Scott W. H Young, PhD, MLIS
User Experience & Assessment Librarian

Website scottwhyoung.com
Email swyoung@montana.edu

Research and Practice Areas

Library Assessment

User Experience (UX) and Content Strategy

Participatory Design and Service Design

Ethics and Values

Academic Appointments

Montana State University

Associate Professor. UX & Assessment Librarian. 2019–Present.

Assistant Professor. UX & Assessment Librarian. 2018–2019.

Assistant Professor. Digital Initiatives Librarian. 2013–2018.

Instructor. Digital Initiatives Librarian. 2012–2013.

Education

PhD Library and Information Science. Humboldt University of Berlin. 2022.
Dissertation Title: "A Theoretical Framework and Practical Toolkit for Ethical Library Assessment."
Supervisor: Vivien Petras, Humboldt University of Berlin
Second reader: Ricky Punzalan, University of Michigan

MS Library and Information Science. Long Island University. 2011.

MA Archives and Public History. New York University. 2011.

BA Classical Archaeology (*Summa Cum Laude*). University of Minnesota. 2005.

Book Publications

Young SWH. _Knowing our Value and our Values: Toward An Ethical Practice of Library Assessment._ Sacramento, CA: Library Juice Press. (In press, expected 2024)

Young SWH, Rossmann D, editors. 2017. _Using Social Media to Build Library Communities: A LITA Guide._ Lanham, Maryland: Rowman & Littlefield. [WorldCat record]

Rossmann D, **Young SWH**. 2016. _Social Media Optimization: Principles for Building and Engaging Community._ Chicago, IL: ALA TechSource. [WorldCat record]

Article and Chapter Publications — Peer-reviewed

2024

1. **Young** SWH. 2024. The Values-Sensitive Library Assessment Toolkit: A Decision Aid for Ethical Practice. In: Tureen A, Koziura A, editors. _Making Values-Based Decisions in the Academic Library._ ACRL. (Accepted, forthcoming)

2. Mannheimer S, Bond N, **Young SWH**, Kettler HS, Marcus A, Slipher S, Clark JA, Rossmann D, Sheehey B, Shorish Y. 2024. Ethical AI practice in libraries and archives: A review of the literature. _Information Technology and Libraries._ (Accepted, forthcoming)

2023

3. **Young SWH**, Mannheimer, S. 2023. Teaching Privacy Using Learner-centered Practices in a Credit-bearing Context. In: Hartman-Caverly S, Chisholm A, editors. _Practicing Privacy Literacy in Academic Libraries: Theories, Methods, and Cases._ Chicago: ACRL. 203–225.

4. Fargo H, **Young SWH**. 2023. Participatory Practices for Library Service Design and Student Engagement. Journal of Radical Librarianship. 9:11–47.

2022

5. Moorman T, **Young SWH.** 2022. Job Stories: A Creative Tool for Library Service Design and Assessment. Journal of Creative Library Practice.

2021

6. **Young SWH**, McKelvey H. 2021. Using Return-on-Investment to Tell a Story of Library Value and Library Values. In: Proceedings of the 14th International Conference on Performance Measurement in Libraries. 312–316.

7. **Young SWH**. 2021. On Ethical Assessment: Locating and Applying the Core Values of Library and Information Science. In: Proceedings of the 2020–2021 Library Assessment Conference. Association of Research Libraries.

2020

8. Regan MT, **Young SWH**, Mannheimer S. 2020. Improving Learner-driven Teaching Practices through Reflective Assessment. Evidenced Based Library and Information Practice. 15(3): 59–77.

9. **Young SWH**, Walker P, Swauger S, Gibeault MJ, Mannheimer S, Clark JA. 2020. Participatory Approaches for Designing and Sustaining Privacy-Oriented Library Services. Journal of Intellectual Freedom and Privacy. 4(4): 3–18.

10. **Young SWH**, Mannheimer S, Rossmann D, Swedman D, Shanks JD. 2020. Service Blueprinting: A Method for Assessing Library

Technologies Within an Interconnected Service Ecosystem. Public Library Quarterly. 39(3): 190–211.

11. **Young SWH**, Chao Z, Chandler A. 2020. User Experience Methods and Maturity in Academic Libraries. Information Technology and Libraries. 39(1).

2019

12. Shanks JD, **Young SWH**. 2019. Applying Attributes of Contemplative Technopedagogy to a Social Media Assignment. Frontiers in Education. 4(48).

13. **Young SWH**, Fargo H, Borrelli S, Chao Z, Swedman D, Gass C. 2019. Assessing and Improving the Experience of Underrepresented Populations: A Participatory Design Approach. In: Proceedings of the 2018 Library Assessment Conference. Houston, TX: Association of Research Libraries.

14. **Young SWH**, Swedman D, Kyrillidou M. 2019. Meta-Assessment: The ARL Library Assessment Ecosystem Modified for Montana State University. In: Proceedings of the 2018 Library Assessment Conference. Houston, TX: Association of Research Libraries.

2018

15. **Young SWH**, Brownotter C. 2018. Toward a More Just Library: Participatory Design with Native American Students. Weave: Journal of Library User Experience. 1(9).

16. OBrien P, **Young SWH**, Arlitsch K, Benedict K. 2018. Protecting Privacy on the Web: A Study of HTTPS and Google Analytics Implementation in Academic Library Websites. Online Information Review. 42(6): 734–751.

17. **Young SWH.** 2018. Participation, Design, Empathy, Justice: The User Experience with Underrepresented Populations (UXUP) Project. In: The Design for Diversity Learning Toolkit. Boston, MA: Northeastern University Libraries.

18. **Young SWH**, Mannheimer S, Rossmann D, Swedman D, Shanks J. 2018. Assessing and Improving Library Technology with Service Blueprinting. Journal of eScience Librarianship. 7(2).

