

**REFERENCE AND USER SERVICES ASSOCIATION DIVISION (RUSA)****2017****BIOGRAPHICAL NOTES**

Ann K. G. Brown

**Current Position:**

Instruction, Outreach, and Reference Librarian, George Washington University, GW Libraries, Washington DC

**Type of Library:** Academic

**Previous Positions:**

Assistant Reference Librarian, Utah State University, 2000-2004

Academic Resident Librarian & Visiting Instructor, University of Illinois at Chicago, 1998-2000

**Degrees and Certificates:**

University of North Carolina Chapel Hill, MSLS, 1998; University of Wisconsin Whitewater, BA English Literature, 1996

**Division Affiliation(s):**

ACRL, LLAMA, RUSA

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

RUSA Organization and Planning Committee 2016-2017; RUSA Membership Committee, Chair, 2014-2016; RUSA Budget and Finance, Member, 2014-2016; RSS Nominating Committee, Chair, 2014; RSS, Chair, 2013-2014; RUSA Board, Member, 2013-2014; Vice-Chair/Chair Elect, RSS, 2012-2013; RUSA Budget and Finance, Member, 2012-2013; RUSA Publications and Communications, RSS Section Representative, 2011-2013; RUSA Organization and Planning Committee, RSS Section Representative, 2010-2012; RSS Organization and Planning Committee, Member, 2009-2013; RSS Member-at-Large, 2007-2008; RSS Marketing and Public Relations for Reference Committee, Chair, 2007-2008; RSS Marketing and Public Relations for Reference Committee, Member, 2005-2009

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

Utah Library Association, Chair, Library Instruction Round Table, 2003-2004; Utah Library Association, Member-at-Large, Business Round Table, 2003-2004

**Publications:**

Gaspar, Deborah and Ann Brown. "Hiring in an Academic Library: Fit is Essential." *College & Undergraduate Libraries*, Volume 22 Issue 3-4, 2015.

Smith, Caroline and Ann Brown. "More Than Just a Fieldtrip: Faculty and Librarian Collaboration in the First-Year Writing Classroom." *Journal of Teaching Writing* Volume 26, Issue 2, 2011.

Brown, Ann, Paola Ceccarini, and Cathy Eisenhower. "What Does First-Person Shooter Have to Do With Libraries?" Library Orientation Series: Thirty-Fourth National LOEX Library Instruction Conference, Proceedings, 2006. Volume 39, 2008, 49-51.

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

RUSA has given me the opportunity to serve our profession and a chance to work with amazing people. We've been drawn together by our love of librarianship and our diverse roles in serving our patrons. Now RUSA is facing serious challenges regarding membership both in terms of value and numbers. RUSA Board and its sections have been working on this at multiple levels, but the work is not yet done. Having recently served as chair of RUSA Membership and been involved both with RUSA Board and Budget & Finance, I'm in a unique position to continue the work of past RUSA presidents and lead the association forward as we face these issues. Because it is imperative that RUSA continue to meet and exceed the needs of our membership in a multitude of modes and ways. I would be proud to represent the membership of RUSA in this and all endeavors.

**Number of Years as an ALA Member: 20**

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Elizabeth (Beth) German

**Current Position:**

Instructional Design and Web Projects Librarian, Texas A&M University, College Station, Texas

**Type of Library:** Academic

**Previous Positions:**

Web Services Coordinator, University of Houston, 2010-2012  
e-Scholarship Librarian, University of Illinois at Urbana-Champaign, 2009-2010

**Degrees and Certificates:**

University of Illinois at Urbana-Champaign, MSLIS, 2009; University of Illinois at Urbana-Champaign, BA Economics, 2007

**Division Affiliation(s):**

RUSA

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

ALA RUSA Membership Committee (Member, 2015-2017)  
ALA RUSA Website Review Task Force (Chair, 2014-2015)  
ALA RUSA Learning Opportunities and Knowledge Coordination Task Force (Member, 2014-2015)  
ALA RUSA Organization and Planning (Representative, 2013-2015, Chair 2015-2017)  
ALA RUSA Publications and Communications (Chair, 2012-2015)  
ALA ACRL Professional Development Committee (Committee Member, 2012-2014)  
ALA ALCTS CaMMS Committee on Cataloging: Description and Access (ACRL Representative,

