David H. Ketchum

University of Oregon Libraries
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Education

Master of Library and Information Science (2008), University of Southern Mississippi
Bachelor of Arts (2004), Liberal Studies, University of Montana

Competencies & Strengths

- Communication
- Cooperation and collaboration
- Customer service
- Data analysis
- Dependability
- Leadership and supervision
- Project management
- Quality control
- Strategic leadership
- Clifton strengths: Analytical, Intellection, Learner, Relator, Responsibility

Current Technical Expertise

- Alma/Primo ILS (Analytics, Configuration, Rapido, Resource Sharing and Fulfillment)
- Basecamp
- Drupal CMS
- ILLiad
- LibApps (LibCal, LibGuides, LibInsight, LibWizard)
- Microsoft 365 Business Basic (Excel, Outlook, OneDrive, PowerPoint, SharePoint, Teams, Word)
- OCLC Services (FirstSearch, WorldCat, WorldShare ILL)
- Qualtrics
- RapidILL

Faculty Appointments

University of Oregon Libraries
Director of Access Services, January 2021 – Present
Head of Access Services, February 2016 – December 2020

- Direct all aspects of the Access Services Department at Knight Library; portfolio includes building access, interlibrary loan (ILL), document delivery services, circulation, course reserves, physical inventory maintenance, room booking, and basic research support

- Supervise, coach, and mentor 3.0 FTE professional, exempt employees; responsible for an additional 10 FTE classified, non-exempt employees and approximately 40 part time student assistants reporting to subordinate supervisors
- Establish and maintain Access Services policies, standards, and procedures to ensure excellent customer service, quality control, and operational efficiency
- Determine and resolve training, equipment, and other needs to ensure employee and organizational success
- Set expectations for work performance in Access Services and motivate, mentor, and lead employees
- Serve as primary liaison between Access Services and other departments and divisions within UO Libraries and ensures a free flow of communication from and to Access Services employees
- Gather and utilize statistics and data to help oversee, analyze, and assess departmental activities, priorities, and goals
- Direct strategic planning and formulate goals, objectives, and priorities for Access Services that align with the UO Libraries Strategic Design
- Manage Access Services budget, expenditures, space, and resources
- Serve on the Libraries Leadership Team and participate in strategic, interdepartmental planning, policy decisions, program development, and assessment
- Create, maintain, edit, and gatekeep internal and outward-facing communication and documentation related to Access Services
- Maintain expert level knowledge of current practices, theories, and trends in Access Services Librarianship
- Serve as UO Libraries' subject matter expert and primary consultant for Access Services-related provisions, technology, and operations
- Direct implementation of new Access Services-related technology
- Monitor Access Services-related technology enhancement opportunities and upgrades and ensures relevant stakeholders are aware of pertinent changes and participate in decision making processes
- Troubleshoot Access Services-related technology issues, opening tickets and working directly with vendors as necessary
- Gather Access Services-related statistics and synthesize and compile reports as requested by Libraries colleagues for reporting, assessment, and decision making
- Serve as UO Libraries' representative on the Greater Western Library Alliance's Resource Sharing and Document Delivery Advisory Committee
- Serve as UO Libraries' representative to the Orbis Cascade Alliance's Resource Sharing and Fulfillment Program
- Chair UO Libraries' interdepartmental Access and Delivery Services Committee
- Serve on UO Libraries' Collection Managers Team
- Serve on UO Libraries' Integrated Systems and Data Team
- Review and respond to exception requests to University- and Libraries-level resource access policies
- Contribute to the library profession through acknowledged scholarly channels, e.g., writing papers for refereed and non-refereed publications, presenting at events, serving on professional committees, task forces, or groups
- Serve on UO and UO Libraries committees, task forces, or groups (see University Service and Library Service below)

- Performed all duties above in addition to those of Resource Sharing Librarian, noted below, June 2015 – February 2016

University of Oregon Libraries
Interim Co-Head of Access Services, June 2015 – February 2016
- Co-directed the Knight Library Access Services Department (duties noted above) while performing all duties assigned to the Resource Sharing Librarian (noted below)

University of Oregon Libraries
Resource Sharing Librarian, February 2012 – February 2016
- Provided leadership, administration, management, and coordination in the Resource Sharing unit of the Access Services Department at Knight Library; portfolio included interlibrary loan (ILL), Summit (Orbis Cascade Alliance resource sharing), and document delivery services
- Managed and led up to 6.0 FTE classified, non-exempt employees and approximately ten 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 the area expert in interlibrary loan and document delivery services and technology across the UO library system
- Directed implementation, ongoing maintenance, and configuration of Resource Sharing-related technology, e.g., ILLiad, Alma Resource Sharing, OCLC Navigator, WorldShareILL, BSCAN ILL, Rapid*ILL*, IDS Logic Services, Relais
- Created, maintained, edited, and gatekept internal and outward-facing communication and documentation related to Resource Sharing
- Worked with Resource Sharing employees to determine and resolve training, equipment, and other needs
- Collected and analyzed data, and prepared narrative and statistical reports
- Addressed the formulation and implementation of public service policies and procedures
- Served as UO Libraries' representative on the Greater Western Library Alliance Resource Sharing and Document Delivery Advisory Committee
- Served as UO Libraries' representative to the Orbis Cascade Alliance Resource Sharing and Fulfillment Program
- Managed projects and pilot programs related to Resource Sharing and Document Delivery Services
- Designed and revised Resource Sharing related forms, webpages, notifications, and other forms of communication to ensure efficiency, positive user experience, and compliance with internal and external policies and guidelines
- Ensured copyright compliance across UO Libraries' Resource Sharing programs
- Ensured compliance with consortial, national, and international agreements, codes, and guidelines
- Contributed to the library profession through acknowledged scholarly channels, e.g., writing papers for refereed and non-refereed publications, presenting at events, serving on professional committees, task forces, or groups

