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REFERENCE SERVICES SECTION (RSS)

2017

**BIOGRAPHICAL NOTES**

Cynthia Alison Johnson

**Current Position:** Head of Reference and Head of the Grunigen Medical Library, University of California, Irvine CA

**Type of Library:** Academic

**Previous Positions:**

Director of Reader Services, Pratt Institute Libraries, 09/2002 to 02/2006

Acting Head of Libraries, Pratt Institute Libraries, 09/2003 to 08/2004

Reference and Collection Development, Barnard College Library, 11/1992 to 09/2002

**Degrees and Certificates:**

Columbia University, MLS Library Services, 1991; Boston University, MA Art History, 1989; University of California, San Diego, BA Art History, 1986.

**Division Affiliation(s):** ACRL, RUSA

**ALA and/or ALA-APA Activities**

RUSA Reference Services Section Board, Member 2015-2017.

RUSA Reference Services Section Discovery Services, Chair, 2016-2017.

RUSA Reference Services Section Discovery Services, Member, 2015-2016.

RUSA Standards & Guidelines, Member, 2015-2017.

ACRL Liaisons Grants Committee, Member, 2015-2017.

RUSA Reference Services Section Nominating Committee, Member, 2013-2016.

RUSA Reference Services Section Research & Statistics Committee, Member, 2009-2013.

ACRL Women's Studies Section, Member at Large, 2006-2008.

ACRL Women's Studies Section, Awards Committee, Member, 2005-2007.

ACRL Women's Studies Section, Co-editor of the Core Lists, 2003-2005.

ACRL Women's Studies Section, Program Planning Committee, Co-chair, 2003-2004.

ACRL Women's Studies Section, Collection Development Committee, Member, 1998-2003.

RUSA/CODES Material Reviewing Committee, Member, 2000-2002.

**Offices held in state/regional library associations, and other associations (include DATES)**

Library Association of the University of California, Irvine, Chair, 2015-2016.

New York Library Club, President, 2002-2004.  
New York Library Club, Vice-President/President-elect, 2001-2002.  
Beta Phi Mu Theta Chapter, President, 1995-1996.

**Honors and Awards (library and non-library, including DATES)**

Significant Achievement in Women's Studies Librarianship Award, presented by the ACRL Women's Studies Section and Routledge, 2006.

**Major Accomplishments**

At UC Irvine my staff and I have experimented with Google Hangouts as a way of providing reference consultations. We have also developed a chatbot that answers basic library questions (one of the few in an American academic library). We have initiated new programs and policies that make it easier for students to receive consultations at point-of-need. My advocacy for a proactive chat widget led to its placement on the Libraries' home page. I was co-chair of the University of California (UC) Libraries' Digital Reference Operations Team and now co-chair the UC Libraries' Reference Common Knowledge Group. In my previous position at Pratt Institute, I oversaw the merging of two reference service points to make it easier for students to get help. From 1994 to 2005 I was an adjunct lecturer at Pratt Institute's School of Information and Library Science and taught both basic reference and advanced reference.

**Publications:**

Bibel, Barbara, & Johnson, Cynthia. "Encyclopedias" in Kieft, Robert Henry. Guide to Reference. Chicago: American Library Association, 2008.

**Statement of Professional Concerns/Aspirations if Elected:**

My work in RSS has been very rewarding. For example, through RSS I met other librarians interested in the future of reference, and we submitted a proposal to the ACRL 2017 Conference, which was accepted. My participation in the Discovery Services Committee has helped my library in its investigation toward implementing a discovery layer. As chair of RSS, I would find ways to engage our members and share with others the ways the Section improves their professional lives. I also believe RSS should play a central role in responding to Anne Houston's question "...should we still be called the Reference and User Services Association and use the word "reference" to describe our scope and focus as a group?" ("What's in a Name? Toward a New Definition of Reference," Reference & User Services Quarterly, 2016). As RSS Chair, I would represent our Section's thoughts and ideas about this topic.

**Number of Years as an ALA Member: 24**

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Jessica Emily Moyer

**Current Position:** Graduate Student Supervisor and Visiting Assistant Professor, University of Illinois at Urbana Champaign, Champaign IL

**Type of Library:** Academic

**Previous Positions:**

Assistant Professor, University of Wisconsin Milwaukee, School of Information Studies, 2011-2015

Lecturer, University of St Catherine, 2007-2011

Reviewer, Booklist, 2006-2014

University of Minnesota, PhD Literacy Education, 2011

University of Illinois, CAS Library Science, 2004

University of Illinois MS Library Science, 2003

University of Illinois, BA European History, 2001

**Division Affiliation(s):** RUSA

**To which Round Tables do you belong?:** Library Research (LRRT)

**ALA and/or ALA-APA Activities**

Association for College and Research Libraries,

- Mentor, Publications Mentoring Program, Midwinter Conference, 2011

- Discussion Group Leader, Popular Culture Discussion Group, 2015-2017

Booklist, Reference, Fiction and Audiobooks Reviewer, 2006-12

Booklist Reference Books Bulletin, Editorial Board, 2007-2009, 2009-2011.

