



Federal and
Armed Forces
Libraries Roundtable

FEDERAL

LIBRARIAN

Vol. 24, No. 3, Spring 2007



Katie Gillen, Director of Luke AFB Library (Arizona) received an F-16 ride for "sizzlin' customer service."

Greetings From the President:

FAFLRT has a number of excellent activities planned for the Annual Conference in Washington, DC this coming June. Two programs will be sponsored by FAFLRT, Public Access to Government Sponsored Research and Careers in Federal Libraries. FAFLRT will also co-sponsor a program with the Social Responsibilities Round Table on the effect of the closure of Environmental Protection Agency libraries. In addition to the programs, a tour is planned of the newest federal government library, the Census Bureau Library. A membership meeting and Board meetings

are scheduled—you are all cordially invited to those.

The Awards Reception this year, at the beautiful and historic Army and Navy Club on Faragut Square, will be a memorable one, as FAFLRT is honored to present the first Cicely Phippen Marks Scholarship to a deserving library school student interested in working in a federal library. This Scholarship will be presented in addition to FAFLRT's other awards, the Adelaide del Frate Conference Sponsorship Award, the FAFLRT Distinguished Service Award, and the FAFLRT Achievement Award. Please

stop by to enjoy the company and congratulate the recipients of these awards.

Funds for travel to professional conferences have not been plentiful recently and I know a number of people were disappointed at not being able to attend Midwinter in Seattle. I found the sessions useful and was pleased with the opportunity to meet fellow FAFLRT members. I also enjoyed a tour of the impressive public library. I hope to see you all in Washington.

Bobbie Carr

Newest Addition to DoD Research and Engineering (R&E) Portal

The Defense Technical Information Center (DTIC®) announced that a new product, the Community of Scholars (COS), has been added to the DoD R&E Portal:

<https://rdte.osd.mil>. A large interdisciplinary collection of searchable, verified, and regularly updated academic scholar profiles, COS is a tool for finding researchers by specific area of study.

COS offers authoritative information about more than 1 million scholars and organizations around the world. This new tool enables R&E Portal users to expand beyond the DoD research and engineering community and communicate with known and potential colleagues and collaborators in other disciplines and countries.

A joint effort of the Office of the Director, Defense Research and Engineering (DDR&E) and DTIC, the Portal is password-protected and provides single sign-on access to a wealth of current and historical DoD research and engineering information.

Mr. R. Paul Ryan, DTIC's Administrator, said, "The Community of Scholars is a valuable addition to the R&E Portal. The addition of this tool is an integral part of DDR&E's effort to expand its current R&E Contacts and Experts database and develop partnerships with research and engineering experts in academia and industry."

Access to the Portal is limited to federal employees and federal contractors. To register for the R&E Portal go to: <https://register.dtic.mil/DTIC>.

DDR&E's mission is to ensure that the warfighters today and tomorrow have superior and affordable technology to support their missions and to give them revolutionary war-winning capabilities. <http://www.dod.mil/ddre>

DTIC provides a "one-stop" access point to DoD scientific, research and engineering information. A DoD Field Activity, DTIC reports to the DDR&E. www.dtic.mil

Web of Science extending on NMCI

The NAVAIR libraries have taken a giant leap forward in providing real scientific content to the Navy community that has been thrust onto NMCI over the past several years. Building upon an existing CNL deal providing access to the Thomson Scientific Web of Science database (Science Citation Index) that included access to 1997-present through NMCI seats, Robin Daly and the NAVAIR library staff are extending the database back to 1970! All NMCI seats will be able to access Web of Science from 1970-present as a result of this purchase!

This is a perfect opportunity to extend the database even further! If any of the sites under NAVAIR, NAVSEA, NAVFAC, SPAWAR or other sites that are accessing Web of Science through this consortia deal have any funds that they could put towards additional years, we'd be able to combine the funds to get even more years than NAVAIR could get on their own. In addition, if you're benefiting from this deal but not yet participating, I encourage you to contribute some funds towards this annual purchase. Please contact R. James King Chief Librarian, Naval Research Laboratory, Ruth H. Hooker Research Library james.king@nrl.navy.mil

Submitted by R. James King

Rates for Advertising in the



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GENERAL INFORMATION

The **Federal Librarian** newsletter, is the quarterly journal of the American Library Association's Federal and Armed Forces Libraries Round Table (FAFLRT). It presents recent developments and events of interest to the Federal and Armed Forces library community, including news and reports on international, federal, state, and local government issues. The **Federal Librarian** subscription base is approximately 600.