2017

19. Clark JA, **Young SWH**. 2017. Linked Data is People: Building a Knowledge Graph to Reshape the Library Staff Directory. Code4Lib Journal. 36.

2016

20. **Young SWH**. 2016. Speed Matters: Performance Improvements for Library Websites. Weave: Journal of Library User Experience. 1(4).

21. Mannheimer S, **Young SWH**, Rossmann D. 2016. Improving Services—At What Cost? Examining the Ethics of Twitter Research at the Montana State University Library. The Council for Big Data, Ethics, and Society.

22. Mannheimer S, **Young SWH**, Rossmann D. 2016. On the Ethics of Social Network Research in Libraries. Journal of Communication, Information, and Ethics in Society. 14(2):139–151.

2015

23. Clark JA, **Young SWH**. 2015. Building a Better Book in the Browser (Using Semantic Web technologies and HTML5). Code4Lib Journal. 29.

24. Rossmann D, **Young SWH**. 2015. <u>Social Media Optimization: Making Library Content Shareable and Engaging</u>. Library Hi Tech. 33(4).

25. **Young SWH**, Rossmann D. 2015. <u>Building Library Community Through Social Media</u>. Information Technology and Libraries. 34(1):20–37.

2014

26. **Young SWH**. 2014. <u>Improving Library User Experience with A/B Testing: Principles and Process</u>. Weave: Journal of Library User Experience. 1(1). *

2012

27. Rossmann D, Rossmann B, Meadow K, **Young S**, Notess G. 2012. <u>Did We Get What We Paid For? An Institutional Assessment of User Behavior, User Expectations, and System Performance of Web Scale Discovery Tools</u>. In: Proceedings of the 2012 Library Assessment Conference. Charlottesville, VA: Association of Research Libraries. p. 471–484.

Article Publications — Non-Peer Reviewed and Popular Press

1. Mannheimer S, Rossmann D, Clark J, Shorish Y, Bond N, Kettler HS, Sheehey B, **Young SWH**. 2024. <u>Introduction to the Special Issue: Responsible AI in Libraries and Archives</u>. Journal of eScience Librarianship. (13)1.

2. Rossmann D, Young SWH. 2020. <u>Evidence Based Practice for Virtual Reality Spaces and Services: A Service Design Case Study</u>. Evidenced Based Library and Information Practice. (15)2:143–149.

3. **Young SWH**. 2017. <u>Participatory Design in Action</u>. Library Journal. 142(14):26–26.

4. Rossmann D, **Young SWH**. 2017. <u>Social Media Optimization: Five principles to guide your online activities</u>. American Libraries Magazine. 48(1/2): 71.

5. Rossmann D, **Young SWH**. 2015. <u>Using Social Media to Build Community. Computers in Libraries</u>. 35(4):18–22.

6. Arlitsch K, OBrien P, Clark JA, **Young SWH**, Rossmann D. 2014. <u>Demonstrating Library Value at Network Scale: Leveraging the Semantic Web With New Knowledge Work</u>. Journal of Library Administration. 54(5):413–425.

7. **Young SWH**, Tate AM, Rossmann D, Hansen MA. 2014. <u>The Social Media Toll Road: The Promise and Peril of Facebook Advertising</u>. College & Research Library News. 75(8):427–434.

8. Clark J, Marriott R, Custer S, Adams E, Bonnand S, Miller T, **Young S**, Hendrikx J. 2012. <u>A Searchable Digital Archive of ISSW Proceedings is Available Online!</u> In: Proceedings, 2012 International Snow Science Workshop; Anchorage, AK. p. 807–813.

Publications — White Papers, Manuals, and Reports (Non-Peer Reviewed)

1. **Young SWH**, Schultz T. 2020. <u>User Stories Report</u>. Montana State University Library.

2. **Young SWH**, Hunts S, Swedman D. 2019. <u>Web Usability Progress Report</u>. Montana State University Library.

3. **Young SWH**, Regan MT, Rossmann D, Mannheimer S, McKelvey H. 2019. <u>SWOT Analysis – Library Certificate Program</u>. Montana State University Library.

4. **Young, SWH**, Mannheimer S, Clark JA, Hinchliffe, LJ. 2019. <u>A Roadmap for Achieving Privacy in the Age of Analytics: A White Paper from A National Forum on Web Privacy and Web Analytics</u>. Montana State University Library.

5. **Young, SWH**, Clark JA, Mannheimer S, Hinchliffe, LJ. 2019. <u>A National Forum on Web Privacy and Web Analytics: Action Handbook</u>. Montana State University Library.

6. **Young SWH**, Regan MT, Frank J, Hansen MA, Swedman D. 2018. <u>Learning Spaces Task Force Report</u>. Montana State University Library.

7. **Young SWH**, McKelvey H. 2018. <u>Web Search UX Report</u>. Montana State University Library.

8. **Young SWH**. 2017. <u>Web Usability Report</u>. Montana State University Library.

Grant Activity

1. "Responsible AI: Tools for Values-driven AI in Libraries and Archives." Institute of Museum & Library Services, National Leadership Grants for Libraries (<u>Log Number: LG-252307-OLS-22</u>). Funding Award: $248,220. Funding Period: 2022–2025. Principal Investigator: Sara Mannheimer. **Co-Principal Investigator: Scott W. H. Young**

2. "Securing our Public Libraries: A Forum on Privacy and Security." Institute of Museum & Library Services, National Leadership Grants for Libraries (Log Number: lg-246404-ols-20). Funding Award: $150,00. Funding Period: 2020–2022. Principal Investigator: Masooda Bashir. **Advisory Group member: Scott W. H. Young**.

