SERVICE REPORT: ARMY LIBRARY PROGRAM

MILITARY LIBRARIES TRAINING WORKSHOP 2019

Department of the Army libraries serve an important role in advancing the Army mission and supporting service members and military communities worldwide. Over the past two years, the Army Library Program has experienced a significant amount of change, driven primarily by major reorganization efforts across the Army.

In 2018, the Army stood up a new four-star command, the Army Futures Command, with headquarters in Austin, Texas. As a result, several existing organizations from across the Army were realigned under Futures Command, including 12 technical and medical research libraries. In 2019, the Army's military treatment facilities (MTFs), including 19 medical libraries, transferred from the Army's Medical Command to the Defense Health Agency. Both of these actions are still in transition and it will likely be months or years before the dust settles. In addition to organizational changes, library modernization efforts on a number of fronts, including new technology, digitization efforts, and makerspace initiatives, have changed business processes, improved services, and enhanced access to information and knowledge resources.

As of December 2019, there are 146 Army libraries and library program offices in 31 states, the District of Columbia, Puerto Rico, Japan, South Korea, Belgium, Germany, Italy, and the Netherlands. In addition to brick and mortar Army library services, where use is on the rise even in the digital age, Army libraries continue to provide library support anywhere Soldiers are located throughout the world with virtual reference services, paperback book and audiobook kits, online library resource accounts, GoChip video devices, and pop-up computer labs.

There are approximately 750 Army librarians, archivists, library technicians, technical information specialists and other staff working in Army libraries to deliver outstanding services to the military organizations and communities they support.

The following is a selection of events, activities and highlights from across the Army Library Program for calendar years 2018 and 2019:

1. Organizational Change

When the Futures Command stood up in August 2018 it rapidly changed the landscape of the Army Library Program and presented a number of new opportunities.

In January 2019, the Army Research, Development, and Engineering Command, which includes seven technical libraries, was renamed the Combat Capabilities Development Command (CCDC) and transferred from Army Materiel Command to Futures Command. In June 2019, the Army Medical Research and Materiel Command, which includes five medical research libraries, was renamed the Medical Research and Development Command and transferred to Futures Command. In all, 12 libraries ended up moving under Futures Command. Following the transfers, the Librarian of the Army and members of the Army Library Steering Committee engaged Futures Command leadership on the transition and formally requested the establishment of a librarian position to oversee and coordinate library services across the command. Futures Command authorized a GS-14 command librarian position with recruitment scheduled to take place in 2020. The position will be located at Aberdeen Proving Ground in Maryland.

In March 2019, Installation Management Command (IMCOM), which includes all 65 of the Army Morale, Welfare, and Recreation (MWR) libraries, moved under Army Materiel Command.

Another major shift occurred in October 2019, when 18 medical libraries in the Army's military treatment facilities or MTFs plus the Army Public Health Center Library transferred to Defense Health Agency. This transfer was conducted in accordance with the National Defense Authorization Act for Fiscal Year 2017, section 702. The medical libraries remaining in Germany and Korea are scheduled to transfer to Defense Health Agency in 2020. The Defense Virtual Medical Library, which serves the Office of the Surgeon General of the Army, is not scheduled to transfer to the Defense Health Agency.

One of the technical libraries under Futures Command, the Redstone Scientific Information Center (RSIC) at Redstone Arsenal, Alabama, closed its doors in October 2019 and became a virtual library service providing support to the Combat Capabilities Development Command Aviation and Missile Center. Approximately 250,000 Army technical reports at RSIC are slated to be digitized. Much of the main print collection is dispersing to other libraries. RSIC transferred a number of books, journals, and technical reports to NASA's George C. Marshall Space Flight Center at Redstone Arsenal.

The CCDC Soldier Center Library, formerly the Alvin O Ramsley Technical Library, in Natick, Massachusetts, also dispersed its physical holdings and became a virtual library in 2019.

Training and Doctrine Command (TRADOC) added two new libraries to the command in FY19, the Stimson Library at the Army Medical Department (AMEDD) Center and School at Ft. Sam Houston, Texas, and the Center of Military History Library and Archives at Ft. McNair, Washington, DC.

