

**SHARING AND TRANSFORMING ACCESS TO RESOURCES SECTION (STARS)  
2017  
BIOGRAPHICAL NOTES**

Troy Christenson

**Current Position:** Resource Delivery Librarian, University of Texas at Arlington,  
Arlington Texas

**Type of Library:** Academic

**Previous Positions:**

Assistant University Librarian, Florida Atlantic University, May 2011-December 2015

Manager - Interlibrary Loan & Resource Sharing, Eastern Washington University, 1995-2011

Specialist I - Supervisor - Interlibrary Loan Department, Eastern Washington University,  
1993-1995

**Degrees and Certificates:**

San Jose State University, M.L.I.S. Library Management, 2009; Eastern Washington University,  
M.B.A. Business Management, 1993; Eastern Washington University, B.A. Business  
Management, 1983

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

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

American Library Association (ALA), Member, 2007-Present; Association of Specialized &  
Cooperative Library Agencies Physical Delivery Interest Group (ASCLA), Member,  
2014-Present; Library Leaders and Management Association, Systems and Services Section  
(LLAMA SASS/RUSA STARS) Cooperative/Remote Circulation Committee, program setup  
committee, ALA Annual, 2012; LLAMA SASS/RUSA STARS Cooperative/Remote Circulation  
Committee, Member, 2010-2012; Reference and Users Service Association, Member (RUSA),  
2007-Present, RUSA, Programming/Training Working Group: Task Force Member, 2013,  
RUSA, Sharing and Transforming Access to Resources Section (STARS), Rethinking Resource  
Sharing Committee, 2013-Present; RUSA STARS Education and Training Committee Member,  
2012-2015; RUSA/STARS Hot Topics Discussion Group, Past Chair, 2013-2014;  
RUSA/STARS Hot Topics Discussion Group, Chair, 2012-2013; RUSA/STARS Hot Topics  
Discussion Group, Vice Chair, 2011-2012.

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

Florida Council of State University Libraries (CSUL), Resource Sharing Task Force (RSTF),  
Chair 2012, Member, 2011-2015; Florida Academic Library Services Cooperative (FALSC),

Resource Sharing Standing Committee (RSSC) (Past Chair), 2015; Palm Beach County Library Association (PBCLA), Board Member and Treasurer, 2014-2015; Florida Center for Library Automation (FCLA); CSUL/RSTF committee, Member, 2011-2012; FCLA/RSTF committee, Member, 2011-2012; Florida Library Association (FLA), Resource Sharing Committee, Group Leader, 2014-2015; Florida Scholarly Communications Group, Member, 2014-2015; Florida Virtual Campus (FLVC) Resource Sharing Standing Committee Co-Chair representing the State University Libraries, 2013-2014; FLVC ILL Task Force, Chair, 2013; Florida State University Libraries (SUL), Public Services Planning Committee (PSPC), Access Services Subcommittee, Chair, 2012; SUL/PSPC Access Services SUL Subcommittee, Member, 2011-2012; Editorial Board Member, Journal of Interlibrary Loan, Document Delivery & Electronic Reserves, 2012-2015; Northwest Interlibrary Loan and Resource Sharing Conference Planning Committee Member (NWILL&RS), 2002-2012; ALA San Jose State University Student Chapter – Chair 2007-2008; Washington Library Association (WLA): Supervisors, Administrators and Managers Interest Group–Chair 2005-2007; WLA–Board Member, 2002-2004; WLA, ILL Interest Group - Chair 1997, 1999-2000; Spokane Area ILL Group - Chair 1992-2006.

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

Emerging Leaders, Executive MLIS Representative, San Jose State University, School of Library and Information Science Annual Review, 162009; ALA Student to Staff Award, San Jose State University 2008; Conference Attendance Grant, Washington Library Association 2002.

### **Major Accomplishments**

I have worked in libraries for over twenty years. Some of my accomplishments include creating and chairing the Spokane Area Interlibrary Loan Interest Group. I also worked with the Washington State Library Association's board of directors to successfully lead a logo creation and re-branding of the Association. More recently, I led a team in the creation of a standardized statewide resource sharing policy for all public post-secondary higher education colleges and universities in Florida. I also initiated and was team leader for the Florida Library Association's resource sharing committee. I enjoy working with others to share information and accomplish goals.

### **Publications:**

"How I Spent my Weekend at WALE" WALE Newsletter, (Washington Association of Library Employees) March, 3-4, 2005

"No Experience, No Job? Here's Relief" Alki, (Washington Library Association) Volume 20, Number 2, 2004.

"Toward a More Perfect Union: Breaking Down the Caste System in Libraries" (co-author), Alki, (Washington Library Association), Volume 17, Number 3, 2001.