3. "Model License Language for Privacy." The Andrew W. Mellon Foundation (Reference number 1905-06769). Funding Award: $70,500. Funding Period: 2019–2022. Principal Investigator: Lisa Hinchliffe. **Advisory Group member: Scott W. H. Young**.

4. "A National Forum on Web Privacy and Web Analytics." Institute of Museum & Library Services, National Leadership Grants for Libraries (Log Number: LG-73-18-0100-18). Funding Award: $100,000. Funding Period: 2018–2019. **Principal Investigator: Scott W. H. Young**.

5. "Tribal College Librarians Institute: Strengthening Tribal College Library Capacity to Serve as Community Anchors." Institute of Museum & Library Services, Laura Bush 21st Century Librarian Program (Log Number: RE-95-18-0007-18). Funding Award: $249,926. Funding Period: 2018–2020. Principal Investigator: Mary Anne Hansen. **Co-Coordinator for 2019: Scott W. H. Young**.

6. "Improving the Pipeline for Rural and American Indian Students Entering Computer Science Via Storytelling." National Science Foundation, DRL 1657553. Funding Award: $1,149,691. Funding Period: 2018–2020. Principal Investigator: Brittany T. Fasy. **Co-Principal Investigator: Scott W. H. Young**.

7. "Indigenous Participatory Design Toolkit." Funded by: Office of the President, Montana State University - Presidential Emerging Scholars Grant. Funding Award: $2,029. Funding Period: 2017–

2018. Emerging Scholar: Connie Brownotter. **Faculty Mentor and Principal Investigator: Scott W. H. Young**.

8. "'RE:Search' Unpacking the Algorithms That Shape Our UX." Funded by: Institute Museum & Library Services, Laura Bush 21st Century Librarian Program (Log Number: RE-72-17-0103-17). Funding Award: $50,000. Funding Period: 2017–2018. Principal Investigator: Jason A. Clark. **Lead Consultant for User Experience Assessment: Scott W. H. Young**.

9. "The Inclusive Library Experience: Participatory Design with Native American Students." Funded by: Office of the Provost, Montana State University - Native American Recruitment and Retention Initiatives. Funding Award: $7,220. Funding Period: 2016–2017. **Principal Investigator: Scott W. H. Young**.

10. "Radian Data Education and Advocacy Portal." Funded by: FORCE11. Funding Award: $1,500. Funding Period: 2016. Principle Investigator: Sara Mannheimer. **Co-Investigator: Scott W. H. Young**.

11. "Twitter Sentiment Analysis for Research Data Services." Funded by: Center for Faculty Excellence, Montana State University, Faculty Excellence Grant. Funding Award: $4,480. Funding Period: 2015–2016. **Co-Principal Investigators: Scott W. H. Young** and Sara Mannheimer.

12. "Measuring Up: Assessing Accuracy of Reported Use and Impact of Digital Repositories." Funded by: Institute of Museum & Library Services, National Leadership Grants for Libraries (Log Number: LG-06-14-0090-14). Funding Award: $500,000. Funding Period: 2014–2017. Principal Investigator: Kenning Arlitsch. **Key Personnel: Scott W. H. Young**.

13. "Building a Better Book (in the Browser)." Funded by: Institute Museum & Library Services, Sparks! Ignition Grants for Libraries (Log Number: SP-02-14-0002-14). Funding Award: $24,924. Funding Period: 2014–2015. Principal Investigator: Jason A. Clark. **Key Personnel: Scott W. H. Young**.

14. "Getting Found: Search Engine Optimization for Digital Repositories." Funded by: Institute of Museum & Library Services, National Leadership Grants for Libraries (Log Number: LG-07-11-0345-11). Funding Award: $439,142. Funding Period: 2011–2014. Principal Investigator: Kenning Arlitsch. **Key Personnel: Scott W. H. Young**.

Presentations — Invited

1. "Practicing Participation: Tools, Techniques, and Process for Participatory Design in Library Assessment." Pre-conference workshop at the Library Assessment Conference. November 2024.

2. "Implementing Co-Design: Tools and Methods." Presentation for *Community Co-Design: How to Collaborate with Your Community to Build Programs and Services*, an online course hosted by Library Journal. March 2024.

3. "Participatory Design as Library Assessment: Principles and Practices for Creating and Evaluating Inclusive Library Teams & Services," with Hailley Fargo. Workshop presented at the Kentucky Library Association Annual Conference. Lexington, KY. October 2022.

4. "Participatory Design in Libraries: Principles and Process for Creating and Evaluating Inclusive Library Services with Distinctive Populations," with Hailley Fargo. Workshop presented to the Five College Consortium at UMass Amherst. Amherst, MA. June 2022.

5. "Building a University that Deserves Indigenous Students: A Participatory Design Approach," with Connie Brownotter. John F. Helmer Professional Development presentation to the Orbis Cascade Alliance, as a part of the Diversity, Equity, and Inclusion (DEI) Speaker Series. April 2021.

6. "When Data Endangers: Tools and Strategies for Risk Assessment, Policy Analysis, and Advocacy," with Kristin Briney, Scarlet Galvan, Michelle Gibeault, and Paige Walker. Endangered Data Week. September 2020.

7. "Participatory Design as a Methodology for Enhancing Collaboration, Problem Solving, and Evidence-based Decision-making in Libraries," with Hailley Fargo. Workshop at the ALA Annual Conference. Chicago, IL. June 2020. (Conference cancelled)

8. "Closing Plenary: A Call to Action." Panel discussion. Digital Library Federation Forum. Tampa, FL. October 2019.

9. "Indigenous Participatory Design in Libraries." John F. Helmer Professional Development Workshop presented to the Orbis Cascade Alliance at Reed College. Portland, OR. August 2019.