The Ft. Campbell MWR Library opened a branch library with public computers and a small collection in 2019.

U.S. Army Garrison Yongsan MWR Library in South Korea will close in December 2019 due to the Yongsan base closure.

The U.S. Army Corps of Engineers (USACE) New England District Library closed in 2018.

2. Technology Initiatives

The Army Heritage and Education Center, including the Army War College Library division, undertook a large-scale digitization project to digitize and make available to the public the Army's Archive and Collections. The digital transformation and modernization program incorporated the library system into an all-purpose library and museum system that integrates all aspects of the collection into a single search tool. The intended goal is to expand the breadth of scholarly research beyond contemporary materials.

The Army University Library Enterprise Division, through coordination with the TRADOC Command Library Program Office, acquired the Insignia library system in August 2019 to establish the Army University Library System (AULS), an initiative which will consolidate 15 separate TRADOC library systems into one system. Most libraries will migrate to the new system in 2020.

The Defense Forensic Science Center at Gillem Enclave in Forest Park, Georgia, acquired LibraryWorld and completed the data migration in 2019.

The Combined Arms Research Library at Ft. Leavenworth launched a new LibGuides website at https://carlcgsc.libguides.com in 2019.

The United States Military Academy (USMA) Library at West Point acquired Ex Libris Alma and Primo Library Services Platform in 2018 and worked through the winter and spring of 2019 to bring the new system online. Most library functions transitioned to the new system during the summer of 2019 with the goal of being fully operational in time for the 2019-2020 academic year. Library staff also stepped up efforts to digitize unique materials in 2019, including scanning orderly books to support the 250th anniversary of the Revolutionary War. Staff also scanned images from Matthew Brady's personal collection that were discovered to be distinct from the later retouched images digitized by the Library of Congress.

The Army MWR Library Program Office in San Antonio coordinated with the other military services in 2019 on the acquisition a joint Department of Defense (DOD) Library Services Platform to support all MWR libraries. As of 9 December 2019, the contract was Navy is the lead on the initiative. Libraries are due to begin migrating in 2020. The platform will include a circulation system, discovery service, proxy service, ask-a-librarian service, and websites.

The MWR Library Program Office acquired mobile device charging stations for all the MWR libraries. Main libraries received two stations and branch libraries received one station.

The IMCOM Europe Library Support Branch in Sembach, Germany, provided public computer labs for rotational forces at Camp Algier, Storck Barracks, and Bismarck Kaserne in Germany. The Library Support Branch is managing the labs with MWR's EnvisionWare PC Reservation software which checked out more than 110,000 sessions in 2018 and 2019.

The USACE Engineer Research and Development Center (ERDC) Library acquired OCLC's WorldShare Management Services (WMS) and will begin bringing in online in December 2019. The library also acquired two high-speed digital scanners and one microfilm scanner and beta tested Common Access Card (CAC) authentication for restricted access to the library's digital repository which uses Dspace open-source software on government-approved cloud-based servers. The library is also beta testing an experimental virtual reality library with Mississippi State using ERDC library collections as the data.

The USACE Humphreys Engineer Center Support Activity (HECSA) Library partnered with the Office of History to organize and provide access to photograph collections, including approximately 3,500 images. The library also partnered with the USACE Institute for Water Resources to sync collections with their Planning Assistance Library.

Little Rock District Library coordinated with the Defense Visual Information Records Center to digitize 1,000 canisters of aerial film (1930s-1990s) and post the images online. Little Rock also acquired a large-format scanner to digitize maps, drawings, and other engineering materials, and 17 Kindle Fires loaded with content to support a leadership development program.

USACE Portland and Seattle District Libraries broadened access to local assets by uploading thousands of documents to the USACE Digital Library at https://usace.contentdm.oclc.org/. The USACE Digital Library is managed by the HECSA Library.

Walla Walla District Library coordinated the digitization of local documents, photos, and slides and the staff is currently cataloging the materials and adding them to the Walla Walla District's Digital Library.

