Curriculum Vitae

Dr. Alia Arshad

Associate Professor (BPS-20)

Institute of Information Management

University of the Punjab, Lahore, Pakistan

92-42-99231224

0300-4817738

alia.im@pu.edu.pk

Education

Ph.D. Library and Information Science, 2017. Conducted research on *"Use of E-Journals by Faculty of University of the Punjab",* Department of Information Management, University of the Punjab, Lahore, Pakistan

M.Phil. Library and Information Science, 2009. Conducted research on *"User's Perceptions and Expectations of Quality Punjab University Libraries' Services"* . Department of Library & Information Science, University of the Punjab, Lahore, Pakistan (Scored highest CGPA = 3.57)

Master Library and Information Science, 1999. Department of Library and Information Science, University of the Punjab.

B.Sc. (Botany, Zoology, Chemistry), 1997. University of the Punjab

Professional and Teaching Experience

Associate Professor (BPS-20), Institute of Information Management, University of the Punjab, Lahore, 27th May, 2024 – to date.

Assistant Professor (BPS-19, Regular), Institute of Information Management, University of the Punjab, Lahore, 11th July, 2023 –26th May 2024.

Assistant Professor (BPS-19, on adhoc basis), Institute of Information Management, University of the Punjab, Lahore, 17th May 2017 – 10th July 2023.

Lecturer (BPS-18), Department of Library & Information Science, University of the Punjab, Lahore, Pakistan. 27th August, 2012 – 16th May, 2017.

Senior Librarian (BPS-17), College of Statistical Sciences, University of the Punjab, Lahore.

13th June 2008 to 26th August 2012. Managing overall library activities, providing information and reference services to faculty and students.

Librarian (BPS-16), Institute of Statistics, University of the Punjab, Lahore.

5th October 2002 to 12th June 2008. Managing overall library activities, providing information and reference services to faculty and students, and acquiring latest and relevant library material.

Classifier, Defence Public Library, Defence Housing Authority, Lahore Cantt.

29th August 1999 – 30th September, 2002. Duties: Responsible for classification and cataloging of library materials, providing reference services to community of Defence Housing Authority, and organizing storytelling sessions of children.

Professional Associations Membership

1. Lifetime member of Pakistan Library Association, PLA
2. Executive Member of Punjab University Library and Information Science Association, PULISA
3. Member of Association of Information Science and Technology (ASIS&T), United States

Technical Education and Language Skills

1. Got certificate in 'Computer Training Course' from Pakistan Library Automation (PLA), Learned Microsoft Office Applications, different Library Management Systems and Internet Searching Techniques
2. Got certificate in French language from Department of French, University of the Punjab
3. **G**ood communication skills in both Urdu and English Language.

Courses Taught

- Organization of Information
- Electronic Resource Management
- Applied Classification
- Personal Information and Knowledge Management
- Usability Analysis and Assessment
- Research Methods for Information Professionals
- Archives and Records Management
- Scientific and Technical Information Sources
- Humanities and Social Sciences Information Sources

Areas of Research Interests

Scholarly Communication Behaviour, Personal Information Management, Usability and User Experience (UX), Performance Measurement of Libraries

Journal Articles Published & In Press

1. Taqi, F., Batool, S. H., & Arshad, A. (2024). Development and Validation of Cloud Applications Usability Development Scale. *International Journal of Human Computer Interaction,* 1–16. https://doi.org/10.1080/10447318.2024.2351715

2. Taqi, F., Arshad, A., Batool, S. H. (In Press). Assessing Perceived Usability of Google Drive Using Cloud Usability Model: A Mixed Method Study. *Global Knowledge, Memory, and Communication.* Doi:10.1108/GKMC-08-2023-0308

3. Sulehri, I. G., Rafiq, M., & Arshad, A. (In Press). Effects of Organizational Factors on Knowledge Sharing: A Systematic Review of Empirical Studies. *Journal of Information Management and Practices.*

4. Mansoor, F., Ameen, K. and Arshad, A. (2024). An exploratory study of university librarians' perceptions on causes and deterrents of plagiarism: a Pakistani perspective. *Global Knowledge, Memory and Communication*, 73(4/5), 634-649. https://doi.org/10.1108/GKMC-04-2022-0074