2011-2013)

ALA ACRL Virtual Institutes (Vice-Chair, 2010-2012)

**Offices held in state/regional library associations, and other associations:**

NISO Education Committee (Member, 2015-present)

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

Texas A&M University Libraries Vision+Values Award, 2016

**Major Accomplishments:**

The projects that I feel most proud of are the efforts I have put into building structures that enable others to use their creativity and develop their strengths. Within RUSA this has included mentoring the 2015 ALA Emerging Leaders' project, Library-as-Publisher; leading the transition from the Chasing Reference blog (another Emerging Leaders project) to the RUSA Voices blog; and, with the RUSA Organization and Planning team, launching with RUSA Interest Group pilot program. As a professional librarian, I work to develop training programs in order to support my colleagues as we innovate and acclimate to the changing library environment. This has included co-leading the development of our robust library instruction training program and regularly conducting training sessions on LibGuides, accessibility, web design, and instructional design.

**Publications:**

German, Elizabeth and Stephanie Graves. "Infusing Pedagogy into LibGuides" Integrating LibGuides into Library Websites. Eds. Aaron W. Dobbs and Ryan L. Sittler. Lanham, MD: Rowman & Littlefield, 2016.

Dethloff, Nora and Elizabeth M German, "Successes and Struggles with Building Web Teams: a Usability Committee Case Study" New Library World 114:5/6, 2013.

Westbrook, R. Niccole, Valerie Prilop, Elizabeth M German, "Nerd thrill your users: Collaborating with liaisons to create an appealing gateway to digital collections", Reference Services Review 40:3, 2012.

**Links to further information:**

<http://www.linkedin.com/in/elizabeth-german>

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

RUSA, as an organization, reflects the complex and nuanced environment of libraries. It is simultaneously siloed and collaborative, bureaucratic and agile, tied to historical precedent and breaking new boundaries. Additionally, like many library environments, it is struggling financially. It is critical that RUSA quickly finds financial stability. It is my belief that the path forward is to amplify the work that the RUSA division and section leaders are already doing and lower the barriers for members and non-members to engage with our professional community.

If elected, I will do my best to enable the rest of the RUSA leadership to succeed through facilitating clear communication, collaboratively outlining tangible goals, and continue to foster an inclusive organization.

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

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Stephanie J. Graves

**Current Position:**

Director of Learning and Outreach, Texas A&M University Libraries, College Station, Texas

**Type of Library:** Academic

**Previous Positions:**

Southern Illinois University Carbondale, Library Affairs, Reference Coordinator and Humanities Reference Librarian, January 2012 – July 2013

Southern Illinois University Carbondale, Library Affairs, Humanities Reference Librarian, September 2004 – January 2012

**Degrees and Certificates:**

University of Illinois Urbana-Champaign, MLIS, 2004; Culver-Stockton College, B.A. in English; Magna cum laude, Culver-Stockton College, 1999.

**Division Affiliation(s):**

ACRL, RUSA

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

Reference and User Services Association (RUSA), 2005 – present:

Professional Development, 2016 - present

Nominating Committee, 2015-2016

Special Election subgroup, 2015

RUSA Board, 2014 - 2015

Budget and Finance Committee, 2014 – 2016

Membership Committee, 2009 – 2010 ETS (formally MARS): Emerging Technologies Section, 2005 – present

Executive Committee (elected), 2010 - 2016

Professional Development, 2016-present

Nominating Committee, Chair, 2015-2016

Past Chair (elected), 2015-2016

Chair (elected), 2014 - 2015

Vice Chair/Chair-Elect (elected), 2013 -2014

UX Design Committee, 2012 - 2014

Awards Committee, 2012 – 2014, Chair, 2013

Planning Committee, 2012 - present

Member-at-Large (elected), 2010 - 2013

RUSA/MARS/RSS Virtual Meeting Software Group, 2011  
Outreach Committee member, 2005 – 2009  
Outreach Chair, 2008 – 2009  
User Access to Services Committee Co-Chair, 2009-2010  
Association of College and Research Libraries (ACRL), 2005 – present  
Literatures in English Section (LES), 2005 – present  
Membership Committee, 2006 – 2008  
Instruction Section (IS), 2005 – present

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

CARLI, I-Share User's Group (IUG) Committee, 2006 – 2009  
IUG I-Share Instruction Team, 2007 – 2009

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

Outstanding Faculty Award, Southern Illinois University, 2008.

