

# Courtney (Greene) McDonald

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## Curriculum Vitae

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Norlin Library  
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Boulder, CO 80309-0184  
(303) 735-8638  
[crmcdonald@colorado.edu](mailto:crmcdonald@colorado.edu)

## EDUCATION

**Master of Science** in Human Computer Interaction, 2009  
DePaul University, Chicago, Illinois

**Master of Library Science**, 2000  
Indiana University Bloomington, Bloomington, Indiana

**Bachelor of Arts** in English, 1997  
Indiana University Bloomington, Bloomington, Indiana  
*Certificate in Journalism with concentration in graphic design, minor in economics.*

## PROFESSIONAL EXPERIENCE

**Associate Professor (tenured)**, *August 2018 – present.*  
**User Experience Librarian**, *July 2020 – present.*  
**Learner Experience and Engagement Librarian**, *August 2018 – June 2020.*  
Tenured faculty. University Libraries, University of Colorado Boulder, Boulder CO.

**Associate Librarian**, *November 2010 – July 2018.*  
**Head, Discovery & User Experience**, *November 2010 – July 2018.*  
**Interim Head, Reference Services & Scholars' Commons**, *June 2017 – July 2018.*  
Tenure-stream (tenure granted April 2017). Indiana University, Bloomington IN.

**Assistant Coordinator of Instruction & Online Learning**, *March – October 2010.*  
Librarian/academic staff. DePaul University, Chicago IL.

**Instruction and Online Learning Librarian**, *December 2003 – March 2010.*  
**Instructional Librarian and Technology Consultant**, *July 2005 – July 2006.* [concurrent with above]  
Librarian/academic staff. DePaul University, Chicago IL.

**Assistant Reference Librarian and Assistant Professor**, Richard J. Daley Library, *Jan. — Nov. 2003.*  
Tenure-stream. University of Illinois at Chicago.

**Visiting Assistant Reference Librarian and Visiting Instructor**, Richard J. Daley Library, *Aug. 2002 – Dec. 2002.*  
**Resident Librarian and Visiting Instructor**, Richard J. Daley Library, *Aug. 2000 – Aug. 2002.*  
Visiting faculty. University of Illinois at Chicago.

## Certifications & Professional Memberships

Certified Scrum Product Owner, Scrum Alliance, 2015 – 2019; 2021– 2023.  
American Library Association (1999 – present)  
Association of College and Research Libraries (2000 – present)  
Library and Information Technology Association (2002 – 2014)  
Reference and User Services Association (2004 – present)

## RESEARCH & CREATIVE ACTIVITY | RECENT & SIGNIFICANT

ORCID: [0000-0002-6379-9994](https://orcid.org/0000-0002-6379-9994)

### Publications

#### **Monographs**

1. McDonald, Courtney Greene. *Putting the User First: Thirty Strategies for Transforming Library Services*. Chicago: Association of College and Research Libraries, 2014.
2. Greene, Courtney, Missy Roser, and Elizabeth Ruane. *The Anywhere Library: a Primer for the Mobile Web*. Chicago: Association of College and Research Libraries, 2010.

#### **Peer-reviewed scholarly articles, book chapters and/or conference proceedings**

1. McDonald, Courtney and Heidi Burkhardt. 2022. "Web Content Strategy in Academic Libraries: Methods and Maturity." *portal: Libraries and the academy*, 22(4): 995-1033. [Openly available: <https://scholar.colorado.edu/concern/articles/mp48sf19w>]
2. McDonald, Courtney and Heidi Burkhardt. 2021. "Web Content Strategy in Practice in Academic Libraries." *Information Technology & Libraries*, 40(1): 1-46. [Openly available: <https://doi.org/10.6017/ital.v40i1.12453>]
3. McDonald, Courtney and Heidi Burkhardt. 2019. "Library-Authored Web Content and the Need for Content Strategy." *Information Technology & Libraries*, 38(3): 8-21. [Openly available: <https://doi.org/10.6017/ital.v38i3.11015>]
4. Hahn, Jim and Courtney McDonald. 2018. "Account-Based Recommenders in Open Discovery Environments." *Digital Library Perspectives* 34 (1): 70-76. <https://doi.org/10.1108/DLP-07-2017-0022>. [Openly available: <https://iu.tind.io/record/65/>]
5. Augustine, Susan, and Courtney Greene. 2002. "Discovering How Students Search a Library Web Site: A Usability Case Study." *College & Research Libraries* 63 (4): 354 –365. [Openly available: <http://crl.acrl.org/content/63/4/354.abstract>]

#### **Invited essays, articles and book chapters**

1. McDonald, Courtney. 2022. "User Experience" in *Information services today: an introduction* (3rd ed). S. Hirsh, ed., pp. 192 – 202. Lanham, MD: Rowman & Littlefield.
2. McDonald, Courtney. 2019. "What's Your Conflict Strategy?" *GatherContent* blog, March 12. <https://gathercontent.com/blog/whats-your-conflict-strategy> [Freely available]
3. McDonald, Courtney. 2018. "User Experience" in *Information services today: an introduction* (2nd ed). S. Hirsh, ed., pp. 170 – 182. Lanham, MD: Rowman & Littlefield.

#### **Works in progress**

1. McDonald, Courtney and Nicole Trujillo. "Library Terms Users (Don't) Understand: A Review of the Literature, 2012 – 2021." Submitted/under review.