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Fabulous Feds

Dr. Imsoon Kim was selected as the Army Korea Region Librarian. She was selected to replace Mr. James Dorrian.

Ms. Meg Tulloch was selected as the Army Europe Region Librarian. She recently held the position of Reference Librarian at the ERL. Ms. Tulloch replaces Mr. Paul Steele who retired in September, 2006.

As regional Librarians for the Army, both Dr. Kim and Ms. Tulloch also become members of the Army Library Steering Committee.

Ms. Diane Schnurpusch, Reference Librarian at the Defense Technical Information Center at Fort Belvoir, VA has been elected First Vice-President/President-Elect of the Washington, DC chapter of Special Libraries Association. This is a three year commitment and is responsible for arranging the programs for the year.

Katie Gillen, Library Director at Luke AFB in Phoenix, AZ and her staff won Rides of an F-15 for their "sizzlin' Customer Service."

Military Librarians the world over can be very proud that the Military Librarians Division is slated to receive the Special Libraries Association Professional Award for Behind-the-Scenes Service to the Warfighter. The Division is representative of all military librarians serving in Post/Base Libraries, in SciTech, in Labs, in Academic at all levels, and in specialized libraries. The Professional Award will be presented to Division and Service representatives in Denver at the 2007 Annual Conference. What military library staffs do is a joint effort connecting libraries to the military families, the individual warfighter and the institutions served, working and cooperating in a Joint atmosphere..

The 2007 SLA Membership Achievement Award will be presented

to Ms. Sharon Lenius, National Guard Librarian for Headquarters, National Guard Joint Staff. She is the Manager of the Information Resource Center for the J6, Command, Control, Communications, Computers and Information (C4I) and supports the Joint Staff in the Washington, DC area. Sharon is active with the Military Librarians Division, the recently formed Government Information Division (for those who produce, protect and use Government Information) and the DC Chapter of SLA currently serving on the DC Board as Director 2007-08.

The newly refurbished and renovated Pentagon Library is open for busi-

ness. It is co-located with the new Pentagon Conference Center. Ms. Mena Whitmore, Pentagon Library Director Retired in January 2007.

Ms. Alicia Romans was selected as Library Director for Shaw Air Force Library in Sumter, SC

Ellen Leadem, Technical Services Librarian at the National Institute of Environmental Health Sciences, Research Triangle Park, NC, passed away in early February following a very sudden and tragic illness. Ellen leaves behind her husband and her 4 children.

Submitted by Cynthia Shipley

Air Force Library Update

"The Perfect Storm" – the perfect words to describe the current changes, reorganizations, realignments, and challenges for the Air Force Library Program! The Program Budget Decision (PBD) 720, BRAC Joint Basing initiatives, NSPS, and many other reorganizations will impact Air Force library and information services. The Air Force's major goals include modernization of aircraft, meeting the requirements of the Global War on Terror (GWOT), and providing quality of life support for Airmen and their families; funding must be realigned to meet these priorities. Many contract and Non-appropriated fund libraries have reduced staff, materials budgets, and hours of operation. However, results of the 2006 library customer satisfaction survey showed 92% citing a positive impact on career; 95% indicated a positive impact on education; and 97% reported a positive impact on family; AF general libraries continue to be important to our customers.

Despite these challenges, Air Force libraries have continued with many

programs and services to support their military communities. Libraries have held special programs for families of deployed troops, expanded language and cultural awareness support, and updated technologies to include wireless Internet in 50% of AF libraries! Several libraries are participating in the National Endowment for the Arts Big Read project – Shaw AFB in South Carolina; Pope AFB in North Carolina, and Mountain Home AFB in Idaho. Several Major Commands now have centralized, web-based Integrated Library Systems, most with Sirsi/Dynix.

