

# DAVID H. KETCHUM

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## EDUCATION

MLIS, University of Southern Mississippi  
BA, University of Montana

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## PROFESSIONAL APPOINTMENTS

### Head, Access Services

#### University of Oregon Libraries

February 2016 – Present

- Provide leadership, administration, management, and coordination in the Access Services Department at UO Libraries; portfolio includes Resource Sharing, Document Delivery Services, Circulation, Course Reserves, Stacks Maintenance, and Room Booking
- Supervise 3.0 FTE professional, exempt employees; responsible for an additional 9.5 FTE classified, non-exempt employees and approximately 25 FTE part-time student assistants
- Responsible for Access Services departmental budget, space, and equipment
- Remain current in Access Services-specific trends and best practices, and work with relevant stakeholders to recommend changes and upgrades to technology, products, and procedures
- Serve as a technical expert in the ILLiad software and Alma Fulfillment and Resource Sharing modules
- Direct implementation, ongoing maintenance and configuration, training, etc. of Access Services-related technology, e.g., Alma Fulfillment and Resource Sharing modules, ILLiad, WorldShareILL, BSCAN ILL, RapidILL, IDS Logic Services
- Work with departmental staff to determine and resolve training, equipment, and other needs
- Collect and analyze data, and prepare narrative and statistical reports as needed
- Address the formulation and implementation of public service policies and procedures as appropriate
- Represent the UO Libraries' Access Services-related needs and interests in the Orbis Cascade Alliance and Greater Western Library Alliance consortia
- Responsible for daily opening and closing of Knight Library and administering extended hours (24/5) during academic terms
- Serve on Library Council and collaborate with library leadership on strategic, cross-departmental planning, goals, and initiatives
- Liaise and foster relationships and communication between Access Services and other departments and groups throughout the Libraries
- Contribute to the advancement of UO's mission by serving on department and campus-level committees and teams
- Contribute to the academic, professional, and local communities through service and scholarship
- Contribute to the University's goals regarding diversity, equity, and inclusion
- Performed all tasks related to Head, Access Services and Resource Sharing Librarian February 2016 – April 2018, when I created/filled a new Resource Sharing Manager position

**Interim Head, Access Services  
University of Oregon Libraries  
June 2015 – February 2016**

- Performed all tasks related to Head, Access Services and Resource Sharing Librarian (noted below)

**Resource Sharing Librarian  
University of Oregon Libraries  
February 2012 – February 2016**

- Provided leadership, administration, management, and coordination in the Resource Sharing unit at Knight Library; portfolio included ILL, Summit (consortial lending and borrowing), and Document Delivery Services
  - Supervised up to 6.0 FTE classified, non-exempt employees; responsible for an additional 3.0 FTE part-time student assistants
  - Responsible for Resource Sharing budget, space, and equipment
  - Remained current in Resource Sharing-specific trends and best practices, and worked with relevant stakeholders to recommend changes and upgrades to technology, products, and procedures
  - Served as a technical expert in the ILLiad software and Alma Resource Sharing module
  - Directed implementation, ongoing maintenance and configuration, training, etc. of Resource Sharing-related technology, e.g., ILLiad, Alma Resource Sharing module, OCLC Navigator, WorldShareILL, BSCAN ILL, RapidILL, IDS Logic Services, Relais
  - Worked with staff to determine and resolve training, equipment, and other needs
  - Collected and analyzed data, and prepared narrative and statistical reports as needed
  - Addressed the formulation and implementation of public service policies and procedures as appropriate
  - Represented the UO Libraries' Resource Sharing-related needs and interests in the Orbis Cascade Alliance and Greater Western Library Alliance consortia
  - Managed projects and pilot programs related to Resource Sharing
  - Designed and revised Resource Sharing related forms, webpages, notifications, etc. to ensure staff efficiency, appropriate patron notifications, positive user experience, and compliance with internal and external policies and guidelines
  - Ensured copyright compliance across Resource Sharing programs
  - Ensured compliance with consortial, national, and international agreements, codes, and guidelines
  - Contributed to the advancement of UO's mission by serving on department and campus-level committees and teams
  - Contributed to the academic, profession, and local communities through service and scholarship
  - Contributed to the University's goals regarding diversity, equity, and inclusion
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## RELEVANT EMPLOYMENT EXPERIENCE

