

ANNIE DOWNEY, PhD, MLS
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PROFESSIONAL EXPERIENCE

University of Washington, Tacoma, WA, May 2021-present
Director of UW Tacoma Library and Associate Dean of University Libraries

University of Redlands, Redlands, CA, July 2019-April 2021
Associate Provost and Director of the Armacost Library and Learning Commons

Reed College Library, Portland, OR, August 2012-June 2019
Associate College Librarian(2016-2019)
Director of Research Services(2012-2019)

University of North Texas Libraries, Denton, TX, 2005-2012
Head of Research and Instructional Services, Librarian III (2010-2012)
Instructional Unit Manager, Librarian II (2008-2010)
Reference, Instruction, and Outreach Librarian, Librarian I (2005-2008)

North Lake Community College, Irving, TX, 2004-2005
Reference Librarian (part-time)

University of North Texas Libraries, 2003-2004
Graduate Library Assistant, Reference Department

EDUCATION

PhD, Higher Education, University of North Texas, Denton, TX, 2014
[Dissertation: The State of the Field of Critical Information Literacy in Higher Education]
MLS, Library Science, University of North Texas, Denton, TX, 2004
BA, Anthropology, University of North Texas, Denton, TX, 1999

CONTINUING EDUCATION

Leading Change Institute, Council on Library and Information Resources and Educause, 2016
President's Leadership Seminar, Reed College, 2014-2015
Information Literacy Immersion Teacher Track, Association of College and Research Libraries, 2006

TEACHING EXPERIENCE

American Library Association, *Getting Started with Library Service Design (2017-2020)*, online
Library Juice Academy, *Creative Problem Solving for Librarians (2013)*; *Academia 101 (2019)*, online
Texas Woman's University, *Academic Libraries (2012)*, online
University of North Texas, *Freshman Seminar (2010-2011)*, face-to-face

CONSULTING

American Association of Law Librarians, "Planning with Service Design," 2019

Harvard University Law Library, "Service Design and Customer Journey Maps," 2017
Oregon State University, "Service Design Project Planning," 2017
University of Oregon, "Getting Started with Service Design," 2016
State Library of Oregon, "Wayfinding Evaluation," 2016

AWARDS

Library Journal Mover and Shaker, 2018
ALA Future of Libraries Fellowship, 2017, "Library Service Design Heuristics Card Deck"
UNT SLIS Turner Paper of the Year, 2004, "History of Women in Librarianship"

BOOKS

Marquez, J. and A. Downey (2017). *Getting Started with Service Design: A How-To-Do-It manual*. Chicago, IL: American Library Association.
Downey, A. (2016). *Critical Information Literacy: Foundations, Methods, and Ideas*. New York: Library Juice Press.
Marquez, J. and A. Downey (2016). *Service Design for Libraries: A LITA Guide*. Lanham, MD: Rowman and Littlefield.

ARTICLES and CHAPTERS

Marquez, J. J., & Downey, A. (2019). "Managing service design in an academic library," *Touchpoint – The Journal of Service Design*, 10(3). Retrieved from <https://www.service-design-network.org/touchpoint>
Downey, A. (2017). "Letting Our Values and History Guide Us: Inspiration for Librarians from Myles Horton," *Oregon Library Journal Quarterly*.
Marquez, J., A. Downey, & R. Clement (2016). "Walking a Mile in the User's Shoes: Customer Journey Mapping as a Method to Understanding the User Experience," *Internet Reference Services Quarterly*.
Marquez, J. and A. Downey (2015). "Service Design: Towards a Holistic Assessment of the Library," *PNLA Quarterly*, 80(1).
Marquez, J. and A. Downey (2015). "Service Design: An Introduction to a Holistic Assessment Methodology of Library Services," *Weave: Journal of Library User Experience*, 1(2).
<http://dx.doi.org/10.3998/weave.12535642.0001.201>
Hoffman, S., A. Downey, and S. Sears (2009). "Collaborating with your Local Public Library," *Academic Library Outreach: Beyond the Campus Walls*. Westport, CT: Libraries Unlimited.
Downey, A., L. Ramin, and G. Byerly (2008). "Simple ways to add active learning to your library instruction," *Texas Library Journal*, 84(2), 52–54.
Byerly, G. and A. Downey (2007). *Assessing the Foundation: Incorporating ACRL Standards into the Curriculum*. In T. Valko and B. Sietz (Eds.), *Moving Targets: Understanding our Changing Landscapes*, Thirty-Fourth National LOEX Library Instruction 2006 Proceedings. LOEX Press.
Byerly, G., A. Downey, and L. Ramin (2006). "Footholds and foundations: Setting freshmen on the path to lifelong learning," *Reference Services Review*, 34(4), 589- 598.