Emerald Literati Network Awards for Excellence 2007, Outstanding Paper Award in Information and Knowledge Management for: Graves, S. J. & Desai, C.M. (2006). Instruction via chat: Does co-browse help? Reference Services Review, 34(3), 340-357.

ALA, Library Instruction Round Table's Top 20 for 2007 for: Desai, C.M. & Graves, S.J. (2006). Instruction via Instant Messaging: What's Happening? The Electronic Library, 24(2), 174-189.

**Publications:**

Arendt, J., & Graves, S. J. "Virtual question changes: Reference in evolving environments." Reference Services Review, 39:2 (2011) 187-205.

Desai, C.M. & Graves, S.J. "Cyberspace or Face-to-Face: The Teachable Moment and Changing Reference Mediums." Reference and User Services Quarterly (RUSQ), 47:3 (2008) 242-255.

Graves, S. J. & Desai, C.M. "Instruction via chat: Does co-browse help?" Reference Services Review, 34:3 (2006) 340-357.

**Links to further information:**

<http://library.tamu.edu/directory/people/stephaniegraves>

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

I have been a long-standing member of ALA. I found a home in RUSA early in my career. I was struck by the depth of care and knowledge that I found in my RUSA colleagues. When I was a new librarian, the colleagues that I met in RUSA helped shape my career by giving me advice, new ideas, and allowing me to see the grander picture of how libraries could work together to help shape the future of our profession. After more than 14 years, I still value the connections that are made amongst our community of practice. I've been active, particularly in the Emerging Technologies Section, serving as a member at large and then chair. This also afforded me the opportunity to attend RUSA Board and learn more about the organization structures and vision. I would love the opportunity to continue my service to RUSA.

**Number of Years as an ALA Member: 14**

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Edward Kownslar

**Current Position:** Collection Management Librarian, Texas A&M University - Corpus Christi, Corpus Christi, TX

**Type of Library:** Academic

**Previous Positions:**

Associate Director for Reference, Collection Development and Acquisitions, Texas A&M University - Corpus Christi, 2004-2015

Interim Associate Director for Public Services, Texas A&M University - Corpus Christi, 2002-2004

Reference and Government Documents Librarian, Texas A&M University - Corpus Christi, 1998-2002

**Degrees and Certificates:**

Texas A&M University - Corpus Christi, Master's of Public Administration, 2002; University of North Texas, MS Library Science, 1992; University of Kansas, BS Journalism, 1989.

**Division Affiliation(s):** ACRL, ALCTS, LITA, LLAMA, RUSA

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

International Relations (IRRT)

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

RUSA Awards Coordinating Committee, 2012-2016; RUSA Board of Directors, 2015-2016; RUSA Budget and Finance Committee, 2014-2016; RUSA Structure Task Force, 2011-2012; RUSA representative to MARBI, 2010-2013; Reference Service Press Award Committee, 2008-2010; RUSA Conference Program Coordinating Committee, 2006-2008; RUSA Professional Development Committee, 2004-2006; RUSA Nominating Committee, 2006; CODES Chair, 2015-2016; CODES Member-at-Large, 2013-2015; CODES Interim Secretary, 2010-2011; Sophie Brody Medal Award Committee, 2010-2012, 2013-2017; Louis Shores Award Committee, 2008-2010, 2013 - present; CODES Nominating Committee, 2008; H.W. Wilson Indexes Committee, 2007-2009; Dartmouth Medal Award Committee, 2005-2007; Reference Sources Committee, 2000-2004; Notable Books Council, 1998-2000.