### Presentations

#### **Invited**

1. Blechner, AJ, Courtney McDonald, and Savanna Nolan. 2022. "Incorporating User Experience Design and Design Thinking into Research Guide Development." Panel presentation at American Association of Law Librarians Conference, July 18, Denver CO.
2. McDonald, Courtney and Kristin Meyer. "Building your UX Toolkit." 2021. Webinar presented for RUSA Emerging Technologies Section webinar series, September 15, online.
3. McDonald, Courtney. 2021. "Dealing with Legacy Content." Small-group discussion facilitator at Confab 2021, May 6, online.

4. McDonald, Courtney Greene. 2018. "User Experience from End-to-End: Curiosity, Discovery, Delivery." Keynote session presented at Montana Academic Library Symposium, May 17, Billings, MT.
5. ———. 2016. "Putting Users First in Practice: Creating Real Change in Your Library." Keynote session presented at Amigos Online Conference, December 8, online.
6. » ———. 2016. "Better Libraries By Design." Keynote session presented at Academic Library Association of Ohio Conference, October 28, Wilmington, OH.
7. ———. 2016. "Taking the Plunge into Holistic Design." Keynote session presented at Wisconsin Association of Academic Librarians Spring Conference 2016, April 20, Green Lake, WI.
8. McDonald, Courtney Greene. 2015. "From Anywhere Library to Everywhere Library: Creating a User Experience Strategy for Mobile." Invited session presented at Sharjah International Book Fair/ALA Library Conference, November 11, United Arab Emirates.
9. ———. 2015. "Great Content, Great Experience." Keynote session presented at NISO Virtual Conference – Interacting with Content: Improving the User Experience, October 28, online.
10. ———. 2015. "Who's On First: Thoughts on User-Centric Librarianship." Opening keynote session at Library Technology Conference, March 18, Minneapolis, MN.

### **Competitively selected**

1. McDonald, Courtney. 2019. "Killing Dreams Softly: Managing Difficult Stakeholder Conversations." Concurrent session at Confab: The Content Strategy Conference, April 26, Minneapolis MN.
2. McDonald, Courtney and Heidi Burkhardt. 2019. "Publish Not Perish: Real Talk about Content Management Systems." TechConnect concurrent session at ACRL National Conference, April 10-13, Cleveland OH.
3. Vacek, Rachel, Nadaleen Tempelman-Kluit, Debra Kolah, Courtney McDonald and Josh Boyer. 2017. "Can a UX Department Really Make a Difference?" Panel session at Designing for Digital, April 3, Austin TX.
4. White, Adam, Courtney McDonald and Jennifer Cady. 2016. "Using User Research to Improve Site Redesigns." Panel session at 2016 Charleston Conference, November 4, Charleston, SC.
5. McDonald, Courtney Greene, Heidi Steiner Burkhardt, Pete Coco, Deirdre Lyon and Lauren McKeen. 2016. "We Are All UX Librarians: Creating Change from the Trenches." Deep Dive Workshop presented at ALA Midwinter Meeting, January 9, Boston MA.
6. McDonald, Courtney Greene and Heidi Steiner Burkhardt. 2015. "UX for the People: Empowering Patrons and Front-line Staff through a User-centered Culture." Panel session at 2015 ACRL National Conference, March 26, Portland, OR.

## **SERVICE | RECENT & SIGNIFICANT**

Peer reviewer, *Information Technology & Libraries*, 2021 – present.

Member, Editorial Board, *Weave: Journal of Library User Experience*, 2013 – 2019.

Chair, Editorial Board, 2013 – 2018.

### **National**

#### American Library Association

##### Committee on Accreditation

Member, External Review Panel.

Three appointments between 2019 –2023.

Member, Committee on Appointments, 2019 – 2020.

#### Association of College and Research Libraries (ACRL)

Member, ACRL 2019 Panels Committee, 2017 – 2019.

Chair, New Publications Advisory Board, 2019 – 2022.  
Member, 2015 – 2018; 2018 – 2019.

Reference and User Services Association (RUSA)

Chair, Nominating Committee, 2022 – 2023.

President, 2020 – 2021. [Elected]

Past President, 2021 – 2022.

Vice President / President-Elect, 2019 – 2020.

## **Institutional Service**

### **Service to University of Colorado Boulder**

Boulder Faculty Assembly

Unit representative, University Libraries, July 2022 – June 2025. [Elected]

Member, Student Affairs Committee, July 2022 – June 2025. [Elected]

University Libraries

Member, Search & Screen Committee.

Two positions, 2022.

Chair, Tenure Committee, May 2021 – April 2022. [Elected]

Past Chair, Tenure Committee, May 2022 – April 2023.

Vice Chair, Tenure Committee, May 2020 – April 2021.

Member, Tenure Committee Teaching Subcommittee, 2019 – 2021.

Member, Faculty Executive/Governance Committee, May 2021 – April 2022; July 2022 – June 2025.

Member, Appeals Committee, March – October 2019.

### **Service to Indiana University**

Bloomington Faculty Council

Chair, Library Committee, 2017 – 2018.

Member, Research Affairs Committee, 2016 – 2018.

Indiana University Libraries

Chair, Standing Search & Screen Committee, 2017 – 2018.

Bloomington Library Faculty

Member-At-Large, Bloomington Library Faculty Committee, 2016-2018 [elected].

## **HONORS & AWARDS**

2022 Emerging Technologies Section Achievement Award

Annually awarded to recognize excellence in service to the Emerging Technologies Section of the Reference and User Services Association (a division of the American Library Association).

2013 Triangle Research Libraries Network Management Academy, Chapel Hill, NC.

One of 33 librarians selected to participate in an intensive, five-day management development program. Competitive application process.