### Interlibrary Loan Technician

University of Montana, Mansfield Library

May 2004 – February 2012

- Facilitated lending and borrowing of library material, processing approximately 35K transactions per year
- Maintained, manipulated, organized, and recalled records within and from a variety of electronic library systems including ILLiad, Voyager ILS, OCLC Resource Sharing, Docline, and others
- Hired, trained, and supervised student employees
- Provided detailed, accurate, and courteous customer service
- Provided reference assistance and database instruction to library users

### Technical Support/Reference Assistant

University of Montana, Mansfield Library

August 2003 – May 2004

- Provided computer use instruction and technical support for library users
- Installed, updated, and maintained library computer hardware and software
- Provided in-person and virtual reference assistance and database instruction

### Interlibrary Loan/Circulation Assistant

University of Montana, Mansfield Library

August 2000 – August 2003

- Processed lending, borrowing, and document delivery requests using various online library systems
- Circulated and tracked material using various online library systems
- Retrieved, shelved, shifted, and organized library material
- Assisted patrons in locating and utilizing library resources

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## PUBLICATIONS

### Edited Volumes

Ketchum, D. and Hines, S. (Eds.) (Anticipated print publication date: August 17, 2020). *Critical Librarianship (Advances in Library Administration and Organization, Vol. 40)*. Emerald Publishing Limited.

### Book Reviews

Ketchum, D. (2017). A review of "Library security: Better communications, safer facilities." Albrecht, S. *Journal of Access Services*, 14(3), 159-160. <https://doi.org/10.1080/15367967.2017.1290531>

Ketchum, D. (2016). A review of "Makerspaces in libraries." Willingham, T. and De Boer, J. Lanham, MD: Rowman and Littlefield Publishing Group, Inc. 2015. *Journal of Access Services*, 13(3), 210-211. <https://doi.org/10.1080/15367967.2016.1208017>

Ketchum, D. (2013). A review of "Libraries are for users: Services in academic libraries." Alvite, L. and Barrionuevo, L. Oxford, UK: Chandos Publishing. 2011. *Journal of Access Services*, 10(3), 194-195. <https://doi.org/10.1080/15367967.2013.796254>

## Web-based Publications

Adams, N., Astier, J., Broadwater, D., Crear, A., Gleason, M. Goldman-Adams, S., et al. (2006). *Katrina-related online publications: Non-government publications, state government publications, US Government publications*. <http://ocean.otr.usm.edu/~w146169/KatrinaDocs.htm>

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## PRESENTATIONS

### Conference/Meeting Presentations

Clark, E., French, J., Ketchum, D., and Nesselroad, L. (2019). *Safety and Security in a Large, Public, University Library System: A Panel Presentation*. Access Services Conference, November 22, 2019.

Armstrong, D., Harper, J., Ketchum, D., Pierard, C., Thoulag, J. and Warren, B. (2018). *The ACRL Framework for Access Services Librarianship – Defining and shaping our future*. Access Services Conference, November 16, 2018.

Ketchum, D. (2017). *Enhancing our approach: Utilizing resource sharing data for intentional collection development*. OCLC Resource Sharing Conference, March 15, 2017.

Ketchum, D. and Jones, W. (2016). *Lending Availability Service at UO Libraries: A logical approach to streamlining workflow, improving services, and increasing satisfaction*. Information Delivery Services (IDS) Project Conference, July 29, 2016.

Ketchum, D. (2016). *Alma Resource Sharing: Queue maintenance at UO Libraries*. Orbis Cascade Alliance Summer Meeting, July 12, 2016.

Ketchum, D. (2016). *The UO-IDS Project experience: Enhancing innovation, workflow, and services through collaboration and partnership*. Greater Western Library Alliance Resource Sharing and Document Delivery – Collection Development Joint Meeting, April 25, 2016.