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

Texas Library Association: Acquisitions and Collection Development Round Table Chair, 2016-2017; College and University Libraries Division (Texas chapter of ACRL), Chair-Elect, 2016-

2017; Supervision and Management RT, Chair, 2015-2016; TLA 2015 Conference Program Committee, 2013-2015; Automation and Technology RT Chair, 2009-2010; Digital Libraries RT Chair, 2006-2007; New Members Round Table, Chair, 2000-2001.

**Major Accomplishments**

In addition to gaining experience in various positions in my career, I have also had numerous opportunities within RUSA and the Texas Library Association to learn more about this profession. I have also served on the board of directors for a non-profit counseling organization in my local community.

**Publications:**

Kownslar, Edward. (Winter 1999). "Closing Down a Government Documents Collection: The Experiences of Millsaps College." Documents to the People 27(4): 11-12.

Teasdale, Mary Ellen and Edward Kownslar. (26 August 2001). "Building Bridges: Developing Freshman Students' Research Skills with Resources in Chemistry." American Chemical Society, 2001 National Meeting & Expositions Program, Chicago.

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

I have served on numerous RUSA and section committees for more than 18 years. I have always been very impressed by the people with whom I have worked in this organization (volunteers and staff members). I would like to continue being involved in RUSA because their mission, programs and activities directly support my job duties; however, I also attend the "optional" meetings (governance, social activities, etc.) because I like working, and interacting, with the people of RUSA. The Director-at-Large position has the best of both worlds by working with the RUSA and section officers, as well as with various RUSA committees.

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

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Don Boozer

**Current Position:**

General Research Collections Manager, Cleveland Public Library, Cleveland, Ohio

**Type of Library:**

Public

**Previous Positions:**

Adjunct Instructor, School of Library and Information Science, Kent State University (August 2014 to present)

Statewide Coordinator, KnowItNow24x7 (Ohio's Virtual Reference Service), Cleveland Public Library (February 2008 to March 2015)

Literature Department Librarian, Cleveland Public Library (May 2004 to February 2008)

Kent State University, MLS, 1998; Indiana University of Pennsylvania, BA General Fine Arts, 1986. Ohio Public Librarian Certification, 2001; Re-certification, 2006, 2013.

Division Affiliation(s):  
RUSA

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

RUSA Conference Program Coordinating Committee: Chair (2014-2015), RSS Representative (2012-2014). RUSA Reference Services Section (RSS), Executive Committee: RSS Scheduler (appointed, 2012-2013); Member-at-Large (2013-2016). RSS/MARS Virtual Reference Committee (VRC): Committee member (2008-2009); VRC Liaison to RUSA Standards and Guidelines Committee (2009, 2010); RSS Co-Chair (2010-2012). RUSA member since 1997.

Offices held in state/regional library associations, and other associations:

Ohio Library Council (OLC) Reference and Information Services Division Action Council: Assistant Coordinator (2006, 2009); Coordinator (2007, 2010); Past Coordinator (2008, 2011, 2012). Widen the Lens Conference: Planning Team Member (2012). OLC Leadership Conference participant (2005 to 2011; event canceled in 2009). Reference and Adult Services Conference: Planning Committee Member (2008). Initiated, coordinated, and hosted Battledecks competitions (during OLC Conventions in 2011, 2013, 2014, 2015). Ohio Library Leadership Institute, Millersburg, OH (2006). Greater Cleveland Digital History Library Consortium (2006 to 2009), Co-chair of Public Relations Committee (2008 to 2009). Cleveland Area Metropolitan Library System (CAMLIS) North Coast Neighbors Share-A-Book Committee (2004 to 2005, Web Site Coordinator and Member of 3-person Logo Design Team). OPLIN Content Advisory Committee since 2014. OLC member since 1999.