- Served on additional UO and UO Libraries committees, task forces, and groups (see University Service and Library Service below)

Relevant Employment Experience

University of Montana, Mansfield Library
Interlibrary Loan Technician, May 2004 – February 2012
- Facilitated lending and borrowing of library material to and front partner libraries around the world
- Processed requests and circulated material using a variety of electronic request and inventory management systems including ILLiad, Voyager ILS, OCLC Resource Sharing, and Docline
- Hired, trained, and supervised student employees
- Provided detailed, accurate, and courteous customer service in person, over the phone, and through email
- Provided reference assistance and database instruction to library users face-to-face, over the phone, and via email

University of Montana, Mansfield Library
Technical Support/Reference Student Assistant, August 2003 – May 2004
- Provided face-to-face and virtual reference assistance and research support at the library's primary research help desk
- Provided computer use instruction and technical support for library users
- Installed, updated, and maintained computer hardware and software in the library's computer lab

University of Montana, Mansfield Library
Interlibrary Loan/Circulation Student Assistant, August 2000 – August 2003
- Processed requests and circulated material using a variety of analog and electronic request and inventory management systems
- Digitized material using a various prevailing scanning hardware and software
- Retrieved, shelved, shifted, and organized library material
- Assisted patrons in locating and utilizing physical and digital library resources and services

Relevant Publications

Edited Volumes

Crum, J. and Ketchum, D. (Eds.) (2025). *Trauma Informed Library Leadership (Advances in Library Administration and Organization, Vol. 44)*. Emerald Publishing Limited. **IN PROCESS**

Ketchum, D. and Hines, S. (Eds.) (2020). *Critical Librarianship (Advances in Library Administration and Organization, Vol. 41)*. Emerald Publishing Limited. https://doi.org/10.1108/S0732-0671202041

Commissioned Whitepapers

Emery, J., Ketchum, D. and Thomson, S. (2021). Approaching the digital summit: A coordinated strategy for enhancing digital resource sharing and shared access investments in the Orbis Cascade Alliance.

Book Chapters

Ketchum, D. (2020). <u>Introduction: Critical librarianship</u>. In S.S. Hines and D. H. Ketchum (Eds.), *Critical Librarianship (Advances in Library Administration and Organization, Vol. 41)* (pp. 1-3). Emerald Publishing Limited. https://doi.org/10.1108/S0732-067120200000041001

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

Professional Frameworks

Warren, B., Armstrong, D., Boucher, A., Harper, J., Pierard, C., Thoulag, J., and Ketchum, D. (2020). *A framework for Access Services Librarianship: An initiative sponsored by the Association of College and Research Libraries' Access Services Interest Group*. Adopted by ACRL Board of Directors April 8, 2020. https://alair.ala.org/handle/11213/17206

Presentations
Conference/Meeting Presentations

Bosely, R., Gardner, P., Hilterbrand, L., Ketchum, D. and Waters, J. (2023). *Tiles and tales from the Rapido implementation at Orbis Cascade Alliance*. Northwest Interlibrary Loan and Resource Sharing Conference, September 20, 2023.

Ketchum, D., Ramos, L., and Walker, K. (2020). *Guidelines are guidelines and new is relative: A critical assessment of CONTU's Rule of Five*. Northwest Interlibrary Loan and Resource Sharing Conference, September 11, 2020.

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 sat*isfaction. 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.

Teaching Experience

University of Montana
UNC 194 – University Transition
Fall 2006, Fall 2007
- Instructed 230+ transition students per term (freshmen, transfer students, and non-traditional students)
- Provided basic information literacy instruction and an introduction to academic research

Professional Service

Current
- Chair, Northwest Interlibrary Loan and Resource Sharing Conference Planning Committee (2023 – Present)
- Vice President, Board of Directors, Northwest Interlibrary Loan and Resource Sharing Conference (2022 – Present)
- Series Editor, *Advances in Library Administration and Organization* (2022 – Present)
- Member and Website Team Leader, Northwest Interlibrary Loan and Resource Sharing Conference Planning Committee (2012 – Present)

