## Education

Master of Science in Something, 2009  
University, City, State (Country if applicable)

Master of Library and Information Science, 2000  
University, City, State (Country if applicable)

Bachelor of Arts in Something, 1997  
University, City, State (Country if applicable)  
[Certificate, concentration, minor as applicable]  
Phi Beta Kappa

## Professional Experience

University of State, City, State. Tenured faculty.

Associate Professor (tenured), August 2018 – present.

User Experience Librarian, July 2020 – present.

Learner Experience and Engagement Librarian, August 2018 – June 2020.

State University, City, State. Tenured faculty.

Associate Librarian, November 2010 – July 2018. (tenure granted April 2017)

Head, Discovery & User Experience, November 2010 – July 2018.

Interim Head, Reference Services & Scholars’ Commons, June 2017 – July 2018.

Private University, City, State. Librarian/academic staff.

Assistant Coordinator of Instruction & Online Learning, March – October 2010.  
Instruction and Online Learning Librarian, December 2003 – March 2010.

## Scholarly Work | Selected Bibliography

*[we’ve included real citations in this section as we felt that would be most useful in a template]*

**ORCid:** [0000-0002-0349-6932](https://orcid.org/0000-0002-0349-6932)

H-index: 8 | i10 index: 6 | Total citations: 410 | Total downloads: 30,000+

### **Publications**

#### Monographs

1. Knievel, Jennifer and Leslie Reynolds, Eds. *Interim Leadership in Libraries: Building Relationships, Making Decisions, and Moving On*. Chicago: Association of College & Research Libraries, 2022.

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

1. 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>]
2. Benjes-Small, Candice, Jennifer Knievel, Jennifer Resor-Whicker, Joanna Hunter, and Allison Wisecup. July 2021. “#MeToo in the Academic Library: A Quantitative Measurement of the Prevalence of Sexual Harassment in Academic Libraries.” *College & Research Libraries* 82, (5): 623-641. [Openly available: <https://doi.org/10.5860/crl.82.5.623>] (Altmetrics score: 43)
3. Roberts, Linds, Megan E. Welsh, & Brittany Dudek. 2019. “Instruction and Outreach for Transfer Students: A Colorado Case Study.” *College & Research Libraries* 80, (1), 94-122. [Openly available: <https://doi.org/10.5860/crl.80.1.94>] (Cited 20 times)

#### Invited essays, articles and book chapters

1. McDonald, Courtney. 2022. “User Experience” in *Information services today: an introduction* (3rd ed). S. Hirsh, ed. Lanham, MD: Rowman & Littlefield.

#### Works in progress

1. McDonald, Courtney and Nicole Trujillo. (In press, anticipated November 2024) “Library Terms that Users (Don’t) Understand: A Review of the Literature, 2012-2021.” *College and Research Libraries*.

### **Presentations**

#### Invited presentations, workshops

1. Welsh, Megan and Courtney McDonald. 2023. “CV and Resume Workshop for Mid-Career Professionals.” Invited workshop at Atla Annual, June, Fort Worth TX.
2. Welsh, Megan, and Jennifer Knievel. 2023. “What the Search Committee Really Wants: Illuminating the academic library job search process.” Invited four-hour workshop at University of Denver ALA Student Chapter, January, Denver CO.
3. Knievel, Jennifer. 2016. “Mentoring Throughout Your Career: Lighting the Path to Success.” Invited full-day workshop at Virginia Library Association of College and Research Libraries Forum Spring Program, April, Hot Springs VA.

#### 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.

### **Grants & Funding**

2018.  
**Co-PIs Welsh, M. E., Linds Roberts, & Juleah Swanson, $2,927, “Living Library: Continuing community through dialogue.”** Implementation of Multicultural Perspectives and Approaches in Research and Teaching (IMPART) Award, Office of Diversity, Equity, and Community Engagement, University. Funded.

2017.  **Primary Investigator, $278,853, “Towards a personalized recommendation algorithm and architecture for open-source academic discovery platforms.”** Proposed to Institute of Museum and Library Services via National Leadership Grants for Libraries program. Passed through two rounds of review. Not funded.

## Librarianship / Teaching

## Teaching

*Library instruction frequently includes teaching one session of a regular course, in which the students learn about conducting research. Each session is created separately and structured around the specific learning objectives associated with the students’ current assignment, with the goal of enabling higher-order learning that is transferable to additional research needs after the end of the course.*

Provide between 5-44 classroom hours each academic semester for the following courses, 2001-2016 and 2018-present:

* PHIL 2220, 2290, 3480, 3800 and graduate students
* WRTG 1100, 1150, 3010, 3020, 3030 and 3035
* HONR 1810, 3004, and 3220
* COMM 1300, 1400, 1600, and 3310
* THTE 6009

*Instructor of Record*

School of Information Science, State University, City, State

2016. Z573 Education of Information Users. Graduate-level course. 3 credit hours. Spring.

*Guest lectures*

School of Information Studies, Another State University, City, State

2021. INSC 525: Information Architecture (September).

2020.INSC 597: Information Architecture (September).

## Collection Development

University Libraries, State University, City, State.

* Liaison, Department of Philosophy, 2001-2016
* Liaison, Department of Linguistics, 2003-2006
* Liaison, Department of Women’s Studies, 2000-2003
* Liaison, Department of Comparative Literature, 2000-2003

## Leadership & Management

## State University Libraries

* Department head, Discovery & User Experience, 2004-2018.
* Interim department head, Reference & Scholars’ Commons, 2017-2018.  
  Evaluate, mentor, manage, and supervise between 1-14 FTE faculty and staff depending on position, 2012-present.

University of State Libraries

* Mentor, Graduate Student Fellow in the University Libraries, Spring 2017

Managed the reference service point, 2004-2005, 2006-2009

## Professional Service

### **Editorial**

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

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

Chair, Editorial Board, 2013 – 2018.

### **National**

Association of College and Research Libraries (ACRL)

Chair, New Publications Advisory Board, 2019 – 2022.

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

Reference and User Services Association (RUSA)

President, 2020 – 2021. [Elected position]

Past President, 2021 – 2022.

Vice President / President-Elect, 2019 – 2020.

### **Institutional Service**

#### Service to Your Current Institution

University Faculty Assembly

Unit Representative, July 2022 – June 2025. [Elected]

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

Our University Libraries

Member, Faculty Criteria Task Force, April – October 2023.

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

Vice Chair / Chair-elect, May 2020 – April 2021.

Past Chair, May 2022 – April 2023.

#### Service to Another Institution

Some University Libraries

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

Some Library Faculty

Member-At-Large, Library Faculty Committee, 2016-2018, 2012-2014 [Elected].

President, Library Faculty, 2013-2014.

## Selected Honors, Awards, Certifications

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).

2015 Awardee, Ralph E. Ellsworth Award for Excellence in Librarianship, University of Colorado Boulder Libraries.

Certified Scrum Product Owner, Scrum Alliance (2015 – 2019; 2021– 2023)

## Languages

Spanish: fluent

Portuguese: proficient

Japanese: reading level

1. **Media Coverage**

*CU Boulder Today*: “#MeToo: Study finds sexual harassment in academic libraries more frequent than thought.” 2 September 2021. <https://www.colorado.edu/today/2021/09/02/metoo-study-finds-sexual-harassment-academic-libraries-more-frequent-thought>

*Daily Camera*, “CU Boulder ‘Living Libraries’ aims to imprint empathy, kindness in learning experience.” 6 March 2019. <https://www.dailycamera.com/2019/03/06/cu-boulder-living-libraries-aims-to-imprint-empathy-kindness-in-learning-experience/>

​​