Ketchum, D., Jones, W., and Mulligan, M. (2015). *IDS Logic: Lending Availability Service at UO Libraries*. Northwest Interlibrary Loan and Resource Sharing Conference, September 10, 2015.

Ketchum, D. and Frederiksen, L. (2014). *Introduction to ILL for new practitioners*. Northwest Interlibrary Loan and Resource Sharing Conference, September 11, 2014.

Ketchum, D. (2013). *We're all in it together: Cross-training and rotating task schedules in Resource Sharing*. Northwest Interlibrary Loan and Resource Sharing Conference, September 13, 2013.

Ketchum, D. and Chappell, Sh. (2012). *ESP: Employee Satisfaction Program: Designing an employee onboarding program at the University of Oregon Libraries*. Northwest Interlibrary Loan and Resource Sharing Conference, September 13, 2012.

### Webinars

Ketchum, D., Little, M., and Walker, K. (2017). *IDS Logic tools*. Hosted by the Greater Western Library Alliance, Resource Sharing and Document Delivery Committee, Resource Sharing Systems Task Force, April 7, 2017.

Ketchum, D., Nance, H. (2014). *The Little Mermaid has lost yet another voice: Alternatives to Ariel*. Regional Medical Library Rendezvous, hosted by the National Network of Libraries of Medicine Pacific Northwest Region, February 26, 2014.

### Posters

Ketchum, D. (2014). *Transcending the silos: Moving beyond lenders and borrowers in resource sharing*. Presented at the ILLiad International Conference, March 19-20, 2014.

Ketchum, D. and Vance, C. (2011). *Fast and (eco)friendly: Using ILLiad and other technologies to increase efficiency and decrease resource use in ILL lending*. ILLiad International Conference, March 23-25, 2011.

Ketchum, D. (2008). *How much time does Odyssey \*really\* save in the ILL borrowing process (and thereby \$\$)?* Montana Library Association Annual Conference, April 9-11, 2008.

Collins, P., Ketchum, D., and Vance, C. (2008). *Increasing user satisfaction through ILLiad: Features that increase service, raise user satisfaction, and save staff processing time*. ILLiad International Conference, March 13-14, 2008.

### Other

Ketchum, D. (Convener) (2018). *Ask anything*. Northwest Interlibrary Loan and Resource Sharing Conference, September 13, 2018.

Ketchum, D. (Convener) (2014). *ILL Discussion Group*. OCLC Member Forum, November 20, 2014.

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## TEACHING EXPERIENCE

### University of Montana

UNC 194 – University Transition

Fall 2006, Fall 2007

- Instructed 230 transition students (incoming freshmen, transfer, and non-traditional) per term
- Introduced students to academic research and information literacy practices

## PROFESSIONAL SERVICE

### Current

- Chair (elected position), American Library Association, Reference and User Service Association, Sharing and Transforming Access to Information Section (RUSA STARS) (2019 – Present)
- Chair, American Library Association, Reference and User Service Association, Sharing and Transforming Access to Information Section (RUSA STARS), Executive Committee (2019 – Present)
- Member, Reference and User Service Association (RUSA) Leadership Council (2019 – Present)
- Member, Reference and User Service Association (RUSA) Board of Directors (2019 – Present)
- Member, American Library Association, Reference and User Service Association, Sharing and Transforming Access to Information Section (RUSA STARS), Executive Committee (2018 – Present)
- Member, American Library Association, Gay, Lesbian, Bisexual, Transgender Round Table (GLBTRT), Web Committee (2018 – Present)
- Member, Editorial Advisory Board *Advances in Library Administration and Organization* (2014 – Present)
- Board Member, Reference and User Service Association, Sharing and Transforming Access to Resources Section (RUSA STARS) (2014 – Present)
- Member and Website Administrator, Northwest Interlibrary Loan and Resource Sharing Conference Planning Committee (2012 – Present)