5. Malik, A., Islam, T., Mahmood, K., & Arshad, A. (2024). Seeking Information about Covid-19 Vaccine on Social Media: A Moderated Mediated Model of Antecedents and Behavioral Outcomes. *Library Hi Tech,* Vol. ahead-of-print No. ahead-of-print. https://doi.org/10.1108/LHT-07-2023-0309

6. Haroon, A., Ameen, K., & Arshad, A. (2024). Academic Community's Use of University Digital Library and their Searching Behaviour. *Global Knowledge, Memory and Communication,* Vol. ahead-of-print No. ahead-of-print. https://doi.org/10.1108/GKMC-08-2023-0313

7. Rasool, T., Warraich, N F., & Arshad, A. (2024). Assessing the relationship between Information Overload, Role Stress, and Teachers' Job Performance: Exploring the Moderating Effect of Self-Efficacy. *Information Development. DOI: 10.1177/02666669241232422*

8. Arshad, A., Saleem, Q. U. A., & Mahmood, K. (2023). Predictors affecting personal digital information management activities: a hierarchical regression analysis. *Journal of Information Science*, 49(6), 1677-1691. https://doi.org/10.1177/016555152110722

9. Ali, M. A., Rafiq, M., & Arshad, A. (2023). Perceptions of academic librarians regarding their interpersonal competencies: A case of Pakistani Universities. *Journal of Librarianship and Information Science.* https://doi.org/10.1177/0961000623120140

10. Taqi, F., Batool, S. H., & Arshad, A. (2023). Examining differences in perceived usability of Google Drive among public library users. *Library Hi Tech*. Vol. ahead-of-print No. ahead-of print. https://doi.org/10.1108/LHT-05-2022-0275

11. Arshad, A., & Ameen, K. (2023). Predictors Influencing University Academics' Scholarly E-Journals Use Behavior. *Qualitative and Quantitative Methods in Libraries*.

12. Rafique, A., Ameen, K., and Arshad, A. (2023). E-Books Data Mining: Real Information Behaviour of University Academic Community. *Library Hi Tech, 41(2), 413-431. https://doi.org/10.1108/LHT-07-2020-0176*

13. Mansoor, F., Ameen, K., & Arshad, A. (2023). Anti Plagiarism Practices of University Libraries in Pakistan: Perceptions of Library Directors. *New Review of Academic Librarianship,* 1-22. https://doi.org/10.1080/13614533.2023.2196261

14. Mansoor, F. Arshad, A. Usmani, M. H. (2023). Nurturing for Social Justice: A Case of Punjab University Library. *portal: Libraries and the Academy*. *23*(2). 257-268. https://doi.org/10.1353/pla.2023.0019

15. Asif, M., Mahmood, K., & Arshad, A. (2022). Collaboration Trend and its Impact on the Research Productivity in Computer Science Research. *Global Social Sciences Review*, 7(3), 10–21. https://doi.org/10.31703/gssr.2022(VII-III).02

16. Fareed, G., Zaheer, S., Khalid, A., Arshad, A., & Kamran, M. (2022). Evaluating Medical College Lib Guides: A Usability Case Study. *Pakistan Journal of Medical and Health Sciences. 7(16),* 462-464.

17. Mushtaq, A., & Arshad, A. (2022). Public Library Use, Demographic Differences in Library Use and Users' Perceptions of Library Resources, Services and Place. *Library Management. (Online Published)*

18. Arshad, A., Mansoor, F. & Mahmood, K. (2021). Effects of Students' Demographic and Academic Characteristics on Library Use: A Perspective from Pakistan. *portal: Libraries and the Academy,* 21(3).

19. Arshad, A., & Ameen, K. (2021). Comparative analysis of academic scientists, social scientists and humanists' scholarly information seeking habits. *The Journal of Academic Librarianship*, *47*(1).

20. Arshad, A., Ameen, K. & Arshad, S. (2021). Collection development practices and use of print books in academic libraries of Pakistan. *Qualitative and Quantitative Methods in Libraries,10* (1), 99-127.

21. Arshad, A., Ameen, K. & Jabeen, S. (2021). Trends of print books usage among academic communities. *Qualitative and Quantitative Methods in Libraries*, 10(1), 49-66.

