



SUMMARY

Practiced educator, skilled in various instructional methods and technologies that enrich the learning experiences of learners

Recognized expert in the fields of information management, information governance, information assurance and emerging technology trends and their effect on the quality, security, integrity and management of information

Demonstrated enthusiasm and excellence in teaching in a variety of foundational and elective courses in a curriculum aligned with accreditation standards

Accomplished thought leader in the financial service sector's records/information governance professional community

EDUCATION

PhD, Information Technology (IT) - Capella University, Minneapolis, MN, Jan 2010–Aug 2015

- Course Work: IT Technical Functions and Foundations; Advances in IT; IT Research and Practice; IT Management Infrastructure; IT Strategic Management, Technical Planning and Delivery; Organizational Behavior; Teaching Practices in IT Education; Statistics and Quantitative / Qualitative Research Methods.
- Dissertation: Predictors of Electronic Personal Health Record Adoption Among Health Care Consumers: A Case for "Meaningful Use" Engagement. Advisor: Dr. Meredith Weiss.

MA, History & Archival Studies - University of Windsor, Windsor, ON, Canada, 1998

BA, History & Women's Studies - University of Toronto, Toronto, ON, Canada, 1993

ACADEMIC EXPERIENCE & QUALIFICATIONS

SAN JOSE STATE UNIVERSITY, San Jose, CA.

2009 – Present

Adjunct Professor/Lecture, School of Information

- Prepare graduate learners for careers as information professionals in the Master of Library and Information Science, Master of Archives and Records Administration and Post Master's Certificate programs
- Create an interactive, engaging and enriched on-line learning environment for learners by incorporating into the course room the latest communication technologies and sophisticated learning management tools
- Use a variety of teaching techniques to encourage critical thinking among learners from around the world who provide a diversity of perspectives that enrich the shared learning experience
- Prepare subject material for presentation according to an approved curriculum and adapt lessons to meet the changing needs/progress of learners and the group as a whole
- Impart knowledge regarding developments in the information management/governance fields through presentations, lectures, required readings and moderated discussions forums
- Collaborate with program administration to engage in recruitment, program planning, and program assessment

- Provide learners with technical knowledge and competencies that inspire a strong foundation for lifelong learning
- Utilize industry experience to bridge the gap between theory and the realities of the practitioner realm
- Counsel learners on their academic progress and course selections as an Academic Advisor
- Participant in open house, orientation, virtual world, and colloquia learning sessions

GEORGE BROWN COLLEGE, Toronto, ON, Canada.

2006-2008

Adjunct Instructor/Lecture, ARCHIVES 1 & 2 - Business Skills and Management Program

- Directed and facilitated seminars, lectures, and workshops; evaluated student assignments, presentations, and examinations providing both constructive criticism and encouragement for improvement
- Developed and implemented course objectives by integrating industry experience, current affairs, and anecdotes while being receptive to the self-direct nature of the learner
- Supervised learners working on research papers and counseled learners on their academic progress while encouraging reflection and linkages to their prior learning experiences

TEACHING EXPERIENCE

- Information Governance
- Archives
- Information Assurance (Information Security)
- Information Access (Privacy), Storage and Retrieval
- Information Technology, and the Information Age
- Records / Information Management
- The Record and the Recordkeeping Professions
- Electronic Recordkeeping Systems and Issues in Electronic Recordkeeping
- Advanced Topics in Archives and Records Administration
- Independent Study
- Capstone (e-portfolio) Project
- Professional Projects (Internships & Organizational Consulting Projects)

TEACHING INTERESTS

- Archiving, Digital Curation & the Long Term Preservation of Information
- Information Privacy & Ethics
- Research Methods
- Information Risk Management
- Data / Information Management & Big Data Analytics / Cloud Computing / Mobile / Social Media / Block Chain
- Advisor, Independent Studies, Directed Studies, Thesis Supervisions, Internships, and Capstone Projects

SELECTED PRESENTATIONS AND PUBLICATIONS

Daulby, L. (2016). *Predictors of electronic personal health record adoption among health care consumers: A case for "meaningful use" engagement.* Manuscript submitted for publication.

Daulby, L. (2016, May). *Faculty research update.* Paper presented to International Advisory Board of the Center for Information Research & Innovation, School of Information, San Jose State University San Jose, CA.