The Air Force Library Program continues to vigorously support contingency operations, remote sites, military liaison teams, and special foreign missions. The Air Force Library Program centrally purchases paperback book and periodical kits to support over 250 remote sites and contingencies (OIF/OEF). The United States Air Forces Europe (US-AFE) Library Service Center provides supplemental materials to 15

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Kermit Lowery, assistant general counsel, LexisNexis

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OIE/OEF sites and other resources to over 150 remote locations and 9 branch libraries. The Air Combat Command Library Program supports long term operations with 8 learning resource centers (LRC) in Southwest Asia. LRC staff initiated many special programs such as a "Hearts Apart" and "Read to Me" - videotaping of deployed airmen reading a book for his/her children back home. The "Word Miles" program computes words into miles, with double miles for Chief of Staff books, awarding prizes for the most miles read, with a current record of 12.335 miles read. On the home front, Air Force libraries offer a variety of programs to families with deployed troops, such as Literacy Lock-Ins, special collections, and just offer a friendly place to relax, read, or send e-mails.

Air Force Library and patron computers, Kirkuk AB, Iraq.

The Elmendorf Base Library was recently approved for closure based on the Joint Basing initiative (Joint Base Elmendorf-Richardson). The Ft. Richardson Library is a new facility collocated with education and should provide responsive service to Air Force personnel and their families. Two small libraries - the Air Force Logistics Management Agency Library at Gunter Annex, Maxwell AFB, Alabama, and the Technical Library at Vandenberg AFB, California, were also identified for closure in Dec 06.

Dr. Shirley Laseter, Director of Air University Library, Fairchild Research Information Center, was recently recognized as one of the women taking charge at Maxwell AFB Alabama. Nine women are top leaders at Maxwell AFB, the highest number ever at the base. Dr. Laseter is also the first woman to serve as director of the library. "The groundwork has been laid for a wide array of opportu-

nities," Laseter said, "and I know this group has worked hard to keep those opportunities open."

*Submitted by Margie Buchanan,
Director, Air Force Libraries.*

Municipal Services Partnership: Fort Huachuca/Sierra Vista Public Library

The Librarian of the Army, M. Ann Parham, reported that in January 2007 the Army approved Fort Huachuca's request to implement a Municipal Services Partnership (MSP) pilot to close its general library and obtain library services from the City of Sierra Vista, AZ. The approval requires that Ft. Huachuca provide Headquarters, Department of the Army (HQDA) with quarterly reports on the results of an ongoing evaluation of customer satisfaction and assessment of library service performance against Army standards. There is no plan for mothballing the library pending the results of the customer satisfaction and assessment surveys. Fort Huachuca intends to contract with the City to provide library services to the military community for \$60,000 per year. The Fort Huachuca Library was scheduled to close on 1 March but was still open as of 5 March pending completion of the contract between the Garrison and the City.

Ft. Huachuca is one of two Army installations authorized by the FY 2005 National Defense Authorization Act (NDAA) to establish pilot programs to test the feasibility of obtaining selected services for an adjacent city/county.

According to the Garrison Commander, COL Jonathan Hunter, he "anticipates that on or about the first of March, the post library will close." The facility will be given a new

life, possibly as a conference center. A formal contract has to be finalized and signed. The military intelligence library on post is not affected by the deal and will remain open. Cost efficiency is the object of the partnerships.

"Our library has been substandard for many years," the colonel said. The library's condition has nothing to do with the staff, he added. "The folks there have been wonderful. They've just not been resourced," Hunter said. Due to the lack funding, the library did not meet the Army MWR Baseline Standards in recent years. The FY 05 materials resources budget was \$80K short of the standard. That has meant the collection has not kept current. A consultant estimated 60 percent of the post's library collection is more than 20 years old, compared to less than 20 percent of the Sierra Vista Public Library. Among those titles over 20 years old are many on the current United States Army Chief of Staff Reading List, including *The Face of Battle* by Keegan (1976), *For the Common Defense* by Millet and Maslowski (1984), *Personal Memoirs of U.S. Grant* (1885), *The Art of War* by Sun Tsu (circa 600 BC), and *On War* by Clausewitz (1832). Other titles deemed to be outdated are the *Declaration of Independence* (1776) and the Bible.

It was also reported the post library statistics were "far below comparable

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statistics for the Sierra Vista Public Library and other Cochise County libraries.” The city library has a turnover of materials that is “six times greater than that of the fort’s library,” the consultant wrote.