INVITED PANELS, KEYNOTES, and PRESENTATIONS

Downey, A. and J.J. Marquez. "Creating Opportunities with Service Design," LOEX Annual Conference, May 2021. (invited workshop)
Downey, A. "Innovators, Scholars, and Educators: A Critical History of Pioneering Library Leaders," Michigan Academic Library Association, May 2020. (invited keynote)

Marquez, J. J., & A. Downey. "Library Service Design Heuristics," Center for the Future of Libraries, ALA Annual Conference, New Orleans, LA, June 2018. (invited presentation)

Downey, A. and J.J. Marquez. "Developing Library Service Design," Oberlin Library Directors Meeting, Portland, OR, October 2017. (invited presentation)

Downey, A. "Critical Information Literacy and Discovery Systems." Primo Reference and Instruction Meeting, Central Washington University, Ellensburg, WA, August 2017. (invited keynote)

Downey, A. and J. Marquez. "The Intentional Library: creating a better user experience with service and design thinking." ALA Annual Conference, Chicago, IL, June 2017. (invited panel)

Downey, A. "Critical Information Literacy Assessment." Information Literacy Advisory Group of Oregon, Washington State University, Vancouver, WA, May 2017. (invited keynote)

Marquez, J. and A. Downey. "Service Design: A Toolkit for Assessment, Insight, and Improvement." ALA Editions, online, July 2015. (invited presentation)

Downey, A. "Leading from the Library: Using Creativity and Connections to Leverage Change." AMIGOS Annual Conference, May 2013. (invited keynote)

Downey, A. "Denton Reads: Reflections, Thoughts, Lessons." Texas Library Association District 7 Meeting, Denton, Texas, October 2011. (invited panel)

Downey, A. "K-20 Learners: Preparing our Students for College and Career." Hazel Harvey Peace Lecture, Denton, Texas, February 2010. (invited panel)

Downey, A. "Active Learning for All." Texas Library Association District 7 Fall Meeting, Denton, Texas, October 2009. (invited keynote)

PRESENTATIONS and PAPERS

Ramin, L.L., R. Ford, A. Downey. "Open the silos: Examining hierarchy and power for an inclusive library future," ACRL Conference, April 2021.

Ramin, L.L., M. Cunningham, J. Silva, A. Downey. "Getting Uncomfortable is Good for You: Moving from Allyship to Advocacy," ARCL Conference, Cleveland, OH, April 2019.

Marquez, J. J., Downey, A., German, E., & Blakiston, R. "Talking Design Thinking and Service Design with Library Administration." Designing for Digital, Austin, TX, March 2019.

Marquez, J. J., & Downey, A. "Where do we Stand? Evaluating Library Services with Service Design Heuristics." Re-Think it!, Austin, TX, January, 2018

Downey, A. and J. Marquez. "Where Do We Stand? Evaluating Library Services with Service Design Heuristics." Oregon Library Association Conference, April 2017.

Alwine, E. and A. Downey. "Help the Library, Receive Candy: Reed College's ILL Usability Project." Online Northwest Conference, Portland, OR, March 2017.

Alwine, E., A. Downey, and J. Marquez. "What Do They Know? The ILL Usability Project at Reed College." Northwest Interlibrary Loan Conference, Portland, OR, September 2016.

Downey, A., J. Marquez, B. Filar-Williams, and C. Sevin. "Wayfinding: A Tale of Two Libraries and their Methods for Understanding Library Navigation." Oregon Library Association Conference, Bend, OR, April 2016.

Johnson, K., A. Downey, J. Marquez, and S. Young. "Understanding Understanding: Implementing Design Focused Service Initiatives at Your Library." Designing for Digital, Austin, TX, April 2016.

Marquez, J. and A. Downey. "Service Design for Better UX." Internet Librarian. Monterey, CA, October, 2015.

Marquez, J. and A. Downey. "Service Design: Towards a Holistic Assessment of the Library." Pacific Northwest Library Association Conference, Vancouver, WA, August, 2015.

Bohall, R. and A. Downey. "What is Good Assessment? And How Do We Do It As a Group?," Orbis Cascade Alliance Summer Meeting, Portland, OR, July 2015.

Colgrove, M. and A. Downey. "Understanding the Research Needs of Mid-level Undergraduate Students." RUSA Reference Research Forum, American Library Association Annual Conference, San Francisco, California, June 2015.

Downey, A., Clement, R., and E. Conor. "Think Like a Scholar: Using the ACRL Framework to Shape Collaborative, Discipline-based Information Literacy Instruction." Oregon Library Association Annual Conference, April 2015.

Downey, A. "Critical Information Literacy through a Freirian Lens: Methods and Content." Library Association of the City University of New York, New York, New York, April 2014.

Downey, A. "Critical Information Literacy: From Theory to Practice." Roundtable Discussion, Association of College and Research Libraries, Indianapolis, Indiana, March 2013.