22. Saeed, A., & Arshad, A. (2021). Personal Digital Archiving and Organizing Practices of Engineering and Information Technology Students. *Library Philosophy and Practice.*

23. Arshad, A., & Ameen, K. (2019). Academic social scientists use patterns of scholarly e-journals. *The Serials Librarian*, 77 (3-4), 93-101.

24. Rafique, A., Ameen, K., and Arshad, A. (2019). Use patterns of e-journals among the science community: A transaction log analysis. *The Electronic Library*, 37 (4), 740-759. https://doi.org/10.1108/EL-03-2019-0073

25. Arshad, A., & Ameen, K. (2019). Scholarly Information Seeking of Academic Engineers and Technologists. *International Information & Library Review*, 51(1), 1-8.

26. Arshad, A., & Ameen, K. (2018). Usefulness of E-journals Consortium in Pakistan: Academic Staff's Perceptions and Expectations. *Serials Review, 44(4),* 275-281.

27. Arshad, A., & Ameen, K. (2018). Academic Scientists' Scholarly Use of Information Resources in the Digital Environment: Perceptions and Barriers. *Global Knowledge, Memory and Communication*, 67(6/7), 467-483.

28. Arshad, A., & Ameen, K. (2017). Scholarly communication in the age of GOOGLE: Exploring academics use patterns of e-journals at the University of the Punjab. *The Electronic Library*, 33(1), 65-74.

29. Arshad, A., & Ameen, K. (2017). An Investigation into the Correlation among Academic Staff's E-journals Use, E-literacy Skills, Demographic variables and Research Productivity. *Pakistan Journal of Information Management & Libraries (PJIM&L)*, 19, 74-95.

30. Arshad, A., & Ameen, K. (2015). Usage Patterns of Punjab University Library Website: A Transactional Log Analysis Study. *The Electronic Library, 33(1),* 65-74.

31. Arshad, A., & Shafique, F. (2014). What Do Users Prefer, Card Catalog or OPAC? A Study of Punjab University Library. *The Electronic Library,* 32(3), 286-295.

32. Arshad, A., & Ameen, K. (2011). Reality versus Expectations: A Survey of University of the Punjab's Libraries Using SERVQUAL. *Library Philosophy and Practice.*

33. Arshad, A., & Ameen, K. (2010). Service Quality of the University of the Punjab libraries: An Exploration of User's Perceptions. *Performance Measurement and Metrics,* 11(3), 313-325.

Paper Published in Conference Proceedings

1) Arshad, A., & Ameen, K. (2014). Academics' Use of Scholarly E-Journals: A Case of University of the Punjab. In Information Literacy. Lifelong Learning and Digital Citizenship in the 21st Century (pp. 652-662). Springer International Publishing.

2) Arshad, Alia & Ameen, Kanwal. (2018). Arts and Humanities Academics Information Needs in Digital Era, paper, November 9, 2018; (https://digital.library.unt.edu/ark:/67531/metadc1393768/m1/1/: accessed March 26, 2021), University of North Texas Libraries, UNT Digital Library, https://digital.library.unt.edu; crediting UNT College of Information.

Book Published

Arshad, A., & Ameen, K**.** (2011). *User's perceptions and expectations of quality library services: a survey of University of the Punjab's Libraries*. VDM.

Book Review

Arshad, A. (2012). [Review of the book 'Impact of Web 2.0 Technologies on US Academic Libraries: A Study of ARL Libraries' by Dr. Khalid Mahmood], *International Journal of Information Management Sciences*, 81-83.

Research Supervised

Ph.D. Thesis

1. **Azra Rafique. (2023).** Patterns of HEC Databases Usage and Scholars' Searching Behaviour: A Mixed Method Study. [Completed]

2. **Muhammad Asif. (2023).** A Scientometric and Descriptive Study of Research Collaboration of Pakistani Computer Scientists. [Completed]

3. **Tayyaba Rasool. (2024).** Impact of Technology Overload on Role Stress and Job Performance of Information Professionals. [Completed]

4. **Muhammaf Asif Ali. (2024)**. Effect of Core Technology and Core Interpersonal Competencies on Work Performance of Academic Librarians. [Completed]