Hunter said a key part of making the decision is that many of the soldiers and their families already use the library, which has a better collection and more modern equipment, such as wireless Internet connections. Another part of the decision process is that the post library has out-of-date collection for children and young adults. On the other hand, the city library’s section for children and young adults has a collection that is outstandingly modern, the garrison commander said.

Looking at library trends in the Army, “things were going to get tougher,” Hunter said. Hunter said the decision to look at closing the post library was hard, but it will save money and provide better services.

The assessment of the quality of the library service provided by the City is pending the results of the customer satisfaction and library services assessment to be conducted during the first year of the pilot. The military community will be required to drive 6+ miles, if they have cars, or take a bus to Sierra Vista to visit the library rather than walking to it as many of them do now. The Sierra Vista library score of 462 in the nationally recognized Hennen American Public Library Ratings (HAPLR) 2006 is below the average score of 527 for Arizona libraries. For more information on the HAPLR go to <http://www.haplr-index.com/>. Like Ft. Huachuca, the lack of funding may partially account for the city library’s low HAPLR rating. For example, the Sierra Vista Library materials budget dropped from \$180K in FY 2000/2001 to \$90K in FY 2002/2003 before rising to \$140K in FY 2005/2006.

The Fort Huachuca Library was founded in 1879 and is one of the oldest libraries in Arizona. It has a collection of 67,000 volumes, including extensive collections on military history and Southwest. Despite the lack of fiscal support, the Fort Huachuca military community gave the Ft. Huachuca Library the 2nd highest satisfaction rating of all MWR activities in the U.S. Army MWR Leisure Needs Survey, 2005: Survey of Active Duty Soldiers, Spouses, Civilians, and Retirees. The satisfaction rating for the library was

4.11 vs. 4.24 Army-wide. Some concerned community members have expressed their concerns about the library closure to their Congressional representatives.

The ratings for the Sierra Vista Library and other public libraries are available at the Hennen American Public Library Ratings (HAPLR) at <http://www.haplr-index.com/>.

See also an editorial: Closing library doesn’t help soldiers, families at http://www.svherald.com/articles/2007/02/21/local_news/features_and_opinions/letters_to_editor/letter1.txt

Ann Parham and Lucille Rosa

Air Force Library & Information Program Update

Contingency support has continued as a top priority for the Air Force library program this year. Paperback and periodical kits are centrally procured and shipped to over 250 contingency operations and remote sites. The Library Service Center at Ramstein AB Germany continued to support 157 sites plus 9 branch libraries with kits, DVDs, CDs, and audiobooks, and Stars & Stripes for contingency operations. Learning Resource Centers (LRC) in Southwest Asia function as mini-libraries with a wide-range of services and resources. These centers provide print and audiovisual materials as well as online databases. Many of the LRCs offer special programs, such as Read-A-Thons and Hearts Apart, which video-tapes deployed member reading books to their children. These are also hubs for continuing education and PME, offering access to online courses and testing.