Daulby, L. (2016, April). *Gamification and user acceptance of electronic personal health records.* Paper presented at the 7th Annual Virtual Center for Archives and Records Administration (VCARA) Virtual Worlds Conference San Jose, CA.

Daulby, L. (2016, March). *Predictors of electronic personal health record adoption among health care consumers: A case for "meaningful use" engagement.* Paper presented at the School of Information San Jose State University Gateway PhD Program Spring 2016 Gateway Residency San Jose, CA

Daulby, L. (2016, March). *“Fun” Facts in user acceptance of information management tools and technologies*. Paper presented at the Virtual Center for Archives and Records Administration (VCARA) San Jose, CA.

Daulby, L. (2015). *Predictors of electronic personal health record adoption among health care consumers: A case for “meaningful use” engagement* (Doctoral [dissertation](#)).

Daulby, L., Douglas, L., & Williams, E. (2015, October). *Strategic risk management in global information governance*. Paper presented at the Doing Business Globally Conference Toronto, ON.

Daulby, L., & Douglas, L. (2015, May). *Beyond privacy: Integrating privacy compliance into an information governance strategy*. Paper presented at the International Association of Privacy Professionals (IAPP) Conference Toronto, ON.

Daulby, L. (2014, April 14). *Predictors of electronic personal health record adoption among health care consumers: a case for “meaningful use” engagement (part 1)* [[Blog post](#)]. Center for Information Research and Innovation (CIRI) San Jose State University.

Harlan, M., Stenström, C., Bolin, M., & Daulby, L. (2013 October 2). *Four personal experiences with online learning at the doctoral level* [[Blog post](#)]. Center for Information Research and Innovation (CIRI) San Jose State University.

Daulby, L. (2013). *An open discussion about electronic records management*. Paper presented at the meeting of the Association for Information Science and Technology Student Chapter San Jose, CA.

Pan, W., & Daulby, L. (May, 2015). *‘Fun’ in ‘functional’: factors in the acceptance of EDRMS*. Paper presented at the meeting of the Association of Records Managers & Administrators (ARMA) Calgary, AB.

AWARDS & RECOGNITIONS

- 2016 Outstanding Lecturer, School of Information, San Jose State University
- 2016--2017 Quality Assurance Grant e-Campus Office of Quality Assurance (EOQA) School of Information, San Jose State University

RESEARCH PROJECTS

Co-Researcher [InterPARES Trust](#) - Putting the Fun in Functional – Gamification Element for Information Management Technology Adoption 2014-Present

Research Participant Hewlett Packard (HP) Labs METIS Project for Instructional Content Course Reader Project 2014

RESEARCH INTERESTS

- Information Governance
- Archiving, Digital Curation & the Long Term Preservation of Information
- Information Assurance (Information Security)
- Information Privacy & Trans border Data Flow
- Electronic Health Records/Information & Health Networks
- Information Management & Block Chain, Big Data Analytics / Cloud Computing / Mobile / Social Media / Wearable Technology
- Gamification and Technology Adoption
- Technology Disrupters
- Diffusion of Innovation Theory
- Information Health Policy

PROFESSIONAL DEVELOPMENT & CERTIFICATION

Certified Information Governance Professional (IGP) Association of Records Managers & Administrators (ARMA), 2013.

Information Governance Practitioner (IGP) Association for Information and Image Management AIIM™, 2013.

Certified Records Manager (CRM) The Institute of Certified Records Managers™ (ICRM), 2012.

Quality Matters Online Course Certified Quality Matters (QM), 2013.