### Past

- Member, Greater Western Library Alliance (GWLA), 2019 Annual Meeting Planning Committee (2019)
- Vice Chair/Chair-Elect (elected position), American Library Association, Reference and User Service Association, Sharing and Transforming Access to Resources Section (RUSA STARS) (2018 – 2019)
- Member, Greater Western Library Alliance (GWLA), 2018 Annual Meeting Planning Committee (2018)
- Member, Reference and User Service Association (RUSA), Conference Program Coordinating Committee (2017 – 2019)
- Chair, Association of College and Research Libraries, Access Services Interest Group, Framework for Access Services Librarianship Focus Group Four (2017 – 2019)
- Member, OCLC Tipasa Advisory Group (2017 – 2018)
- Member, Orbis Cascade Alliance, Summit Center of Excellence Initiative (2015 – 2016)
- Chair, Reference and User Service Association, Sharing and Transforming Access to Resources Section, Research and Assessment Committee (2014 – 2018)
- Member, Greater Western Library Alliance (GWLA), Onsite Reciprocity Revision Task Force (2014 – 2015)
- Member, Reference and User Service Association, Sharing and Transforming Access to Resources Section (RUSA STARS), Research and Assessment Committee (2013 – 2014)
- Member, Western Regional Storage Trust (WEST), Access and Delivery Working Group (2012 – 2013)
- Chair, Montana Library Association, Montana Interlibrary Sharing Protocol Revision Group (2009)
- Chair, Montana Library Association, Interlibrary Loan Interest Group (2007 – 2009)

## UNIVERSITY SERVICE

### University of Oregon

- Member, Hearings Board (2014 – 2016)
  - Member and Trainer, Internet2/EDUCAUSE E-Text Pilot Team (2013 – 2014)
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## LIBRARY SERVICE

### University of Oregon Libraries

#### Current

- Member, OCLC Greenglass Task Force (2020 – Present)
- Records Steward, UO Libraries (2020 – Present)
- Member, Unusual Incident Report Review Committee (2019 – Present)
- Member, Library Council (2015 – Present)
- Member, Collection Managers Group (2015 – Present)
- Member, Integrated Data and Systems Team (2015 – Present)
- Chair, Lending Supervisors Group (2015 – Present)
- UO Representative, Orbis Cascade Alliance, Resource Sharing and Fulfillment Program (2015 – Present)
- UO Representative, Greater Wester Library Alliance, Resource Sharing and Document Delivery Advisory Committee (2012 – Present)

#### Past

- Member, Evaluation, Assessment, and User Experience Team (2016 – 2020)
- Interim Convener, Integrated Systems and Data Team (2019 – 2020)
- Member, Taskforce for Redesign of Knight Library Spaces and Functions Associated with Music, Dance, and Interdisciplinary Media (2018)
- Chair, Resource Sharing Manager Hiring Committee (2018)
- Chair, Evening/Weekend Manager Hiring Committee (2018)
- Chair, Service-points Signage Task Force (2017)
- Co-Chair, User Rights and Responsibilities Policy Task Force (2017)
- Member, Data Audit Task Force (2016)
- Member, Head, Science Libraries Search Committee (2016)
- Member, Billing Coordinator Search Committee (2015)
- Chair, Resource Sharing Assistant Search Committee (2015)
- Member, Strategic Planning Updates Task Force (2014 – 2015)
- Member, Library Assessment Team (2013 – 2016)
- Presiding Officer (elected position), Faculty Personnel Committee (2013 – 2014)
- Member, Acquisitions Librarian Search Committee (2013)
- Vice Presiding Officer (elected position), Faculty Personnel Committee (2012 – 2013)
- Member, Lending Services Manager Hiring Committee (2012)

### University of Montana, Mansfield Library

- Member, Diversity Plan Task Force (2011)

- Member, Recycling and Sustainability Committee (2008 – 2011)
- Member, Electronic Resource Management Systems Implementation Committee (2008)

## COMMUNITY SERVICE

Library Volunteer  
Edison Elementary School, Eugene, OR  
2013 – Present

Library Volunteer  
Lolo School/Community Library, Lolo, MT  
2010

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## PROFESSIONAL AFFILIATIONS

American Library Association

- Gay, Lesbian, Bisexual, and Transgender Round Table

Association of College and Research Libraries

- Access Services Interest Group

Reference and User Services Association

- Sharing and Transforming Access to Resources Section

Progressive Librarians Guild

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