5. **Imran Sulehri. (2024).** Effects of Organizational and Personal Factors on Research Productivity through Mediating Role of Knowledge Sharing. [Submitted for Foreign Evaluation)

6. **Rubaia Khan. (2018-2023)**. Antecedents of Information Avoidance Behavior of Facebook Users: A Stressor-Strain-Outcome Perspective. [Under Progress]

7. **Shahbaz Ali Anjum. (2020-2025).** Knowledge Sharing Through the Use of Academic Social Networking Sites Among the Researchers: A Social Capital Perspective. [Under Progress]

M.Phil. Thesis

1. **Safia Jabeen. (2017).** Usage Patterns of Punjab University Library Print Books

2. **Saba Arshad. (2018).** Collection Development and Usage Patterns of Print Books in Women College Libraries.

3. **Faiza Qadir. (2019).** Leisure Reading Habits of University Undergraduate Students.

4. **Ayesha Mushtaq. (2020).** Role of Public Libraries in Community Building in Digital Age.

5. **Farwa Taqi. (2021)**. Measuring Usability and User Satisfaction of Cloud Service: A Case of Google Drive.

6. **Ghazala Yasmin. (2022)**. Measuring the Effect of Health Information Literacy Skills of Teachers on Their Psychological Distress during COVID-19 Pandemic.

7. **Sadam Hafeez. (2023).** Usability Evaluation of Pakistan E-Government Judiciary Websites Using Heuristic Technique and Automated Tool.

8. **Meshal Murtaza. (2023).** Multi-Dimensional Digital Divide and Usage of Pakistan Railway Portal in the Perspective of Technology Acceptance Model.

9. **Aqsa Zubair. (2024).** User Experience Perceptions of University Library Open Public Access Catalogue.

10. **Simran Jeet Kaur. (2024).** Assessment of Digital Health Literacy Skills and Effect on Physical and Psychological Well Being of University Undergraduate Students. (Under Progress)

11. **Nadia Manzoor. (2024).** Web-Based Library Service Quality Assessment in University Libraries of Pakistan. (Under Progress)

12. **Aqsa Asghar. (2024).** Scholarly Communication Practices of University Researchers. (Under Progress)

Master Thesis

1. **Amna Saeed.** (2017). Personal Information Keeping and Organizing Practices of Engineering and Information Technology Students of University of the Punjab.

2. **Talha Bin Azad.** (2019). Users' Perceptions about Electronic Library Services of Punjab University Library.

3. **Aqsa Riaz**. (2020). Pakistan Journal of Information Management and Libraries: A Bibliometric Study of the Articles Published From 2011 to 2019.

4. **Aqsa Asghar**. (2022). Evaluation of Students' Perceived Usability of Punjab University Admission Portal.

Papers Presented at National & International Conferences

1. Alia Arshad & Kanwal Ameen presented a paper entitled "Use and Non-Use of Scholarly E-Journals by Academics of University of the Punjab" **at i-futures 2013 Conference on The Next 50 Years, organized by University of Sheffield, United Kingdom.**

2. Alia Arshad & Kanwal Ameen presented a paper entitled "Academics' Use of scholarly E-Journals: A case of University of the Punjab" **at International European Conference of Information Literacy (ECIL), Croatia, 21st – 24th October 2014.**

3. Alia Arshad & Kanwal Ameen presented a paper entitled "Academics Perceived Usefulness of Higher Education Commission E-journals at University of the Punjab" **at European Conference of Information Literacy (ECIL), Prague, Czech Republic, 10th - 13th October, 2016.**

4. Alia Arshad & Kanwal Ameen presented a paper entitled "Scholarly Information Seeking Patterns of Academic Engineers and Technologists" **at European Conference of Information Literacy (ECIL), Saint-Malo, France, 18th – 21st September, 2017.**

5. Alia Arshad & Kanwal Ameen presented a Paper entitled "Academic Staff's Use of E-Journals: An Investigation into the Correlation of E-Journals Use, Demographic Variable, Internet Use, E-Literacy Skills and Research Productivity" **at International Conference of Information Management and Processing (ICIMP 2018), London, UK, 12th-14th January, 2018.**

6. Alia Arshad & Kanwal Ameen presented a paper entitled "Social Science Faculty Information Needs and E-journals Use Behavior at the University of the Punjab" **at Pakistan Library Club International Conference on August 2-4, 2018, Karachi, Pakistan.**