Downey, A. "Formal and Informal Learning Environments." Young Adult Library Services Association (YALSA) Research Forum, American Library Association Midwinter Conference, Dallas, Texas, January 2012.

Wahl, D., B. Avery, and A. Downey. "Using Assessment Techniques to Guide Library Service Improvements." Phoenix Staff Day, Denton, Texas, July 2011.

Hoffman, S. and A. Downey. "The Educational Background of ARL Library Deans, poster presentation." American Library Association Annual Conference, Washington D.C., June 2010.

Downey, A. and F. May. "Information Literacy and YouTube." TechNet 2010, Decatur, Texas, May 2010.

Hoffman, S. and A. Downey. "The Educational Background of ARL Library Deans." Qualitative and Quantitative Methods in Libraries Conference, Chania, Crete, Greece, May 2010.

Downey, A. and S. Hoffman. "The Value of the PhD for Academic Library Deans." Association for Studies in Higher Education, Vancouver, Canada, November 2009.

Downey, A., D. Kearley, and G. Byerly. "Teaching Techniques for Librarians." Texas Library Association Conference, Houston, Texas, April 2009.

May, F and A. Downey. "Problem Based Learning meets Web 2.0: Using a YouTube Video to Teach Information Literacy in a Problem Based Learning Format." LOEX Encore Virtual Conference, May 2009 and International Visual Literacy Association Conference, Chicago, IL, October 2009.

Downey, A., G. Byerly, and L. Ramin. "Simple Ways to Add Active Learning to Your Instruction." Texas Library Association Annual Conference, Dallas, Texas, April 2008.

Downey, A., F. May, and M. Mears. "Experiencing History: Books and Beyond." Texas Library Association Annual Conference, Dallas, Texas, April 2008.

Byerly, G. and A. Downey. "Assessment: We Know We Should Do It So Why Don't We?" American Library Association Midwinter Meeting, Philadelphia, Pennsylvania, January 2008.

Downey, A. and G. Byerly. "Information Literacy: A Performance-based Cycle." Society for Research into Higher Education Annual Meeting, Brighton, England, December 2007.

Downey, A., F. May, and L. Ramin. "Saving History: Academic Librarians Teach High School Students Preservation and Archives." Texas Council for the Social Studies Conference, El Paso Texas, October 2007.

Downey, A. and K. Boyett. "Information Literacy through Unique Education Gaming Application." ALA Techsource Gaming, Learning, and Libraries Symposium, Chicago, Illinois, July 2007.

Downey, A. and G. Byerly. "LISA: Library Instruction Software for Assessment." Cyber Zed Shed, Association of College and Research Libraries Conference, Baltimore, Maryland, March 2007. Podcast: <http://blog.palinet.org/podcast/?p=4>

Downey, A., G. Byerly, and F. Gosnell. "Developing a Web-Based Library Instruction Assessment Tool: A Collaborative Story." Educause Annual Conference, Dallas, Texas, October 2006.

Byerly, G., A. Downey, and F. Gosnell. "Footholds and Foundations: Setting Freshmen on the Path to Lifelong Learning." LOEX of the West Conference, Kona, Hawaii, June 2006.

Byerly, G. and A. Downey. "Assessing the Foundation: Incorporating ACRL Standards into the Curriculum." LOEX Annual Conference, College Park, Maryland, May 2006.

Byerly, G., A. Downey, and M. Durio. "Because We Can't Pull Them in Off the Street: Attracting Teachers and Students to Library Instruction." Texas Library Association Annual Conference, Houston, Texas, April 2006.

Downey, A., K. Keefer-McGee, and R. Sittel. "Balancing Work and Family: An Old Dance Reinterpreted for a New Century, poster session." League of Professional Women Conference, Denton, Texas, April 2005.

PROFESSIONAL SERVICE

Orbis Cascade Alliance

SILS Post-Implementation Evaluation Working Group, 2016-2017

Assessment Team, Chair, 2014-2016

Policy and Coordination Team, 2014-2016

ACRL Oregon Board of Directors, Private College Representative, 2014-2016

Library Instruction West Conference, Program Planning Committee, 2013-2014

American Library Association

Committee on the Status of Women, Member, 2006 – 2008

Planning and Budget Committee, Intern, 2006 – 2008

Association of College and Research Libraries

Annual Conference Local Arrangements Committee, 2013-2015

Denton Reads (founding chair)

Book Clubs, Co-chair, 2009-2010

Executive Committee, Member, 2008-2010

Executive Committee, Past Chair, 2007-2008

Programming Committee, Chair, 2007 – 2008

Executive Committee, Chair, 2006 – 2007

Texas Library Association

Annual Conference Planning Committee, 2008-2009

Library Instruction Roundtable Newsletter Editor, 2008-2009