10. "Participatory Design as Library Assessment: Principles and Practices for Creating and Evaluating Inclusive Library Services with Distinctive Populations," with Hailley Fargo. Workshop presented to the University of Washington Libraries. Seattle, WA. August 2019.

11. "Achieving Privacy in the Age of Analytics: Skills, Strategies, and Ethical Approaches," with Sara Mannheimer and Jason A. Clark. OCLC Research Library Partnership: Works in Progress. July 2019.

12. "Achieving Privacy in the Age of Analytics: Skills, Strategies, and Ethical Approaches," with Sara Mannheimer and Jason A. Clark. Discovery and Online Search, Part Two: Personalized Content, Personal Data. NISO Webinar. June 2019

13. Forum discussant, Measuring the Impact of Digital Repositories, funded by the National Science Foundation and hosted by the College of Information Studies at the University of Maryland. College Park. MD. April 2019.

14. "Developing Nuanced Metrics," with Doralyn Rossmann. NISO Training Series: Assessment Practices and Metrics. December 2018.

15. "Achieving Privacy in the Age of Analytics." The Computer Campus: Integrating Information Services and Systems. NISO Virtual Conference. August 2018.

16. "Co-Designing Library Services with Indigenous Peoples." Montana Academic Library Symposium. Billings, MT. May 2018.

17. "Web Analytics in Libraries," with Sara Mannheimer. Library Values & Privacy Summit, hosted by the Data & Society Research Institute. New York, NY. May 2018.

18. "Introducing Radian: A Community-Curated Hub for Sharing Resources and Discovering Ideas," co-authored with Ryer Banta, Robin Champieux, Sara Mannheimer, and Danielle Robinson, and

co-presented with Sara Mannheimer. FORCE2017. Berlin, Germany. October 2017.

19. Forum discussant, NDP at 3: Envisioning the Next 3 years of the National Digital Platform, hosted by the Institute of Museum and Library Services. Arlington, VA. October 2017.

20. "Participation, Design, Empathy: The User Experience with Underrepresented Populations (UXUP) Project." Tribal College Librarians Institute. Bozeman, MT. May 2017.

21. "Social Media: What's Next?" American Libraries Live panel discussion hosted by the American Library Association. May 2017.

22. "Getting Started with UX at Your Library." Texas Library Association Annual Conference. San Antonio, TX. April 2017.

23. "Understanding Understanding: Implementing Design-Focused Service Initiatives at Your Library – Curated by ER&L," co-authored with Annie Downey, Kris Johnson, and Joe Marquez, and co-presented with Kris Johnson and Joe Marquez. The Digital Shift: The Service Continuum 8th Annual Virtual Conference. October 2016.

24. "Exploring Ethics in Data and Technology Research." Panel discussion with Jason A. Clark, Sara Mannheimer, and Justin Shanks. Computer Science Seminar Series. Montana State University. Bozeman, MT. October 2016.

25. "Disrupting the Status Quo: New Models & Technologies for Scholarly Communication." Panel discussion. Advancing Research Communication and Scholarship. Philadelphia, PA. April 2015.

26. "Data Mining and Data Making: Library Digital Services and Applied Research." Panel discussion with Jason A. Clark and Sara Mannheimer. Institute on Ecosystems Rough Cut Science. Bozeman, MT. January 2015.

Presentations —
International, National, Regional and State Venues (*Peer-reviewed)

2024

27. "Ethics, Evaluation, AI, and Storytelling: Data Lenses on Library Assessment," panel presentation with Ashley E. Sands, Kathleen McDowell, Kyle M. L. Jones, and Lisa Janicke Hinchliffe at the Library Assessment Conference. Portland, OR. November 2024 (Accepted, forthcoming) *

28. "Responsibly Implementing AI in Libraries and Archives: Introducing and Testing a Prototype Decision-Making Tool for Practitioners," co-authored and co-presented with Bonnie Sheehey. Digital Library Federation (DLF) Forum. East Lansing, MI. October 2024. (Accepted, forthcoming) *

29. "Participatory Design: A Model for Empathetic Library User Experience." User Experience in Libraries (UXLibs). Cambridge, UK. June 2024. *

30. "JTBD (Jobs-To-Be-Done) Framework," co-authored and co-presented with Taylor Moorman. UX for Libraries (UX4L) Multipart Series, hosted by ALA. Online. May 2024.

31. "Implementing AI Responsibly in Libraries and Archives," co-authored and co-presented with Sara Mannheimer and Doralyn

Rossmann. Montana Academic Library Symposium. Great Falls, MT. May 2024.

2023

32. "Responsible AI: New Tools for Ethical Implementation of Artificial Intelligence," co-authored with Jason A. Clark. AI4LAM Annual Conference. November 2023. *

33. "What Does a Values-Based Practice Look Like? Identifying the Characteristics of Ethical Library Assessment." 15th International Conference on Performance Measurement in Libraries. July 2023. *

2022

34. "Introducing the Values-Sensitive Library Assessment Toolkit: A Practical Approach for Ethical Assessment." Assessment Accelerator Workshop. Library Assessment Conference. November 2022. *

35. "Building Assessment Dashboards for Your Library," co-authored with David Swedman. Tri-Conference of the Montana Library Association (MLA), Pacific Northwest Library Association (PNLA), and Mountain Plains Library Association (MPLA). August 2022.