Past
- Board Member, RUSA STARS - Reference and User Service Association Sharing and Transforming Access to Resources Section (2014 – 2022)
- Member, RUSA STARS Nominating Committee - Reference and User Service Association Sharing and Transforming Access to Information Section (2021 – 2022)
- Member, RUSA Nominating Committee – Reference and User Service Association (2020 – 2021)
- Chair, RUSA STARS Nominating Committee - Reference and User Service Association Sharing and Transforming Access to Information Section (2020 – 2021)
- Member, Editorial Advisory Board *Advances in Library Administration and Organization* (2014 – 2022)
- Chair (elected position), RUSA STARS - Reference and User Service Association Sharing and Transforming Access to Information Section (2019 – 2020)
- Member, RUSA Leadership Council - Reference and User Service Association (2019 – 2020)
- Member, RUSA Board of Directors - Reference and User Service Association (2019 – 2020)
- Member, GWLA Annual Meeting Planning Committee - Greater Western Library Alliance (2019)

- Member, RUSA STARS Executive Committee - Reference and User Service Association Sharing and Transforming Access to Information Section (2018 – 2021)
- Member, ALA Rainbow Roundtable Website Committee - American Library Association (2018 – 2021)
- Vice Chair/Chair-Elect (elected position), RUSA STARS - Reference and User Service Association Sharing and Transforming Access to Resources Section (2018 – 2019)
- Member, GWLA Annual Meeting Planning Committee - Greater Western Library Alliance (2018)
- Member, RUSA Conference Program Coordinating Committee - Reference and User Service Association (2017 – 2019)
- Chair, ACRL ASIG Framework for Access Services Librarianship Focus Group - Association of College and Research Libraries Access Services Interest Group (2017 – 2019)
- Member, OCLC Tipasa Advisory Group (2017 – 2018)
- Member, Orbis Cascade Alliance, Summit Center of Excellence Initiative (2015 – 2016)
- Chair, RUSA STARS Research and Assessment Committee - Reference and User Service Association Sharing and Transforming Access to Resources Section (2014 – 2018)
- Member, GWLA Onsite Reciprocity Agreement Revision Task Force - Greater Wester Library Alliance (2014 – 2015)
- Member, RUSA STARS Research and Assessment Committee - Reference and User Service Association Sharing and Transforming Access to Resources Section (2013 – 2014)
- Member, WEST Access and Delivery Working Group - Western Regional Storage Trust (2012 – 2013)
- Chair, Montana Interlibrary Sharing Protocol Revision Group, Montana Library Association (2009)
- Chair, Interlibrary Loan Interest Group, Montana Library Association (2007 – 2009)

University Service

University of Oregon
Current
- Member, University of Oregon Senate Scholastic Review Committee (2021 – Present)

Past
- Member, University of Oregon Senate Hearings Board (2014 – 2016)
- Member and Trainer, Internet2/EDUCAUSE E-Text Pilot Team (2013 – 2014)

Library Service

University of Oregon Libraries
Current
- Chair, Public Service Enhancement Committee (2023 – Present)
- Member, Website Advisory Committee (2023 – Present)
- Member, Digital Technology Council (2023 – Present)
- Records Steward (2020 – Present)
- Member, Library Leadership Team (2015 – Present)
- Member, Collection Managers Group (2015 – Present)
- Member, Integrated Systems and Data Team (2015 – Present)

Past

- Member, Elsevier Negotiations Team (2022 – 2023)
- Chair, Article Galaxy Scholar Implementation Team (2023)
- Chair, Rapido Implementation Team (2022 – 2023)
- Member, UO Libraries Mission, Vision, and Strategy Steering Committee (2022 – 2023)
- Chair, Search Committee, Director of Collection Strategies (2022 – 2023)
- Member, Search Committee, Associate Vice Provost and University Librarian for Research, Instruction, and Access Services (2021 – 2022)
- Member, OCLC Greenglass Task Force (2020 – 2022)
- Member, UO Libraries Rapid Response Team (2020)
- Member, Unusual Incident Report Review Committee (2019 – 2022)
- Interim Chair, 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, Service Points Signage Task Force (2017)
- Co-Chair, User Rights and Responsibilities Policy Task Force (2017)
- Member, Evaluation, Assessment, and User Experience Team (2016 – 2020)
- Member, Alma E-Resources License Task Force (2016)
- Member, Data Audit Task Force (2016)
- Member, Search Committee, Head of Science Libraries (2016)
- Member, Strategic Planning Updates Task Force (2014 – 2015)
- Member, Library Assessment Team (2013 – 2016)
- Presiding Officer (elected position), Faculty Personnel Committee (2013 – 2014)
- Member, Search Committee, Acquisitions Librarian (2013)
- Vice Presiding Officer (elected position), Faculty Personnel Committee (2012 – 2013)
- Member, Search Committee, Lending Services Manager (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
Edison Elementary School, Eugene, OR
Library Volunteer, 2013 – 2020
- Provided library instruction and story time to elementary school students
- Circulated library material to elementary school students and faculty
- Shifted, shelved, and organized library material

Lolo Elementary School Library, Lolo, MT
Library Volunteer, 2010
- Shifted, shelved, and organized library material

Current Professional Affiliations
- American Library Association (ALA)
  - Association of College and Research Libraries (ACRL)

- - Access Services Interest Group
  - Rainbow Round Table
  - Reference and User Services Association (RUSA)
    - Sharing and Transforming Access to Resources Section (STARS)