**Major Accomplishments:**

Coordinated, planned, hosted, and presented all-day "Reference 101 Workshop" at Northeast Ohio Regional Library System in May 2015 in collaboration with two colleagues. Collaborated with Dr. Miriam Matteson (Kent State University) to provide students with real-world virtual reference experience during several semesters while KIN24x7 Statewide Coordinator. Created "Esperanto, Elvish, and Beyond: The World of Constructed Languages" exhibit (e.g., composed all text in 10-case exhibit, coordinated with authors and artists for photos, biographies, etc.) while Literature Department Librarian at Cleveland Public Library. Proposed, planned and implemented creation of the Foreign Literature Collection and initiated teen services while working at Barberton (OH) Public Library (1999 to 2004).

**Publications:**

Matteson, M., Boozer, D., & Boyden, C. (2016). "Plus Ça Change: Instilling Foundational Values within Evolving Reference Service Pedagogy." In L.A. Ellis (Ed.), *Teaching Reference Today: New Directions, Novel Approaches* (pp. 3-20). Lanham, MD: Rowman & Littlefield.

"Speaking in Tongues: Literary Languages," *Library Journal*, 15 September 2006 (Vol. 131, Issue 15), p. 101



**Links to further information:**

<http://www.slideshare.net/DonBoozer>

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

Reference services are adapting to an ever-changing information environment; however, fundamental values persist: providing equitable access, promoting authoritative sources, protecting privacy, and facilitating lifelong learning. RUSA has a vital role to play in empowering its members to stand firmly for these core values; providing practical strategies and tactics for doing this; and serving as a supportive, collaborative structure for the free and open exchange of ideas among practitioners of the reference arts. The RUSA Strategic Plan is a way forward but is only as good as the steps taken to implement it. If elected, I welcome the opportunity to contribute my experience and ideas to meeting our strategic goals, to engage with members in finding creative approaches to increasing participation in RUSA's work, and to reach out to potential members to amplify and strengthen our voices in support of each other and the values we all hold dear.

**Number of Years as an ALA Member: 19**

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Jason Matthew Coleman

**Current Position:**

Head, Library User Services, Kansas State University Libraries, Manhattan, Kansas

**Type of Library:**

Academic

**Previous Positions:**

Academic Services Librarian, Kansas State University Libraries, Jan. - Sept. 2016

Undergraduate and Community Services Librarian, Kansas State University Libraries, 2010-2015

Evening Services Librarian, Kansas State University Libraries, 2008-2009

**Degrees and Certificates:**

Emporia State University, MLS, 2007; Kansas State University, BS Biology, 2002; University of Kansas, BA Psychology, 1992.

**Division Affiliation(s):**

ACRL, RUSA

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

Chair, RUSA President's Program Committee, Nov. 2016 - present

Chair, RUSA's Conference Program Coordinating Committee, July 2015 - June 2016

Chair, RUSA's Learning Archive Task Force, July 2015 - August 2016

Member, ACRL Appointments Committee, July 2012 - June 2013

Member, RUSA's Budget and Finance Committee, July 2015 - June 2016  
Member, RUSA's Professional Development Committee, July 2014 - June 2015  
Member-at-Large, Executive Committee of RUSA's Emerging Technologies in Reference Section, July 2015 - present  
Secretary, RUSA's Reference Services Section, July 2012 - June 2014  
Chair, Website Update Task Force of RUSA's Emerging Technologies in Reference Section, Nov. 2016 - present  
Member, UX Committee of RUSA's Emerging Technologies in Reference Section, July 2012 - June 2016  
Chair, Education and Professional Development for Reference Committee of RUSA's Reference Services Section, July 2014 - June 2015  
Member, Discussion Group of ACRL's Distance Learning Section, July 2011 - June 2013  
Chair (July 2011 - June 2012), Chair-elect (July 2010 - June 2011), member (July 2009 - June 2010), Virtual Reference Discussion Planning Committee of RUSA's Emerging Technologies in Reference Section  
Member, Tutorial Subcommittee of the Virtual Reference Committee of RUSA's Reference Services Section and Emerging Technologies in Reference Section, July 2009 - Aug. 2012

**Offices held in state/regional library associations, and other associations:**

Chair, Academic Track Selection Committee, joint conference of the Mountain Plains Library Association and Kansas Library Association, 2009  
Coordinator-elect (2004 - 2005), coordinator (2005 - 2006), secretary (2007 - 2008), webmaster (2008 - 2011) of the Library Instruction Round Table of the Kansas Library Association