36. "Building Assessment Dashboards for Your Library," co-authored and co-presented with David Swedman. Montana Academic Library Symposium. May 2022. *

2021

37. "Making Change from Within: Integrating Accessibility into Strategic Planning and Assessment," co-authored and co-presented with Jacqueline Frank. Digital GLAM Spaces Conference. November 2021. *

38. "Using Return-on-Investment to Tell a Story of Library Value and Library Values," co-authored and co-presented with Hannah McKelvey. 14th International Conference on Performance Measurement in Libraries. November 2021. *

2020

39. "On Ethical Assessment: Locating and Applying the Core Values of Library and Information Science." Library Assessment Conference. October 2020. *

40. "What Is the Right Thing To Do? Looking at LIS Practice through the Lens of Professional Ethics." Access Conference. October 2020. *

41. "Privacy in Practice: Applying the Tools and Resources of the DLF Privacy and Ethics in Technology Working Group," co-presented with Michelle Gibeault, Paige Walker, Yasmeen Shorish, John Mark Ocklerbloom, Margaret Heller, and Dorothea Salo. Panel presentation hosted by the Digital Library Federation. April 2020.

42. "Assessing UX Maturity and Advocating for UX Growth: Tools, Strategies, and Readings for Advancing your UX Practice," co-authored with Jaci Wilkinson, Zoe Chao, and Adam Chandler, and co-presented with Jaci Wilkinson. Designing for Digital. Austin, TX. March 2020. *

2019

43. "On Technologies of Surveillance: Skills, Strategies, and Ethical Approaches for Interrogating the Collection and Analysis of Library User Data." Workshop co-facilitated with Paige Walker, Shea Swauger, Michelle Gibeault, and Margaret Heller. Learn@DLF,

Digital Library Federation Forum Pre-Conference. Tampa, FL. October 2019. *

44. "Designing Inclusive Information Systems: From Theory to Change." Panel discussion with Dorothy Berry, Emily Drabinski, Karen Hwang, and Raffaele Viglianti, moderated by Amanda Rust. Association for Computers and the Humanities Conference. Pittsburgh, PA. July 2019. *

45. "Achieving Privacy in the Age of Analytics: Perspectives from the National Forum on Web Privacy and Web Analytics," co-authored with Sara Mannheimer and Jason A. Clark, and presented by Sara Mannheimer. ALA Annual Conference. Washington, DC. June 2019. *

46. "Of Data, Ethics, and Leadership: Building a National Roadmap for Web Privacy and Web Analytics," co-authored and co-presented with Jason A. Clark and Sara Mannheimer. CNI Spring Membership Meeting. St. Louis, MO. April 2019. *

47. "Of Ethics, Users, and Data: Building a National Conversation for Web Privacy and Web Analytics," co-authored with Jason A. Clark and Sara Mannheimer, and co-presented with Jason A. Clark. Code4Lib Conference. San Jose, CA. February 2019. *

2018

48. "Protecting Privacy on the Web: A study of HTTPS and Google Analytics Implementation in Academic Library Websites," co-authored and co-presented with Kenning Arlitsch. CNI. Washington, DC. December 2018. *

49. "Assessing and Improving the Experience of Underrepresented Populations: A Participatory Design Approach," co-authored with

Hailley Fargo, Steve Borrelli, Zoe Chao, Carmen Gass, and David Swedman, and co-presented with Hailley Fargo. Library Assessment Conference. Houston, TX. December 2018. *

50. "Meta-Assessment: The ARL Assessment Framework in Practice at Montana State University," co-authored and co-presented with Martha Kyrillidou and David Swedman. Library Assessment Conference. Houston, TX. December 2018. *

51. "Achieving Privacy in the Age of Analytics: Perspectives from the National Forum on Web Privacy and Web Analytics," co-authored and co-presented with Jason A. Clark and Sara Mannheimer. Digital Library Federation Forum. Las Vegas, NV. October 2018. *

52. "Empowering Native American Undergraduate Students with Participatory Design," co-authored and co-presented with Connie Brownotter. Native American Student Advocacy Institute. Honolulu, HI. June 2018. *

2017

53. **"Building Capacity for UX at Your Library**." Panel discussion with Adam Chandler and Zoe Chao. LITA Forum. Denver, CO. November 2017. *

54. "Decolonizing and Indigenizing the Academic Library: A Participatory Design Approach," with Celina Brownotter. American Indian Heritage Day. Montana State University. Bozeman, MT. September 2017.

55. "Introducing Hex UX: An Integrated Method for Generating, Analyzing, and Reporting User Experience Data." Designing for Digital. Austin, TX. April 2017. *

56. "Participatory User Experience Design with Underrepresented Populations: A Model for Disciplined Empathy," co-authored and co-presented with Celina Brownotter. Code4Lib Conference. Los Angeles, CA. March 2017. *

2016

57. "No Such Thing as a Free Lunch: Google Analytics and User Privacy," co-authored and co-presented with Patrick OBrien. DLF Forum. Milwaukee, WI. November 2016 *

58. "The Man in the Machine: Digital Labor Ethics for Academic Research," co-authored and co-presented with Sara Mannheimer. DLF Forum. Milwaukee, WI. November 2016 *

59. "From Practice to Pedagogy: Building a Student-Centered Social Media Community," co-authored and co-presented with Doralyn Rossmann. International Conference on Learning, Teaching, and Student Success. Bozeman, MT. November 2016. *

60. "Putting the 'I' in Data: The Ethics of Using Human-Generated Data as a Research Tool," co-authored with Sara Mannheimer and Doralyn Rossmann. SciDataCon 2016: Advancing the Frontiers of Data in Research. Denver, CO. September 2016. *

61. "Understanding the Library User Experience." Tribal College Librarians Institute. Bozeman, MT. June 2016.