Library and Information Technology Association, Imagineering Interest Group

New Members Roundtable

- Mentor, 2007 Annual Conference

- 3M/NMRT Professional Development Grant Committee, 2007-2008

Public Library Association

- Columnist for "Under the Radar" in Public Libraries with Kaite Mediatore Stover

- Presenter at the PLA Conference 2006, 2008, 2010, 2012, 2014

Reference and User Services Association (RUSA)

- Reference Services Section, Management of Reference Committee (2015-2017, chair

2016-2017)

- Reference Services Section (RSS), Discussion Groups Committee (2012-2014)
- RSS Representative to RUSA Access to Information Committee (2012-14)
- RSS Representative to RUSA Conference Coordinating Committee, 2008-2012
- Awards Committee, 2007-2008 (chair), 2009-2010 (chair)
- RSS, Services to Adults Committee, 2005-2007 (chair)
- RSS, Dual Assignments Discussion Group, 2006-2008 (co-chair)
- Collection Development and Evaluation Section, Readers' Advisory, 2006-2007
- President's Program Planning Committee, 2006-2007, 2009-2010
- Reference and User Services Quarterly Editorial Board, 2006-2009, 2009-2012

Young Adult Library Services Association

- Member Editor, Journal of Research on Libraries and Young Adults, 2010
- Publications Committee, 2008-2010
- Readers' Advisory Interest Group

**Honors and Awards (library and non-library, including DATES)**

Reference Services Section Honor Roll, 2011

University of Minnesota Doctoral Dissertation Fellow, 2010-2011

2010 Alumni Leadership Award, University of Illinois, Graduate School of Library and Information Science

College of Education and Human Development, 2009 Summer Block Grant Fellowship

Member Epsilon Chapter of Pi Lambda Theta, 2009-present

Library Journal Mover and Shaker, 2008

College of Education and Human Development Fellow, 2007-2008

ALA EBSCO Conference Sponsorship Award, 2007

Highly Commended Award, Emerald Publishing, 2004

**Major Accomplishments**

See education and honors list

**Publications**

Moyer, Jessica E., ed. Crossover Advisory: Stretching Collections to Better Meet the Needs of Library Patrons. Libraries Unlimited, November 2016.

Moyer, Jessica E. "Readers' Advisory Services as Reference Services." Reimagining Reference Librarianship in the 21st Century. David Tyckoson and John Dove, eds. Purdue University Press: Charleston Insights on Library, Information, and Archival Sciences. November 2014.

Moyer, Jessica E. "Audiobooks and Ebooks: A Literature Review and Discussion of Implications for Library Services." Reference and User Services Quarterly, June 2012, Vol. 51, no. 4: 340-354

**Links to further information:**

[jessicaemilymoyer.pbworks.com](http://jessicaemilymoyer.pbworks.com)

**Number of Years as an ALA Member:** 15

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Ava Brillat

**Current Position:** Librarian for English, Classics, and Theatre, University of Miami, Coral Gables  
FL

**Type of Library:** Academic

**Previous Positions:**

Instructional Design Librarian, Florida International University, August 2013-January 2015

**Previous Position 2:**

International Relations Librarian, Florida International University, November 2010-August 2013

**Degrees and Certificates:**

University of South Florida, MLIS, 2010

Trinity University, BA Ancient Mediterranean Studies, 2003

**Division Affiliation(s):** ACRL, RUSA

**To which Round Tables do you belong?**

Library Research (LRRT) New Members Round Table (NMRT)

**ALA and/or ALA-APA Activities**

ACRL:

Member, ACRL IS PRIMO Committee, 2013-2014

Member, ACRL IS Instructional Technologies Committee, 2016-2018

RUSA:

Member, RUSA RSS Research & Statistics Committee, 2011-2012, 2015-2016

Chair, RUSA RSS Research & Statistics Committee, 2012-2014

Member, RUSA RSS Virtual Reference Committee, 2015-2017

Member, RUSA RSS Recognition Committee, 2015-2017

Member, RUSA RSS Communications and Teaching at the Point of Need Committee, 2015-2017

Member, RUSA MARS Best Free Websites, 2015-2017

Member, ETS Professional Development, 2015-2017

LITA:

Member, International Relations Committee, 2012-2014

GODORT:

Member, GODORT Membership Committee, 2011-2014

Secretary, IDTF Executive Board, 2012-2013

LIRT:

Member, TLT Committee, 2011-2012

Co-chair, TLT Committee, 2012-2013

Member, Annual Conference Committee, 2014-2015

NMRT:

Member, Annual Program Committee, 2010-2011

Co-chair, Annual Program Committee, 2011-2012

**Offices held in state/regional library associations, and other associations (include DATES)**

Florida Library Association:

Vice Chair/Chair Elect, Scholarship Committee, 2016-2017

Member, Scholarship Committee, 2011- present

Member, Academic Instruction & IL Member Group, 2014- present

**Publications:**

Iuliano, A.M.: "A whole new world: Using international information sources." Reference Reviews, 26(3) (2012): 4-7.