PROFESSIONAL APPOINTMENTS & INDUSTRY EXPERIENCE

ROYAL BANK OF CANADA (RBC), Toronto, ON, Canada

2002 – Present

Manager, Enterprise Records Management–Strategy

- Plan, develop and implement strategies, policies and procedures to manage content and minimize enterprise exposure to risk while collaborating with IT, Law, Compliance, Audit, Risk Management, Information Security, Privacy, Vendor Partners, Business Sponsors and leaders from various lines of businesses
- Develop, and maintain a comprehensive, enterprise-wide records and information policy framework that directs the strategic and operational activities of RBC's information management programs
- Manage the application custodianship and successful performance of key information management systems/applications
- Champion the use of information management technologies and business solutions in communication sessions, meetings and seminars.
- Ensure all projects align with enterprise information management standards and guidelines through the project management framework, agile, system development lifecycle (SDLC), IT certification, and architectural review board processes
- Manage vendor and consultancy firm relations including the request for information/proposal (RFI/RFP) processes and contract negotiations
- Defined functional requirements and participate in the selection and implementation information management technologies
- Operationalize industry's best practices to match business needs and address the challenge associated with the classification, e-discovery, control, protection, storage, authentication, and long term preservation of content
- Created the Enterprise Retention Schedule to mitigate risk, protect the value of the information, and facilitate prudent disposal. Revised and updated the Schedule thus expanding the global scope of its usefulness and strengthening legal compliance
- Enable greater accountability and transparency compliance with legal and regulatory requirements while balancing information retention risk tolerances
- Drive enterprise-wide socialization of the records/content management programs by enhancing awareness of the many benefits of improved information exchange and enriched automation
- Act as central point of contact resolution for all information management escalations from internal business partners and external regulators
- Coordinate the consolidation and integration of physical and electronic records/information during all corporate mergers, acquisitions, and divestitures
- Perform information security exemptions and risk management and compliance assessments to identify and address potential liabilities and mitigate risks relating to corporate record/information assets
- Evaluate the information management program's performance, set benchmarks and provide trending analysis metrics and key performance indicators that measure the productivity and performance of the program
- Supervise, guide and mentor employee, conduct performance management appraisals, and provide feedback for continuous improvement
- Partner with corporate communications in developing an ongoing communication and educational outreach strategy to achieve awareness of the records/information management program as well as new initiatives, policies, procedures, tools, and systems
- Represent the interests of RBC by participating in industry committees and professional organizations

MANULIFE FINANCIAL, Toronto, ON, Canada

1997 – 2002

Corporate Researcher/Archivist

- Facilitated project progress by providing the informational resources necessary to meet business goals based needs assessment through interactions with internal clients/departments

- Provided comprehensive research and archiving services to internal partners and external clients to help preserve and manage the authenticity of their records/data through document control that were in line with the corporate goals of preserving corporate memory and organizational history

PROFESSIONAL & ACADEMIC SERVICE AND CONTRIBUTIONS

- Faculty Member, Master of Archives and Records Administration (MARA) Program Advisory Committee, 2012–Present
- Editorial Advisory Board San Jose State University School of Information Student Research Journal
- Member, Institute of Certified Records Managers (ICRM) Awards & Nominations Committee, 2016–Present
- Faculty Member, School of Information Curriculum Committee, San Jose State University, 2012–2013.
- Assistant Chair & Faculty Member, School of Information Student Scholarship and Awards Committee, San Jose State University, 2013–Present
- Mentor, Association of Records Managers & Administrators (ARMA) Canada Mentor Program, 2016–Present
- Member, Association of Records Managers & Administrators (ARMA) International Student Outreach Committee, 2016–Present
- Member, Association of Library and information Science Educators (ALISE) Service Award Committee, 2017–2018
- Peer reviewer in academic and professional journals

PERSONAL ATTRIBUTES

- Skilled in mentoring, providing academic advice and career guidance that is relevant to the world of business
- Receptive to the exploration and use of new technologies to enhance the learning experiences and the productivity of learners
- Resourceful in locating appropriate information to ensure a deep understanding of the problems/subject areas that are being investigated
- Accomplished researcher with a dynamic combination of industry and academic experiences
- Experienced in leading and completing research projects including developing research proposals, preparing literature reviews, executing qualitative and quantitative research methods, and formulating applications for ethical review boards
- Demonstrate exemplary knowledge of the course subject matter, adult teaching and learning pedagogy
- Dedicated to continuous personal and professional development through reflection on practice, self-assessment and professional accountability
- Experienced in creating learning opportunities for adults to acquire the necessary academic, language, social and vocational skills currently sought by employers
- A visionary leader who provides instructional leadership aimed at improving learning outcomes by inspiring and enlightening the mindset of learners to achieve excellence

PROFESSIONAL MEMBERSHIP & AFFILIATION

- Society of American Archivists (SAA)
- Association of Canadian Archivists (ACA)
- Archives Association of Ontario (AAO)
- Toronto Area Archival Group (TAAG)
- Information Systems Audit and Control Association (ISACA)
- International Association of Privacy Professionals (IAPP)
- American Association for Information Science & Technology (ASIS&T)
- Association for Information and Image Management (AIIM)
- Association of Records Managers & Administrators (ARMA)
- Association of Library and information Science Educators (ALISE)