**Honors and Awards (library and non-library):**

Brice G. Hobrock Distinguished Faculty Award, Kansas State University Libraries, 2016  
International Incentive Grant, Kansas State University, 2011  
Professional Development Grant, College and University Libraries Section of the Kansas Library Association, 2009  
Support Staff Award, College and University Libraries Section of the Kansas Library Association, 2006

**Major Accomplishments:**

Co-led the development of Kansas State University's undergraduate research journal: Crossing Borders  
Led the team that established K-State Libraries' undergraduate research award  
Coordinated the migration of K-State Libraries' database directory from WordPress to LibGuides  
Coordinated the development of K-State Libraries' FAQ database  
Co-led the design of K-State Libraries' interactive stacks guide for Hale Library

**Publications:**

Bonella, L., Pitts, J., & Coleman, J. (2016). How do we market to distance populations and does it work?: Results from a longitudinal study and a survey of the profession. *Journal of Library Administration*. DOI: 10.1080/01930826.2016.1202720.

Coleman, J. (2016). Reference and instruction generalists. In K. Sobel (Ed.), *Mastering subject*

specialties: Practical advice from the field (pp. 3-12). Santa Barbara, CA: Libraries Unlimited.

Coleman, J., Mallon, M. N., & Lo, L. (2015). Recent changes to reference services in academic libraries and their relationship to perceived quality: Results of a national survey. *Journal of Library Administration*. DOI: 10.1080/01930826.2015.1109879.

Links to further information:

Full CV: <https://goo.gl/oCIh47>

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

If elected, I will help direct RUSA toward projects that leverage the vast expertise extant in its membership. Through curated resource guides, collaborative question answering services, jointly administered assessment activities, and shared publicity efforts, RUSA's members can play a vital role at improving the information literacy of all members of society. We can also dramatically impact the ability of our communities to learn and to be more productive.

**Number of Years as an ALA Member: 13**

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Kelley Lawton

**Current Position:** Head, East Campus Libraries, Duke University, Durham, North Carolina

**Type of Library:** Academic

**Previous Positions:**

Head, Lilly Library, Duke University, 2003-2010

Interim Head, Lilly Library, Duke University, 2002-2003

Reference Librarian, Lilly Library, Duke University, 1996-2002

**Degrees and Certificates:**

University of North Carolina at Chapel Hill, MLS, 1995; North Carolina State University, MA Archival Management, 1991; Meredith College, BA History, 1989

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

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

Reference and User Services Association, 1993 to present

RUSA Membership Committee, 2000-2001 & 2007-2008

RUSA MARS (now ETS), Secretary, 2012-2014

RUSA MARS, Chair, Chair's Program Planning Committee, 2008-2009

RUSA MARS, Member, Chair's Program Planning Committee, 2007-2008

RUSA MARS, Member-at-Large, 2005 to 2008

RUSA MARS , Outreach Task Force/Committee; Member, 1998 to 2001; Chair, 2001 to 2003

Library Administration and Management Association (LAMA), 2004 to present  
Association of College and Research Libraries (ACRL), 1999 to present  
Library Instruction Roundtable (LIRT), 1998 to 2004; Member, LIRT Publications Committee, 1998-2003

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

Alumni Association, School of Information and Library Science, University of North Carolina at Chapel Hill, Secretary, 2003-2005  
Durham County Library Association, 1997 to 2003; Vice-President/President Elect, 2001-2003  
North Carolina Library Association, 1996-1999, 2001, 2006 to 2007; New Members Round Table Workshop Committee, 1998-1999

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

Florence Blakely Award Winner, 2009 (Duke University Libraries)  
LIRT Top 20 article for 2001, "The Development of a First-year Student Library Instruction Program at Duke University."