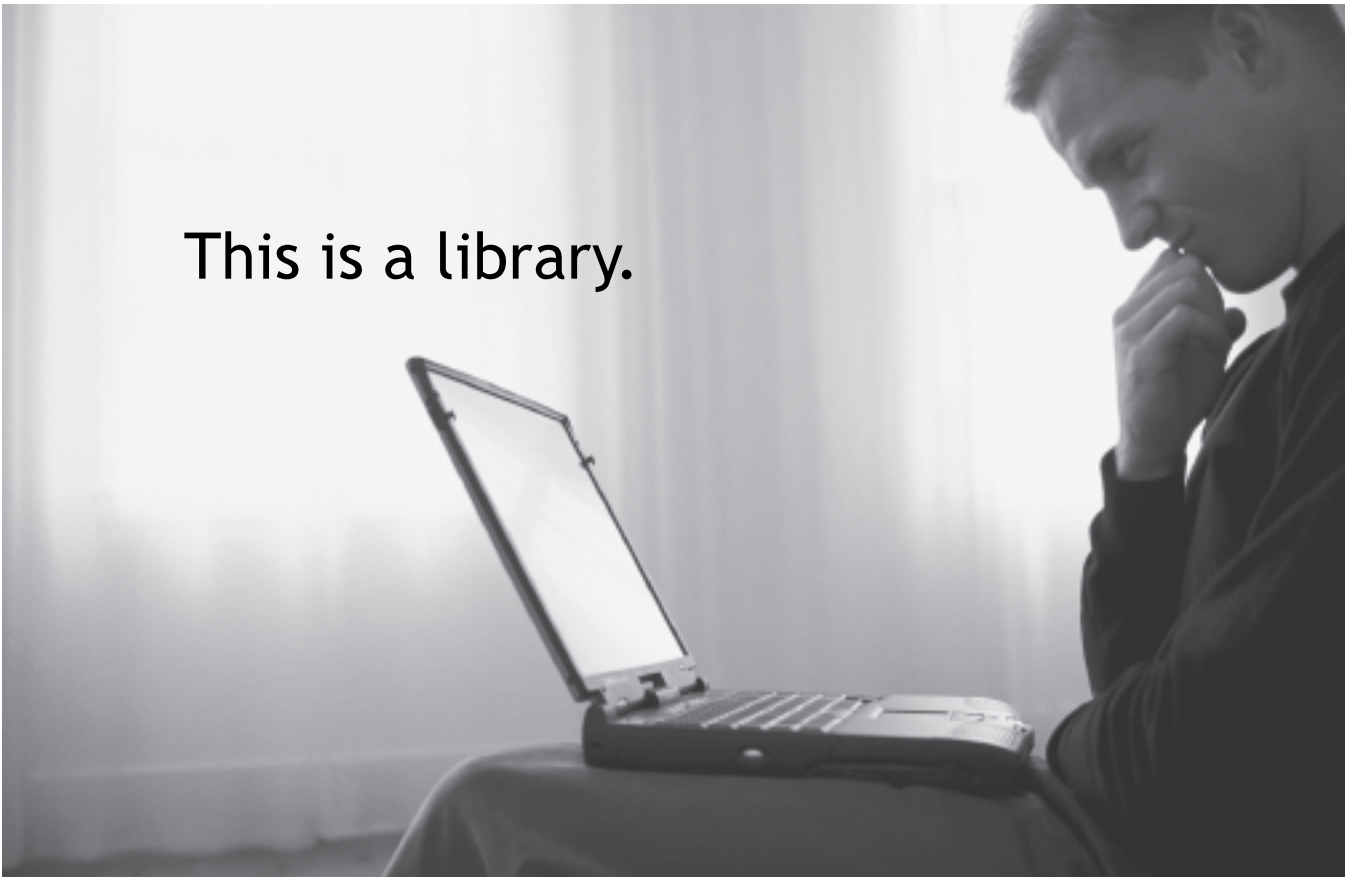
Dr. Shirley Laseter, (center photo below) Director of Air University Fairchild Research Information Center, was in the news recently as one of the women taking charge at Maxwell AFB Alabama. Nine women

are top leaders at Air University, the highest number ever. And Dr. Laseter is the first woman to hold the post of Library Director. “I think we are just now reaping the experience and the individual hard work of the women of the two generations that came before us,” said Dr. Laseter.

In December, the Air Force Library Program completed a year long customer satisfaction survey, and results showed the positive impact of the library on the military community.

The most important services provided are computers and online databases (availability, accessibility, printers, and ability of library computers to meet needs); 98% found library databases beneficial to their work, education and family. Types and amounts of reading materials and customer service provided by staff were ranked as important. 92% indicated the library had a positive impact on “my career”; 95% stated it had a positive impact on “my education”; and 97% reported a positive impact on “my family”.

*Submitted by Margie Buchanan
Director, AF Libraries*



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Interim Report from COL Subcommittee on Status of Federal Libraries

Submitted to Council at Midwinter

The Committee on Legislation Subcommittee on Status of Federal Libraries met twice at Midwinter to discuss possible responses to the increasing threats to Federal Libraries. The Subcommittee produced the following report for ALA Council along with an issue brief and list of proposed action items.

2007 ALA Midwinter Meeting
ALA Committee on Legislation
Report to Council,
Seattle, WA

Molly Fogarty
Chair of the ALA Committee on Legislation

Appendix 1
ALA Committee on Legislation
Subcommittee on Federal Libraries
Interim Report to COL
ALA Midwinter Meeting, January 22, 2007

The work of this subcommittee has proceeded rapidly, primarily via email, since it was established at ALA Annual Conference 2006. The subcommittee has begun to inventory federal and military library closings, establish contacts to discuss the status of federal and military libraries with federal agencies and employees, and develop action items for future ALA activities on this important issue. Additionally, the subcommittee has been extensively involved with the issues related to the closings of EPA libraries and the serious problems caused by the deterioration and elimination of library and information services for EPA employees and the public.

