.duke.edu/froshlife/>), now in its 11th year and a model for similar events and programs across the country.
- Conceptualized, implemented and managed the Multimedia Project Studio (MPS) at Duke, a specialized high-end student-centric digital media production suite.
- Participant in the pilot project that developed into iTunes U., a partnership between Duke and Apple.
- Specialized knowledge of multimedia computing, academic technology issues, programmatic development, open-source issues, social networking.
- Recruitment and management of technical staff.
- Professional résumé available upon request detailing specific technology competencies and experience.

Recent Training and Professional Development

“Digital Humanities High-Performance Computing Collaboratory (DHHPC),” Institute for Computing in the Humanities, Arts and Social Science (ICHASS), University of Illinois at Urbana Champaign, June 2012.

“Academic Career Development Workshop for Research Students and Early-Career Academics,” 11th Annual Conference of the Association of Internet Researchers (AoIR), Gothenburg, Sweden, October 2010.

“Engaging the Diverse Classroom,” Future Faculty Partners Winter Retreat, University of Wisconsin-Madison, January 2009

Interactive workshop designed to help teaching assistants create a welcoming teaching/learning environment in the classroom for all students.

References

Linda C. Smith, Ph.D. • Advisor, Ph.D. and Chair, Dissertation

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 University of Illinois at Urbana-Champaign
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Lisa Nakamura, Ph.D. • Director of Research, Dissertation

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Gregory J. Downey, Ph.D. • Committee Member, Dissertation

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