62. "Reading the Reader: Building a User-Centered Publishing Prototype in a Web Browser," co-authored and co-presented with Jan Zauha and Michelle Gollehon. Library Publishing Forum. Denton, TX. May 2016 *

63. "Understanding Understanding: Implementing Design-Focused Service Initiatives at Your Library," co-authored and co-presented with Annie Downey, Kris Johnson, and Joe Marquez. Designing for Digital. Austin, TX. April 2016. *

64. "Hook 'Em & Keep 'Em: How Trout U. is Engaging Library Users through Social Media to Build Community," co-authored and co-presented with Ryer Banta and Mary Anne Hansen. PNR Rendezvous webcast hosted by the Pacific Northwest Region of the National Network of Libraries of Medicine. March 2016.

2015

65. "The Fast and The Furious: Performance Enhancements for Improving the User Experience of Library Websites," co-authored and co-presented with Krista Godfrey. DLF Forum. Vancouver, BC. October 2015. *

66. "Improving Website User Experience with A/B Testing." Workshop hosted by ALA TechSource. June 2015.

67. "Novel Methods for Evaluating Social Media Community Building in Libraries," co-authored with Doralyn Rossmann. Qualitative and Quantitative Methods in Libraries (QQML) International Conference. Paris, France. May 2015. *

68. "Love Us in Person? LIKE us on Facebook! Social Media Strategies for Engaging your Patrons," co-authored and co-presented with Angela Tate, Mary Anne Hansen, and Doralyn Rossmann. Montana Library Association – Annual Conference. Bozeman, MT. April 2015.

69. "Your Chocolate is in My Peanut Butter! Mixing up Content and Presentation Layers to Build Smarter Books in Browsers with RDFa, schema.org, and Linked Data Topics," co-authored and co-

presented with Jason A. Clark. Code4Lib Conference. Portland, OR. February 2015. *

2014

70. "Using Sentiment Analysis of Twitter to Develop Strategies for Library Data Sharing Partnerships," co-authored and co-presented with Sara Mannheimer. CNI. Washington, DC. December 2014. *

71. "Share and Share Alike: Applying Social Media Optimization (SMO) to Enhance Web Content and Connect with Users," co-authored and co-presented with Doralyn Rossmann. LITA Forum. Albuquerque, NM. November 2014. *

72. "#Win or #Fail: Measuring Researcher Attitudes toward Open Data Using Sentiment Analysis of Twitter," co-authored with Sara Mannheimer. DLF Forum. Atlanta, GA. October 2014. *

73. "Library UX: Creating Usable and Useful Websites," co-authored and co-presented with Aaron Schmidt. Webcast panel discussion hosted by Library Journal. October 2014.

74. "Linked Data is People: Using Linked Data to Reshape the Library Staff Directory," co-authored and co-presented with Jason A. Clark. Access. Calgary, AB. September 2014. *

75. "Building Library Community through Social Media," co-authored and co-presented with Doralyn Rossmann. Webinar hosted by ACRL. September 2014.

76. "Search Engine Optimization (SEO) for Libraries," co-authored and co-presented with Kenning Arlitsch, Jason A. Clark, and Patrick OBrien. Workshop hosted by ALA-LITA. July 2014.

77. "Assessing an Academic Library's Social Media Program," co-authored with Doralyn Rossmann. Presented by Brian W. Rossmann at the American Library Association Annual Conference as a participating institution in the Association of College & Research Libraries program Assessment in Action: Academic Libraries and Student Success. Las Vegas, NV. June 2014.

78. "Transforming Community with a Strategic Social Media Program," co-authored and co-presented with Doralyn Rossmann. CNI. St. Louis, MO. March–April 2014. *

79. "All Aboard – The Party's Starting! Setting a Course for Social Media Success," co-authored and co-presented with Mary Anne Hansen, Doralyn Rossmann, and Angela Tate. Webinar hosted by ALA-LITA. August 2013 and April 2014.

80. "Strategic Social Media: Creating Library Community Online," co-authored and co-presented with Mary Anne Hansen, Doralyn Rossmann, and Angela Tate. Pre-conference workshop at the American Library Association Midwinter Meeting. Philadelphia, PA. January 2014.

2013

81. "Building a Better Book (In the Browser): Using HTML5 to Transform and Unlock Book Content," co-authored and co-presented with Jason A. Clark. CNI. Washington, DC. December 2013. *

82. "Using A/B/n Testing to Improve the User Experience of Library Websites." LITA Forum. Louisville, KT. November 2013. *

83. "Metadata First: Using Structured Data Markup and the Google Custom Search API to Outsource Your Digital Collection Search

Index," co-authored and co-presented with Jason A. Clark. DLF Forum. Austin, TX. November 2013. *

84. "Building a Better Book (In the Browser): Using HTML5 to Transform and Unlock Book Content," co-authored and co-presented with Jason A. Clark. Access. St. John's, Newfoundland. September 2013. *

85. "Online Community Building in an Academic Context: A University Library Case Study," co-authored and co-presented with Doralyn Rossmann. Social Media and Society – International Annual Conference. Halifax, NS. September 2013. *

86. "Social Media for Libraries," co-authored and co-presented with Angela Tate. Tribal College Librarians Institute. May 2013.

87. "Digital Access & Preservation." Panel Discussion. Montana Academic Libraries Symposium. April 2013.

88. "Welcome to the Machine: Making Digital Library Collections Findable by People and Bots Using SEO, Schema.org, and HTML5 Microdata," co-authored and co-presented with Jason A. Clark. HTML5 and CSS3: Ready for Prime Time? Conference session hosted by Amigos Library Services. February 2013.

Public Scholarship — Non-peer reviewed

Young SWH, Gibeault M. Building Community With DLF's Working Group on Privacy and Ethics in Technology, with accompanying video message. Digital Library Federation. 2 November 2020.

Young SWH. "Participatory Methods at Supreme Court Oral Arguments." Scott W H Young. 13 May 2020.