Marissa Ball, Adis Beesting, George Pearson, Ava Iuliano, Consuella Askew: "Ask Us Anywhere: User-Driven evolution of reference services," in Rebecca K Miller, Heather Moorefield-Land and Carolyn Meier, eds., Tablet Computers in the Academic Library, 2014.

Melody Royster, David Schwieder, Ava Iuliano Brillat, and Lori Driver, "Mentoring and retention of minority librarians" in Rebecca Hankins and Miguel Juarez, eds., Where are all the librarians of color: The experiences of people of color in academia, 2015

**Statement of Professional Concerns/Aspirations if Elected:**

As you can see from my past service, RUSA RSS is my favorite part of ALA. I have had the pleasure of serving on a variety of committees, allowing me to gain a little perspective on RSS as a whole. I believe my experience in these various committees will inform my service as Member-at-Large and I hope to have the opportunity to serve again in this capacity. I hope to increase communication between the different committees and to serve as a resource for all of RSS to share their concerns, vision, and suggestions with me so that I may advocate for our collective vision. Thank you for the opportunity to run for Member-at-Large and I hope that I can continue to serve in RSS.

**Number of Years as an ALA Member: 6**

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Cynthia Robin Levine

**Current Position:** Research Librarian for Humanities and Social Sciences, North Carolina State, University Libraries, Raleigh NC

**Type of Library:** Academic

**Previous Positions:**

Catalog Librarian, North Carolina State University Libraries, 1982-1986

**Degrees and Certificates:**

Emory University, Masters of Librarianship, 1982; North Carolina State University, M.S. Counselor Education, 1981; University of North Carolina at Chapel Hill, A.B. Religion, 1978.

**Division Affiliation(s):** ACRL, RUSA

**ALA and/or ALA-APA Activities**

RUSA Board Director-at-Large, 2005-2008 and 2012-2015; RSS Archivist, 2012-2015, RSS Review Editor, 2007-2012; RUSA Publications Committee, Chair, 2006-2007; RSS Organization and Planning Committee, 2007-2010; RSS Research and Statistics Committee, Chair, 2015-; History Instruction and Research Services Committee, 2015-; CODES Reference

Publishing Advisory Committee, 2011-2015; RSS Web Advisory Committee, 2007-2011, Reference Services Section, Secretary, 2004-2006; CODES Wilson Indexes Committee 1998-2002 and 2003-2006' RUSA 2000 Chicago Presidents' Program Planning Committee, 1999-2000

**Offices held in state/regional library associations, and other associations (include DATES)**

North Carolina Bibliographic Instruction Interest Group Steering Committee, 1989-2005; North Carolina Library Association Executive Board, 1995-1997

**Major Accomplishments**

I'd like to highlight one particular accomplishment here - my effort to create 'usable archives' for RSS within ALA Connect during my tenure as RSS Archivist. The idea was that, despite the fact that ALA Connect was never an ideal platform for managing and archiving our work, it was evidently the system we had. I worked on creating a blueprint and structure that allows us systematically organize and archive the information we most need to get back to. I'm hopeful that we can eventually move to a system better adapted to are needs, and that when we do, we can bring with us some archival information that reflects our ongoing work.

**Publications:**

Levine, Cindy, and Bryna Coonin, "Getting Things Right ..." *The Reference Librarian* 54.1 (2013).

Dewald, Nancy, Ann Scholz-Crane, Austin Booth, and Cynthia Levine. "Information Literacy at a Distance: Instructional Design Issues." *Journal of Academic Librarianship* 26 (2000): 33-44

Levine, Cindy "What We Wish They Knew When They Got Here: an Academic Librarian's Perspective." *North Carolina Libraries Spring* (1996): 19-21.

**Statement of Professional Concerns/Aspirations if Elected:**

I believe that the best way to offer hope to our nation is through the work that we do. Libraries are institutions that, defying all odds, have maintained respect and affection across diverse regions of our country. Libraries create spaces where people can share stories, build community, promote the critical use of information, and foster conditions out of which creative solutions can emerge. Reference services, though they are evolving, remain at the center of my mental model of libraries, the place where the many specialized library efforts are integrated and offered back to our communities. I would welcome the opportunity to contribute to strengthening RSS as we explore ways to innovate and grow, guided and inspired by our core values.

**Number of Years as an ALA Member: 35**