At the initial meeting of the Federal Library COL subcommittee and at other venues in Seattle, members questioned EPA officials about many aspects of the library closings and EPA's future plans. While the meetings with EPA officials were an important component of the Subcommittee's work, their tasks also included the examination of federal library closures and the reduction of federal library facilities and

staff. The Subcommittee developed a series of strategies that COL recommends the ALA Washington Office undertake to proactively ensure that federal libraries continue to provide efficient and effectively information services and access to federal agencies and the public. The Subcommittee also developed a white paper on the importance of federal libraries and their historic role in the federal government.

The subcommittee also met with staff from the Government Accounting Office (GAO) tasked, at the request of several members of the House of Representatives, to investigate the EPA library closings. The COL Government Information Subcommittee has offered to collect comments and notes from observers and participants of the various meetings with EPA officials at Midwinter and to draft a summary. This will lead to further discussions and next steps about proceeding on EPA as well as the broader federal library issues.

Attached are two subcommittee documents: a) a preliminary state-

ment on federal libraries; and b) proposed strategies for ALA. Additional librarians are joining the subcommittee and, through wiki's and/or blogs (to be created by the ALA Office of Government Relations,) discussion and activities will continue. The subcommittee appreciates the work of ALA staff from the Office of Government Relations and the Public Information Office and the support from ALA President Leslie Berger in the successful efforts to get Congressional attention, press exposure regarding the EPA libraries as well as getting EPA and GAO employees at Midwinter. At the last COL Midwinter meeting it was learned that an oversight hearing will be conducted by Congress in early February and ALA has been asked to have a witness testify.

Submitted by Jane Sessa, Member of COL and chair of the FedLib Subcommittee

Are federal libraries becoming an endangered species?

In 1994 there were 1,234 federal li-
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braries; since then the number has been in steady decline. During the past two years libraries at the Environmental Protection Agency (EPA), National Aeronautics and Space Administration (NASA), General Services Administration (GSA), Department of Energy (DOE), Customs and the Veterans Administration (VA), to mention only a few, have been closed or have suffered severe budget reductions.

These closures have also resulted in the loss of experienced library personnel and loss of access to many of these unique and irreplaceable collections. Equally, the staffs of these agencies and federal libraries are finding it more and more difficult to conduct research required to promulgate regulations, enforce laws and protect the people of the United States. In addition, as federal libraries close, the American public is denied access to information needed to protect their health, wellbeing, and security.

Federal libraries have played an important role and been part of the federal government since its inception. The first federal library was established at the Department of State in 1789. Since then, Federal libraries have supported clientele ranging from Nobel Laureates to dependent military families. Most federal libraries specialize in subject areas that serve the mission of their agencies, including medicine, law, science and business. These libraries house unique collections not readily available from other sources.

Among other activities that federal libraries and librarians perform are:

- Assure that information used in the federal realm is properly licensed and copyright is respected;
- Work cooperatively across agency boundaries to negotiate

contracts that provide access to electronic databases at savings that cannot be achieved by agencies acting independently;

- Effectively manage digitization projects, institutional repositories, Intranets and in some cases, the agency web site; and
- Provide guidance, context, and coherency to the mass of information that is available to users in today's electronic environment, making searches both more efficient and relevant.

Although Federal libraries are beginning to reflect trends found in academic libraries regarding the number of in-house users declining, federal libraries have increased their services to more users through the provision of information via electronic reference, email, online databases and through participation in agency project teams.

In 1994, the Office of Management and Budget (OMB) asserted that the operation and maintenance of library resources and provision of research services are core functions and are essential for ensuring that government agencies fulfill their mission effectively and efficiently. This assertion is equally valid in today's electronic information environment. A number of studies have shown that agencies that turn to their libraries for online and other information services have been able to reduce costs while improving support for their staff no matter where staffs are located.

Federal libraries must not disappear. They have a critical and continuing role in ensuring the effectiveness and efficiency of the federal government and in providing access to taxpayer generated federal government information.