Young SWH. "On the Imperial History of Library Assessment." Scott W H Young. 30 April 2020.

Arlitsch K, Young SWH. "Do Academic Libraries Protect Privacy in the Digital Age? [podcast]." EDUCAUSE Review. 11 February 2019.

Young SWH. "Andrew Carnegie, Librarian." Scott W H Young. 26 February 2017.

Young SWH. "Building Community and Demonstrating Impact with Altmetrics." Altmetric. 16 June 2016.

Young SWH. "UX with Underrepresented Populations." Scott W H Young. 16 February 2016

Young SWH. "On the Spirit of Creative Exploration at DPLAfest 2015." Digital Public Library of America. 21 May 2015.

Young SWH, Clark JA. "CNI Fall 2013 Reflection." Digital Library Federation. 28 March 2014.

Young SWH. "DLF Forum 2013—Thoughts from a New Librarian." Digital Library Federation. 25 November 2013.

Young SWH, Clark JA, OBrien P, Arlitsch K. "Metadata First: Using Structured Data Markup and the Google Custom Search API to Outsource Your Digital Collection Search Index." Digital Library Federation. 5 September 2013.

Dataset Publications

Young SWH. 2023. <u>Practitioner Perspectives on the Values and Ethics of Library Assessment</u>. Qualitative Data Repository. QDR Main Collection. V1.

Regan MT, **Young SWH**, Mannheimer S. 2020. <u>Data from: Improving Learner-driven Teaching Practices through Reflective Assessment</u>. Dryad.

Young SWH, Chao Z, Chandler A. 2020, <u>Data from: User Experience Methods and Maturity in Academic Libraries</u>, v4. Dryad.

Young SWH, Mannheimer S, Clark JA. 2019. <u>A National Forum on Web Privacy and Web Analytics — Participant Survey Instrument</u>. Zenodo.

Young SWH. 2017. <u>Digital Library User Research Data [dataset]</u>. Montana State University ScholarWorks.

Young SWH. 2016. <u>Library Web Performance Data [dataset]</u>. Montana State University ScholarWorks.

Young SWH, Rossmann D, Shanks J. 2015. <u>Montana State University (MSU) Library Social Media Survey</u>. Montana State University ScholarWorks.

Young SWH. 2014. <u>A/B Testing Web Analytics Data [dataset]</u>. Montana State University ScholarWorks.

Teaching Activity

"Social Media Practices"

LSCI 437. 3-credit undergraduate course. Montana State
University. Fall 2023. [Syllabus]

"Social Media Practices"
LIS S603. 1-credit graduate course. Indiana University, School of
Informatics and Computing. Summer 2020.
[Syllabus]

"Technology, Ethics, and Society"
LSCI 291. 3-credit undergraduate course. Montana State
University. Spring 2020. [Syllabus]

"Information Ethics and Privacy in the Age of Big Data"
HONR 494. 4-credit undergraduate honors seminar. Montana
State University Spring 2018. [Syllabus]

"Contemporary Approaches to Community Building Using Social
Media"
LSCI 491. 3-credit undergraduate course. Montana State
University Fall 2016. [Syllabus]

"Library Research Skills"
LSCI 121. 2-credit online undergraduate course. Montana State
University Spring 2015. [Syllabus]

Directed Student Learning

McNair Scholar Faculty Mentor for Connie Brownotter.
Project Title: "Indigenizing Student Success Services: New Models for
Supporting Whole-Self Well-Being." 2019–2021.

Professional Service

Editorship

Editor-in-chief. Weave: Journal of Library User Experience.
2022–Present

Co-editor for Special Issue: Responsible AI in Libraries and Archives,
Journal of eScience Librarianship. 2024.

Editor for Peer-reviewed Submissions. Weave: Journal of Library User
Experience. 2019–2022.

Peer Review

External reviewer. Promotion and Tenure packets. Multiple. 2023.

Expert reviewer for User Privacy. Digital Content Reuse Assessment
Framework Toolkit (D-CRAFT). 2022.

Peer Reviewer. Journal of Creative Library Practice. 2022.

Peer Reviewer. Frontiers in Education, section Digital Learning
Innovations. 2022.

Peer Reviewer. Library Hi Tech. 2017–Present.

Peer Reviewer. Access Conference. 2021.

Peer Reviewer. The Association for Computers and the Humanities.
ACH2021 Conference. 2021.

External reviewer. Promotion and Tenure packet. 2021.

Peer Reviewer. Weave: The Journal of Library User Experience. 2015–
2019.

Peer Reviewer. In the Library with the Lead Pipe. 2019.

Peer Reviewer. Interactive Learning Environments. 2018.

Peer Reviewer. Information and Learning Science. 2017.

External reviewer. Promotion and Tenure packets. Multiple. 2017.

Field Reviewer. Institute of Museum and Library Services. 2017 National Leadership Grants for Libraries.

Field Reviewer. Institute of Museum and Library Services. 2016 National Leadership Grants for Libraries and Laura Bush 21st Century Librarian Programs.

Review Panelist. Institute of Museum and Library Services. 2016 National Leadership Grants for Libraries Program.

Peer Reviewer. 48th Annual Hawaii International Conference on System Sciences. 2015.

Professional Committees and other Involvements

Library Assessment Conference. Planning Committee. 2023–2024.

Critical Assessment Reading Group. 2019–2020.

Privacy and Ethics in Technology Working Group
(formerly Technologies of Surveillance). Digital Library Federation. Co-Chair. 2018–2020.

Social Justice Metrics in Libraries, 2018–2019.

DLF Forum Mentor. 2018.

User Experience Working Group. Digital Library Federation. 2016–2017.

Web Analytics Working Group. Digital Library Federation. 2015–2016.