### **Links to further information:**

<https://www.uta.edu/profiles/troy%20christenson>

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

My goal is to provide leadership to RUSA STARS and help the members and programs to be successful. If elected, I would strive to provide tools and support to the people dedicated to providing effective service to others in the membership and to libraries around the world. I would work with the RUSA Executive Board and ALA to build Interlibrary Loan recognition and support. One of my passions is education. Interlibrary Loan and Resource sharing education should not have to be provided by outside organizations. I believe it should be provided by ALA accredited organizations as an educational track or certification. RUSA STARS would be the perfect organization to spearhead an educational initiative. My record of service shows my passion for service through sharing and collaboration. It has guided my career choices and driven my professional contributions. Thank you for your consideration, I would appreciate your vote.

**Number of Years as an ALA Member: 8**

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Megan Gaffney

**Current Position:** Associate Librarian and Coordinator, Interlibrary Loan and Document Delivery Services, University of Delaware Library, Newark DE

**Type of Library:** Academic

**Degrees and Certificates:**

University of Delaware, M.A., Spanish Literature, expected 2017; University of Illinois, M.S., Library and Information Science, 2007; Providence College, B.A., English, 2003.

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

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

RUSA STARS

- STARS Executive Board - Member-at-Large, 2013-2016
- STARS-Atlas Systems Mentoring Award Committee - Member, 2015-2017
- Virginia Boucher/OCLC Distinguished ILL Librarian Award Committee - Member, 2011-2012; Chair, 2012-2015
- Education and Training Committee - Member, 2008-2011; Chair, 2011-2012
- Chair, Planning Subcommittee, ALA 2010 Midwinter Workshop: "Everything You Always Wanted To Know About ILL," 2009-2010
- Interlibrary Loan Discussion Group - Vice-Chair/Chair-Elect, 2009-2010; Chair, 2010-2011
- "Throw Off Your Policies and Expose Your Resources" Preconference Planning Committee - Member, 2007-2008

ACRL University Libraries Section

- Communications Committee member, 2012-2014

**Major Accomplishments**

As a librarian dedicated to public service and resource sharing, I consider my development of new programs and services to be major accomplishments. It is incredibly rewarding to support student and faculty research in new and innovative ways, whether through the creation of a document delivery service, the implementation of a program to digitize rare, out-of-copyright works for greater access to them, or similar projects that expand access to resources and information.

**Publications:**

Gaffney, Megan. "Interlibrary Loan between the United States and Latin America: The Current Landscape." Paper presented at the IFLA Document Delivery & Resource Sharing Satellite Meeting, 2016. Forthcoming in IFLA Digital Library.

Gaffney, Megan. "Interlibrary Loan Requests for Locally Available Materials: WorldCat Local's Impact." *College & Research Libraries*, Volume 73, Number 1, 2012.

Gaffney, Megan. "Reflecting Usability Engineering Goals in Interlibrary Loan User Interfaces." *Journal of Interlibrary Loan, Document Delivery, and Electronic Reserve*, Volume 19, Number 3, 2009.

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

My accomplishments include programs and services implemented at my library, but they would not have been possible without help from STARS colleagues. As Chair, it would be an honor to continue to foster that climate of sharing, collaboration, advocacy, and collective support. Having chaired several STARS committees and served as Member-at-Large, I would bring strong historical memory to the position, but also will be prepared to provide leadership to an exciting, rapidly-changing area of the profession. I am a strong advocate for resource sharing and an active instructor in educational initiatives (including the IDS Project's Online Learning Institute, RUSA's Interlibrary Loan 101 course, and the annual "Everything You Always Wanted to Know about ILL" workshop) that broaden our community's knowledge and expertise. I would be pleased to continue the exceptional educational opportunities STARS provides and to serve as a voice for resource sharing throughout our profession.

**Number of Years as an ALA Member: 9**

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03. Ryan Litsey

**Current Position:** Associate Professor / Librarian, Texas Tech University Libraries, Lubbock, Texas

**Type of Library:** Academic

**Degrees and Certificates:**  
Texas Tech University, Lubbock, TX

Doctor of Philosophy, Higher Education, Research, Currently Enrolled  
Concentration: Libraries and Higher Education

Florida State University, Tallahassee, FL  
Masters of Library and Information Sciences, spring 2010  
Concentration: General Librarianship, management

California State University, Northridge, Northridge, CA  
Master of Arts in Political Science, summa cum laude, spring 2005  
Concentration: Comparative Politics, International Relations

California State University Northridge, Northridge, CA  
Bachelor of Arts in Political Science, spring 2003  
Concentration: Political Philosophy, International relations

**Division Affiliation(s):** RUSA

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

American Library Association, RUSA/STARS, STARS Education and Training Committee,  
2015 – present

American Library Association, RUSA/STARS, STARS Organization, 2015 – present

American Library Association, RUSA/STARS, Rethinking Resource Sharing Advocacy Group,  
2014 – present

American Library Association, RUSA/STARS Codes, Guidelines and Technical Standards  
Committee, 2011 – present  
Chair 2012 – 2014

American Library Association, RUSA/STARS Legislation and Licensing Committee, 2011 –  
2013  
Co-Chair 2011-2013

American Library Association, RUSA/STARS Interlibrary Loan Discussion Group, 2011 – 2013  
Chair (2012-2013)  
Vice Chair/Chair elect (2011)