Next Strategies for ALA

COL Subcommittee on Federal Libraries

January 22, 2006

1. Any proposed closures of federal libraries should be published in the Federal Register for public comment.
2. Congress require that an evaluation of the impact of any proposed closures of federal or military libraries be conducted by the Government Accountability Office (GAO) with a cost/benefit analysis of the closing and its impact on the agency or department, and the public.
3. Ask Congress to clarify the public's right to access and use of federal libraries.
4. Ask GPO and the Joint Committee on Printing to issue guidelines for federal libraries that are also depository libraries in the disposal of their publications when a library is closed.

Ask Congress to establish a policy on providing oversight over all federal libraries and ask Congress to direct agencies to make the budget and funding for federal libraries a line item in their appropriation requests.

Ask ALA to establish an inter-association committee with other major library associations to enable the associations to react quickly and effectively to reports of proposed federal library closings.

The William E. Colby Military Writers' Symposium

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"Conduct Under Fire" & "Six Frigates" Win 2007 Colby Awards

(Chicago, Illinois, February 9, 2007) The true story of how four doctors fought for life as prisoners of the Japanese during World War II and a landmark epic on the establishment of the United States Navy are this year's recipient's of the prestigious Colby Award.

The fall of Bataan and the challenges faced by four Navy doctors during the years of captivity that would follow are at the heart of *Conduct Under Fire* (Viking 2005/Penguin Books 2006), John Glusman's moving tribute to his father's wartime service. Accounts of the courageous daily fight to tend to sick and dying prisoners and their efforts to survive the fierce allied counter-offensive, are based on Glusman's extensive interviews with veterans from both sides and provide a riveting narrative of the POW experience during World War II.

Events that led to the birth of the United States Navy and the impact of this formidable new force in wartime provide the backdrop for Ian W. Toll's sweeping epic *Six Frigates* (W.W. Norton & Company 2006). Toll's work superbly chronicles the political and diplomatic developments that led Congress to authorize the construction of six frigates which were immediately thrust into action and elevated the nation's combat ability beyond her shores against France, Tripoli and Britain.

Named for the late Ambassador and former CIA Director William E. Colby, the Colby Award recognizes a first work of fiction or non-fiction that has made a significant contribution to the public's understanding of intelligence operations, military history or international affairs. The Award will be presented on behalf of the members of the Colby Circle by co-founder Carlo D'Este and Colby's son, Paul Colby, on April 3, 2007 at Norwich University, the nation's oldest private military college, in Northfield, Vermont.

The William E. Colby Military Writers' Symposium is held each April at Norwich University. A separate program was presented on February 7 at the Heritage Foundation in Washington, DC. Founded at Norwich in 1996, the Symposium has brought over ninety of the country's top authors, historians, journalists and filmmakers together to participate in open forums, lectures and classroom sessions. In 2002, the Symposium established national headquarters in association with the Pritzker Military Library in Chicago (www.pritzkermilitarylibrary.org).

Now in its' 12th season, this year's residency features such guests as Mark Grimsley, John Nagl, Anne Nivat, Clifford J. Rogers, Gerhard L. Weinberg, and James Jay Carafano. The focus of this year's residency is entitled "Civilians in the Path of War".

Members of the Colby Circle include such notables as: Co-founders D'Este and W.E.B.Griffin, Lewis Sorley, Philip Caputo, Winston Groom, Elizabeth Norman, Ed Ruggero, Tom Clancy, Stephen Coonts, Mark Bowden, Fred Chiaventone, Joseph Galloway, Williamson Murray, James Bradley, Frank Sesno, H.R. McMaster, John Katzenbach, and Marvin Kalb.

For more information on the William E. Colby Military Writers' Symposium at Norwich University, visit the website at: www.colbysymposium.org or contact the Norwich Program Director, Dr. Reina Pennington, Center for the Study of War and Peace, Department of History and Political Science Norwich University, 158 Harmon Drive, Northfield VT 05663.

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George C. Marshall Center Research Library, Garmisch-Partenkirchen, Germany

The George C. Marshall Center Research Library has always played an integral role in the academic life of participants at the George C. Marshall European Center for Security Studies, a renowned educational institution located in the heart of the Bavarian Alps. The Marshall Center mission is to promote dialogue and understanding among the nations of North America, Europe and Eurasia, conducting a variety of unique education programs. Public and military officials from over sixty countries attend these programs, which are all taught in three languages - English, German and Russian.