Interface and Usability Design-Infrastructure Group. Orbis Cascade Alliance. 2015.

University Service

Center for Science, Technology, Ethics and Society —
    Faculty Advisory Board. 2019–Present.
Faculty Senate. 2019–2022.
Faculty Senate Alternate. 2016–2019.
Faculty Affairs. 2013–2016.
Library Representative to the Office of Disability Services. 2016–2018.
American Indian Heritage Day. Co-organizer. 2017.
University Web Advisory Council. February 2012–February 2016.

Library Service

Application Development Working Group. July 2015–July 2018.
Content Design Group (Chair). September 2016–March 2018.
Curriculum Committee. March 2019–Present.
Design Research Working Group. July 2015–July 2018.
Digital Accessibility Committee. September 2018–January 2019.
Digital Content Group. January 2012–January 2014.
Learning Spaces Task Force (Chair). April 2018-October 2018.
Library Experience Group (Chair). September 2015–March 2018.
Library Faculty Advisory Council. 2021–2022.

Library Review Committee. 2021–2022.

Library Web Committee. 2023–Present.

Inclusion, Diversity, Equity, & Allyship Committee. January 2016–
July 2020.

Intranet Working Group (Chair). April 2014–April 2015.

Public Services Group. January 2012–March 2014; Sept. 2014–
August 2015.

Scholarly Communication Group. June 2012–July 2015.

Search Committee - Scholarly Communication Librarian. Spring 2013.

Search Committee - Electronic Resources & Discovery Services
Librarian (Chair) October 2016–April 2017.

Search Committee - Instruction & Accessibility Librarian. August 2019–
January 2020.

Semantic Web Group. February 2013–February 2018.

Service Design Task Force. 2015.

Social Media Group. June 2012–June 2018.

Technical Services Group. January 2012–December 2013.

User Experience Group (Chair). January 2012–August 2015.

Web-scale Discovery Task Force. January 2012–July 2014.

Community Service

Bozeman UX Mini-Meet. Program Co-Organizer and Presenter. 2014–
2017.

Conference Attendance

Access. 2013, 2014, 2020, 2021.

Archaeological Institute of America - Annual Meeting. 2006.

American Library Association - Annual Conference. 2018.

American Library Association - Midwinter Meeting. 2014.

Advancing Research Communication and Scholarship. 2015.

American Indigenous Research Association Meeting. 2018.

Association for Computers and the Humanities Conference. 2019.

Coalition for Networked Information. Fall 2013, Spring 2014, Fall
        2014, Fall 2018, Spring 2019.

Code4Lib. 2015, 2017, 2019.

Designing for Digital. 2016, 2017.

Digital GLAM Spaces. 2021.

Digital Library Federation Forum. 2012, 2013, 2015, 2016, 2018, 2019,
        2020.

DPLAfest. 2015.

International Conference on Performance Measurement in Libraries.
        2021, 2023.

Library Assessment Conference. 2018, 2020, 2022.

Library Information Technology Association Forum. 2013, 2014, 2017.

Library Publishing Forum. 2016.

Seattle Interactive. 2012.

Social Media and Society Conference. 2013.

Texas Library Association Annual Conference. 2017.

Media Appearances

Price G. Journal Article: "Job Stories: A Creative Tool for Library
Service Design and Assessment." INFOdocket. 10 March 2022.

Northern News Network. 30-second radio spot discussing the National
Forum on Web Privacy and Web Analytics. August 2018.

Cantrell A. MSU Library to host national forum on web privacy. MSU
News Service. 22 August 2018.

Cantrell A. MSU librarians' report highlights ways to build and engage
community through social media. MSU News Service. 17 January 2017.

Ruff C. <u>Academic Publishers Experiment With 'Altmetrics' to Track Reach and Impact</u>. The Chronicle of Higher Education. 22 March 2016. [<u>Follow-up Q&A</u>]

Professional Memberships

American Association of University Professors

American Indian Librarian Association

American Indigenous Research Association

Progressive Librarians Guild

User Experience Professionals Association

Professional Development

IUPUI Assessment Institute. 2020. 2021.

Inclusive Teaching, Mentoring, and Research: Co-creating a "home away from Home" at Montana State University. 2020.

Indigenous Mentoring Program. 2019

Diversity Development Certificate. 2018.
    DIV100 - Exploring Cultural Identity
    DIV110 - Intersectionality & Privilege
    DIV120 - Implicit Bias & Microaggressions

OCLC Library Assessment Interest Group. 2018.

Ally Skills Workshop. Code4Lib. 2017.

Web Accessibility: Becoming a Stronger Advocate. Code4Lib. 2017.

LGBTQIQ Safe Zone Program. Montana State University. 2016.

Diversity Awareness Office. February–March 2016.

Leadership MSU. 2014.

Awards and Recognition

Author of the Month, *Journal of eScience Librarianship*. January 2022.

Selected Resource by ACRL Instruction Section Teaching Methods Committee, 2021: Improving Learner-Driven Teaching Practices through Reflective Assessment.

> Resources are selected for their innovative discussions of teaching methods, assessment tools or techniques, and/or instructional design in library instruction. All resources available on Zotero.

Library Journal Mover & Shaker. 2019.

DPLA + DLF Cross-Pollinator Travel Grant. 2015.

DLF Forum New Professionals Fellow. 2013.

Special Student Guest. 2010. ACRL, New York Chapter, Annual Symposium, Innovation by Design: Re-Visioning the Library.

Master's degree scholarship. 2009–2010. Awarded by the New York University Graduate School of Arts and Sciences, sponsored by the Institute of Museum and Library Services - Laura Bush 21st Century Librarian Program (Log Number: RE-01-07-0018-07).

Updated: May 1, 2024