**Major Accomplishments**

During my tenure at Duke University, I have held a variety of librarian positions, but the common thread connecting them all is the focus on front-line public services work. I take much pleasure and pride in my work with a spectrum of users to meet their research needs. As the Interim Head of the Social Sciences Discipline Group for the last 2.5 years, I formed and now co-lead a digital project on student activism at Duke, which provides librarians with an opportunity to be involved in all stages of project development from creation to completion. Some of my proudest accomplishments, however, are with Duke's first-year community. When Duke established a first-year campus in 1995, I, with another colleague, developed a robust instructional program for the required freshmen Writing Program. This program still exists today. I also spearhead the annual orientation activity and plan activities ranging from film showings to lectures to study breaks. Three years ago, I led the creation of the Residence Hall Librarian Program, which pairs librarians with all first-year dormitories.

**Publications:**

Co-Author: "Creating Community: Duke's East Campus Libraries Reach Out to First Year Students." Duke University Libraries 18 (Spring 2005).

Co-author: "The Development of a First-year Student Library Instruction Program at Duke University." The Reference Librarian 73 (2001): 323-336.

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

When I attended my first ALA Midwinter meeting, I sat in on several RUSA section-level committee meetings, and I knew I had found my home. I have gained so much from my involvement with RUSA, from meeting and working with colleagues to taking advantage of the educational opportunities that RUSA provides. The definition of a front-line reference/user services librarian has expanded and changed over the years to encompass not only those working shifts at a traditional reference desk but also to include librarians embedded in departments and projects. RUSA offers something for all of these librarians. If elected, I will work with the Board

to support and promote learning and educational opportunities for members whether in-person or online. RUSA has much to offer, and I am committed to working to meet the needs of RUSA members as well as the promotion of RUSA to ALA-wide membership.

**Number of Years as an ALA Member:** 23

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Candice Townsend

**Current Position:** Section Head, Reference and Collections Support, Collections Access, Loan and Management Division, Library of Congress, Washington DC

**Type of Library:** Other (if other enter below)

**Other:**

Federal Library

**Previous Positions:**

Branch Manager, District of Columbia Public Library (add dates)

Reference Librarian, District of Columbia Public Library (add dates)

**Degrees and Certificates:**

The Catholic University of America, Master of Library and Information Science, MLIS, 2000 Trinity University-Washington, Business Administration, B.A, 1995 Southside Virginia Community College, Computer Information Systems Technology, A.D., Computer Science, 1991.

**Division Affiliation(s):** RUSA

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

Intellectual Freedom Round Table (IFRT), International Relations (IRRT), Social Responsibilities Round Table (SRRT)

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

American Library Association (ALA) Library Leadership & Management Association (LLAMA) Reference and User Service Association (RUSA) CODES, Guidelines, and Technical Standards Committee International Relations Round Table (IRRT) Social Responsibilities Round Table (SRRT) International Federation of Library Associations and Institutions (IFLA) Section 15 Document Delivery and Resource Sharing Division, Secretary/Editor of the Newsletter appointment from 2012-2015. District of Columbia Library Association, ALA Chapter Councilor; Serves as Committee Chair for DCLA Librarians and Friends Fiction Book Club, 2016 -2017.

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

Vice President/ President Elect, The District of Columbia Library Association, 2016 - 2017.

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

Recipient of the Library of Congress Special Achievement Award, 2015  
Library of Congress Individual Special Act Award, 2013.

**Major Accomplishments**

Candice Townsend is head of the Loan Reference and Collections Support Section, Collections Access, Loan and Management Division; her duties include supervising reference specialists and technicians who handle all incoming requests for material from Congressional offices, Supreme Court, Embassies, Executive Office of the President, academic institutions and special libraries.

**Publications:**

Author: "Five Key Challenges Facing International Interlibrary Loan and Document Delivery"  
<http://library.ifla.org/1125/1/139-townsend-en.pdf>

**Links to further information:**

<https://www.linkedin.com/in/candicetownsend?>

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

Aspirations If Elected  
1. Improve the dissemination of information and encourage professional development.  
2. Facilitate amicable solutions for stakeholders and members.  
3. Improve access to services for members of the association.  
4. Tirelessly fight for the rights of members and maintain fairness.  
5. Maintain high levels of professionalism and ethics.

**Number of Years as an ALA Member: 18**