7. Alia Arshad & Kanwal Ameen presented a paper entitled "Arts and Humanities Academics Information Needs in Digital Era" **at 14th International Conference of Knowledge Management, Vancouver, Canada, 9th - 10th November, 2018.**

8. Tayyaba Rasool, Nosheen Fatima & Alia Arshad presented a paper entitled "Investigating the Impact of Information Overload on Teachers' Job Performance and Moderating Role of Self-Efficacy: An analysis by Smart PLS**" at One Day National Conference on Emerging Issues in Libraries and Information Management (EILIM), Lahore, 14th March, 2022.**

9. Azra Rafiq, Kanwal Ameen, & Alia Arshad presented a paper titled "Academics' Digital **Library Searching and Using Behaviour through a Unique Approach: An Explanatory Sequential** Mixed-Methods" at **PLA International Conference with the collaboration of Institute of Information Management on Post-Pandemic Era: Sustainable Development of the LIS Profession, PU-Lahore 2-4 November 2022.**

10. Muhammad Asif Ali, Dr. Muhammad Rafiq & Dr. Alia Arshad presented a poster titled "*Perceived Level of Core Technology Competencies among Academic Librarians in Pakistan: A Comparative Study*" at **PLA International Conference with the collaboration of Institute of Information Management on Post-Pandemic Era: Sustainable Development of the LIS Profession, PU-Lahore 2-4 November 2022.**

Research Project Grant

Punjab University Research & Development Grant. (2021-2022). *Predictors Affecting Personal Digital Information Management Activities: A Hierarchical Regression Analysis.*

Travel Grants Received to Present Papers in National and International Conferences

1. Travel Grants received from University of the Punjab, Lahore to present paper at **International European Conference of Information Literacy (ECIL), Croatia, 21 – 24th October 2014.**

2. Travel Grants received from University of the Punjab, Lahore to present paper at **European Conference of Information Literacy (ECIL), Prague, Czech Republic, 10th - 13th October, 2016.**

3. Travel Grants received from Higher education Commission, Islamabad to present papers **at International Conference of Information Management and Processing (ICIMP 2018), London, UK, 12th-14th January, 2018.**

4. Travel Grants received from University of the Punjab, Lahore to present papers at **Pakistan Library Club International Conference on August 2-4, 2018 Karachi, Pakistan.**

Grant Received to Organize International Conferences

Funding approved by Punjab Higher Education Commission, Lahore for International Conference of Information Management and Libraries, 2018 at the Department of Information Management, University of the Punjab, Lahore of Rs. 845,000 /-

Honors and Achievements

1. Achieved highest CGPA in MPhil Library & Information Science (2006-2008)

2. Certificate of Appreciation in Recognition of Valuable Research Published with Emerald Group Publishing In The Field of Library Sciences from Pakistan

3. Awarded Punjab University Research & Development Grant. (2021-2022). Predictors Affecting Personal Digital Information Management Activities: A Hierarchical Regression Analysis.

4. Received travel grants to present research papers at national and international conferences

Conferences and Workshops Organized

1. Financial Convener of International Conference of Information Management and Libraries (ICIML), 10-13 November, 2015. Lahore.

2. Organized and Participated as a resource person in 'One Day Workshop on Linked Data Technologies in Libraries and Developing Institutional Repository' with collaboration of Dr. Nosheen Fatima Warraich on 7th February, 2018 at the Department of Information Management, University of the Punjab, Lahore.

3. Financial Convener of 2nd International Conference of Information Management and Libraries (ICIML), 2018, Lahore.

4. Resource Person in a workshop on "Semester Implementation: Faculty Development Program Workshop no. 11 at the University of Home Economics on 07th January 2021.

5. Participated & Co-Chaired (Session 2) in PLA International Conference with the collaboration of Institute of Information Management on Post-Pandemic Era: Sustainable Development of the LIS Profession, PU-Lahore 2-4 November 2022.

Conferences, Workshops & Seminars Attended

1. Participation in a training workshop on "Internet for Information Resource Management in Libraries" organized by Punjab University Library on 07th – 11th March, 2005.