The need for services and resources in three languages creates unique challenges for the Research Library. Fifty percent of the Marshall Center participants arrive speaking only the Russian language or with limited English language proficiency. Furthermore, most come from former Warsaw Pact countries, or from newly developing countries, which do not have the infrastructure or financial means to provide comprehensive library services or access to electronic information resources. Many participants arrive without the information literacy skills necessary to fully utilize the wealth of resources that the Library provides while they are here and continues to provide upon their return to their home countries.

During the past year, the Library has been transforming itself from a more traditional service provider to a more pro-active one in order to address these challenges. Emphasis is now shifting to information literacy, multi-language services, outreach and lifelong learning. With these challenges in mind, the Library be-

gan to develop a Strategic Plan in early 2005 to provide direction for the future. Specific initiatives within the Strategic Plan, which is now in final draft, are already being implemented and are producing significant results:

Participants are being actively engaged with the Library soon after their arrival through introductory tours, followed by in-depth database training classes offered in all three languages. Classes introduce participants to the online catalog, as well as, to commercial databases to emphasize the wealth of available resources and to overcome any hesitancy in using them.

Reference assistance is being provided in all three languages. Although the staff is small and the only official reference librarian is an English language specialist, German and Russian-speaking librarians are now available upon request to assist participants.

The Library is reaching out to faculty and participants even further by scheduling Library staff visits to elective classes to further promote Library resources based on elective subject matter.

Library webpages are being enhanced to provide more electronic resources in all three languages wherever possible.

Multi-language databases, especially Russian and German language databases, have been identified, purchased and promoted on webpages, the Knowledge Portal, and in training classes.

These initial efforts are paying noticeable dividends for the Library in terms of increase in Library visits, requests for featured resources, and an increase in usage of the databases.

There also seems to be a direct correlation between these efforts and student activity in the Library.

Quality of Life surveys and student comments give glowing feedback to the Library. A recently published report from the 2005 Alumni Leadership Seminar states:

“There was unanimous appreciation among the alumni for the opportunity to attend the Marshall Center. The aspects of the Marshall Center experience mentioned most often and characterized as “beneficial” or “very beneficial” were, in order of precedence, the research library, opportunity for networking and building friendships, exchanging ideas, and participation in seminars & field studies.”

Perhaps most telling of how effective this transformation has been, is the post-graduation impact these efforts are having on participants after they leave the Marshall Center. Since most alumni come from countries with limited library services and resources, continuing access to this Library seems most welcome and appreciated. Specifically:

Participants have access to the Marshall Center’s Knowledge Portal. This portal allows alumni to remotely access Library resources, including many of the commercial databases provided to them while participants, from anywhere in the world.

Alumni continue to receive Library reference support via e-mail.

Proof of this can be found in the following sampling of alumni comments from the above mentioned report:

“I use the electronic books on the EGA [Knowledge Portal], and the articles I could reference were up to

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date. I think it is amazing what we have access to.” [Georgia]

“The databases and network are a great priority. These databases are wonderful. Thank you for this access—it is very important for my work today.” [Lithuania]

“What I got here was not only knowledge but also excellent electronic databases where I can read papers and find good and recent information that I can use in my work. I always find very interesting information. I could visit CIA, for example. The Marshall Center gives us a direct line to excellent resources. My colleagues at the office envy [that I have access to] this resource.” [Romania]

Anecdotal evidence further supports this. In one instance, it was

reported back that several participants worked on a committee to develop a new constitution for their country. After contacting Library staff, they used the online resources to assist in writing the constitution. A similar experience has been reported in which an alumni used Library resources remotely to develop his nation’s white paper on its national defense policy. And, at least one alumni has reported that he used the online resources to write a doctoral dissertation.

In transforming itself by seeking better ways to engage participants while they are here and continuing that engagement after they return to their home countries, the Library is having a far-reaching effect not only on the local community but on the

global community as well. Such a wide-reaching impact is rare in the library community and adds considerable weight to the idea that “Libraries [really do] transform communities”. We are proud of our ongoing transformation and hope that we can continue to transform the Library to meet our customers’ changing needs, whatever and wherever they may be.

Submitted by:
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