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Bio-Sketch

Dr. Dania Bilal is a Professor at the School of Information Sciences, The University of Tennessee in Knoxville, Tennessee. Her research sits at the intersection of human information behavior, human-computer interaction, human-AI Interaction, and information retrieval. She has numerous publications and made ample presentations at the national and international levels. Her research focuses on children and youth's information behavior and interaction with system interfaces, unveiling their cognitive and affective experiences. Her research led to a breakthrough in understanding children's information behavior in using web search engines, and to contributed to an understanding of the differences and similarities between children's and adults' information behavior and performance in interacting with search engines. Her work has attracted the media at the national and international levels. Her most recent research includes using humanoid robots to facilitate the delivery of reminiscence therapy to older adults with dementia and the use of theory in children and youth information behavior research. She has recently coined the concepts of *user's voice switching behavior* in voice digital assistants, the *embodiment of voice interfaces* (EVIs), and *interface mirroring* where images of people of diverse and multicultural backgrounds are used to examine the public's perceptions of and preferences for agents in voice digital assistant interfaces. She received many awards, including *The Association of Information Science & Technology SIG USE 2017 Outstanding Contributions to Information Behavior Research*, *The 2014 Google Faculty Development Research Award*, *The Association of Information Science & Technology 2008 SIG USE Book-of-The-Year Award*, and *The Association for Library and Information Science Education (ALISE) 2007 Excellence in Teaching Award*, among others. She is currently the Principal Investigator (PI) on the IDEA (Innovation, Disruption, Enquiry, Access) Institute on Artificial Intelligence (AI), funded by the Institute of Museum and Library Services (IMLS) in the United States. Her research has also been funded by Google, Inc., and the Eugene Garfield Foundation, among others.