2. Participation in the training workshop on 'Digital Library Program: Resource Sensitization and Orientation' organized by Punjab University Library on 14th -18th March, 2005.

3. Participation in the National Seminar on 'Libraries in the 21st Century" jointly organized by the U.S. Embassy Islamabad and the National Library of Pakistan at the National Library of Pakistan on April 19, 2005.

4. Participation in a workshop on "Automated Technical Services in Libraries" on 16th – 17th March 2007 at the Department of Library & Information Science, University of the Punjab. Lahore

5. Participation in the workshop on 'Marketing of Library and Information Services' organized by Department of Library and Information Services on 28th February, 2007.

6. Participation in the Workshop on 'How to Build a Digital Library with Greenstone Software' organized on December 10, 2007.

7. Participation in one day workshop 'Information Management in Learning Organizations' jointly organized by Pakistan Library Association (PLA) Punjab, Knowledge and Information Management Academy (KIMA) and Punjab University Library on 23rd December, 2009.

1. Participation in PLA International Conference 2013 December 16-17, 2013 at University of the Punjab, Lahore, Pakistan

8. Attended a seminar on "Faculty Orientation Program" from 02nd July to 5th July 2013 at the Institute of Administrative Sciences. University of the Punjab, Lahore.

9. Attended and organized a national symposium on "Expanding Horizons for Information Professionals: Challenges for Education & Training Programs" organized on 9th April, 2015.

10. Participation in the National Big Data Technologies Workshop, 2018 at Lahore University of Management Sciences from 24th – 25th March, 2018.

11. Participation in the Web of Science training workshop on 17th October, 2018 at Department of Information Management, University of the Punjab Lahore.

12. Participation in the Training Seminar on "How to Improve /Implement HEC-QAA Parameters" organized by Quality Enhancement Cell (QEC), University of the Punjab, Lahore on 3rd March, 2022.

13. Participation in the Training workshop by Punjab Higher Education Commission's Three-day Faculty Development Program (Batch-7) held on October 17-19, 2023 at Veterinary Academy, University of Veterinary & Animal Sciences (UVAS) Lahore.

14. Participation in a Training Workshop by Association for Information Science and Technology on 'Exploring Python for Data Analysis and Machine Learning in the Humanities held virtually 17th & 19th November 2023.

15. Participation in a One-day Training Workshop by Punjab Higher Education Commission on "Use of Generative Artificial Intelligence Tools for Higher Education" held on January 25, 2024 at Veterinary Academy, University of Veterinary & Animal Sciences (UVAS), Lahore.

Community Services / Administrative Responsibilities

1) BS Coordinator of Information Management Program, Institute of Information Management, 01.01.2022 to date

2) Managing Editor, *Pakistan Journal of Information Management and Libraries*

3) Member Board of Faculty of Information and Media Studies, University of the Punjab from 24-09-2021 to 23-09-2023

4) Member Board of Studies Information Management from 25-03-2022 to 24-03-2025

5) ASIS&T, SIG III - Research Wing Officer, 2024-2025

6) ASIS&T, SIG III - International Paper Content Jury Member, 2021-2022

7) Secretary, Purchase Committee, Institute of Information Management, 2022 -

8) Served as a Reviewer of '*Journal of Information Science*' and '*Journal of Academic Librarianship*', *Library Hi Tech* and *Information Development*

9) Focal Person of MoU between Institute of Information Management and Punjab Information Technology Board (PITB) regarding students' research and internship to enhance academia-industry linkage

10) Controller Examination and Coordinator Master of Information Management Program, Institute of Information Management, From 10th December, 2015 to 16th December, 2021

11) Quality Enhancement Cell, Focal Person of Institute of Information Management

12) Member Editorial Advisory Board (National) of Pakistan Journal of Information Management and Libraries from 2016 to 2021

13) External Head Examiner of BA Examination, Library and Information Science Part II (Theory & Practical)

14) Departmental Focal Person of The Prime Minister Laptop Scheme

15) Departmental Focal Person of Hostel In charge Affairs

15. Member of the Board of Studies in Library and Information Science from 2013 to 2015

16) Proceedings Committee Member (International Conference on Information Management & Libraries (ICIML, 10-13 Nov. 2015)

Countries Visited

Turkey, Croatia, Czech Republic, United Kingdom, Malaysia