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

Library Journal Movers and Shakers: Technology Leader (2016) – International Award  
<http://lj.libraryjournal.com/2016/03/people/movers-shakers-2016/movers-shakers-2016/>

Rethinking Resource Sharing Innovation Award (2015): Occam's Reader  
<http://rethinkingresourcesharing.org/innovation-awards/innovation-awards-press-release/tal-online-where-are-you-from-interface/>

**Major Accomplishments**

- Journal of Access Services, Consulting Editor, 2016 – present
- College and Research Libraries, Book Reviewer, 2015 – present
- Journal of Interlibrary Loan, Document Delivery & Electronic Reserve, Associate Editor, 2015 – present

**Publications:**

- Litsey, R., et. Al. (2016). Visualizing Inter-Library Loan Data with OBILLSK in Lauren Magnuson (eds.) Data Visualization: A Guide to Visual Storytelling for Librarians. Roman and Littlefield Press. <https://rowman.com/ISBN/9781442271104/Data-Visualization-A-Guide-to-Visual-Storytelling-for-Librarians>
- Litsey, R. (2015). Content Collaboration: Customizing Ebook Viewers for Library Patrons. Journal of Web Librarianship, 9(4). P182-192 <http://dx.doi.org/10.1080/19322909.2015.1099126>
- Litsey, R. (2014). Occam’s Reader: A Manifesto on the New Frontiers in Resource Sharing and Content Collaboration. Journal of Interlibrary Loan, Document Delivery & Electronic Reserve, 23 (4-5). p213-217 <http://dx.doi.org/10.1080/1072303X.2014.901272>

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

I am very interested in issues of access. Primarily I am interested in working to get library users access to new items that can help their information seeking experience. Items like 3D objects or e books.

**Number of Years as an ALA Member: 5**

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Brian David Miller

**Current Position:** Head, Interlibrary Services (2011-present), Ohio State University Libraries, Columbus OH,

**Type of Library:** Academic

**Previous Positions:**

ILL Lending/DocDel Coordinator, Ohio State University Libraries, 2005-2011

Circulation Supervisor, Ohio State University Libraries, 1999-2005

Circulation Unit Supervisor, George Washington University, 1995-1998

**Degrees and Certificates:**

Kent State University, MLIS, 2003; George Washington University, BA, International Affairs, 1996.

**Division Affiliation(s):** RUSA

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

Chair, ALA RUSA STARS Codes, Guidelines, and Technical Standards Committee, 2014-2016

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

OCLC SHARES Executive Group, 2013-2014

**Major Accomplishments**

I am most proud of chairing the RUSA STARS Codes, Guidelines, and Technical Standards Committee that recently revised the 'Interlibrary Loan Code for the United States' and its 'Explanatory Supplement' with input from the ILL community.

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

I am interested in promoting best practices and generously sharing both materials and knowledge/advice among resource sharing practitioners for the benefit of our users.

**Number of Years as an ALA Member: 5**

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Leila Smith

**Current Position:**

Associate Director of Access Services for Collections Management and Resource Sharing Operations, Harvard Library, Cambridge MA

**Type of Library:** Academic

**Previous Positions:**

Head of Resource Sharing, Harvard Library, 2015

Manager of Resource Sharing Operations and Training, Harvard Library, 2013-2015

Access Services Librarian, Harvard Library, 2007-2013

**Degrees and Certificates:**

San Jose State University, Post Masters Certificate, Digital Services and Emerging Technologies, 2014; Simmons College, MLIS, 2006; Curry College, BA, Communication, 1998

**Division Affiliation(s):** RUSA

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

RUSA STARS ILL Committee

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

Harvard University Librarian's Assembly Executive Committee, Chair, 2011-2012

Harvard University Librarian's Assembly Executive Committee, Vice Chair, 2010-2011

Harvard University Librarian's Assembly Communication and Orientation Committee, Member  
2008-2010

**Major Accomplishments**

Implemented a new work flow at Harvard University, thanks to a partnership with the IDS Project's creation of an ILLiad add-on. This add-on connects ILLiad to our ILS (Aleph) and creates a brief record with a hold in Aleph for the patron automatically upon receipt of the item. The greatest benefit is allowing patrons to select one of many pickup locations in This new work flow has created a number of efficiencies that allowed us to consolidate workflows, eliminating most ILLiad sites from our original 15, which nearly completes our goal to centralize resource sharing services in our very decentralized university.

**Publications:**

User Centric Improvements with ILLiad and NCIP, with co-presenter Bill Jones. IDS Project Conference 2014, Syracuse, NY, August 2014

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

I'm very much interested in becoming a leader in the broader resource sharing community. The operations that I oversee vary in size and geographic location so I am well aware of the challenges that libraries of all size face and can share best practices that I've learned. I'd like to continue to enhance the great success that RUSA STARS has had in educating librarians in Interlibrary Loan services, and bringing librarians together to think about how we can share our resources across the world to facilitate research. It will be great to collaborate with other resource sharing leaders to enhance services at my institution, as well as the larger resource sharing community.

**Number of Years as an ALA Member:** 2