In 2019, the Medical Research and Development Command (MRDC) library program office acquired OCLC EZproxy to replace Athens for remote authentication into MRDC's Library Electronic Access Portal (LEAP). MRDC also acquired an EOS International system to support LEAP and four of the medical research libraries in the command. They have been without a library system since 2015. The U.S. Army Aeromedical

Research Laboratory Library at Ft. Rucker, AL, which is part of MRDC, acquired a separate instance of EOS.

3. Service Initiatives

USMA Library at West Point hosted a series of prominent events including the Diversity Leadership Workshop, Relationships 101 Symposium, Engagement with Former Superintendents, War Studies Conference, Negotiations Conference, International Superintendents Conference, and Projects Day featuring the Department of Systems Engineering. Additionally, the library continued to host the Dean's Celebration of West Point Authors, and offer de-stressing activities during final exams week, including bringing therapy dogs to the library and providing mindful meditation sessions for the cadets.

Army War College Library staff created short instructional videos, including an introduction to searching from off-post and a course on evaluating resources for students, faculty, and staff to learn how to be more critical of all resources.

MWR libraries focused on makerspace initiatives in 2019, coordinating a million dollars in funding for the libraries to either create or expand their makerspaces. Makerspaces provide library patrons the opportunity to create, collaborate, and learn. Libraries purchased Dash and Dot Robots, Legos, EggBots, Snap Circuits, wood burning tools, and Dremel tools. The programming ranged from 3D printing and rocketry to Lego nights. Wiesbaden Library launched a mobile makerspace program in a customized van that they can take to garrison events, literally bringing innovative library programs out into their community.

The MWR Library Program Office and the Command and General Staff College (CGSC) Foundation allotted funding to the Combined Arms Research Library (CARL) to purchase makerspace materials. CARL reorganized a room in the library for makerspace materials and programs.

MWR Libraries participated in the FY19 Summer Reading Program "It's Showtime at Your Library." Participants racked up more than 14 million reading minutes during the program.

MWR libraries partnered with Sports and Fitness to host programming for STRONG B.A.N.D.S. (Balance, Activity, Nutrition, Determination and Strength) to promote healthy, active lifestyles for Army Communities. Many locations hosted story walks or yoga in the library and also provided access to resources in support of the program.

Many MWR libraries also participated in Fantober, a month-long celebration of fandoms in pop culture, in October 2019. Fantober programming was different at each library, reflecting the diversity and local interests of the military communities. Over 8,400 participants attended 150 unique Fantober programs. The initiative was also designed to attract new or lapsed users to the libraries in efforts to expose them to the resources

and services available at MWR libraries. The initiative built partnerships with on and off post entities, and attracted commercial sponsorships.

The MWR library program offices in the U.S. and Germany also provided library support to deployed service members, including distributing paperback book and Playaway audiobook kits to MWR Recreation Centers in Iraq and Afghanistan, and units in remote locations or training sites. The offices also distributed "Our Gift to You" cards which facilitated access to online library resources from deployed locations, and GoChip Beams which stream pre-loaded movies and TV shows to personal devices. The program offices also provided many of the same services for rotational forces in Poland, Bulgaria, Romania, Hungary, Lithuania, Latvia, Estonia, Ukraine, and Georgia. In total, more than 25,000 paperback book kits and more than 52,000 Playaway audiobook kits were shipped to remote and deployed service members.

Many of the USACE technical libraries focused on supporting agency knowledge management efforts over the past two years, including support on digitization projects to ensure the proper handling and organization of unique materials such as film and photographic images.

Rock Island District Library expanded enterprise-wide professional certificate opportunities, including the Civil Engineering Professional Engineer (PE) exam, Fundamentals of Engineering (FE) exam, and the Architect Registration Examination (ARE).

4. Library Facilities

Select MWR libraries received funding to perform minor renovations. The sums ranged from $8,000 to $70,000. At Ft. Campbell Library, a contractor was hired to provide a plan to optimize the facility layout and make the most of the space. The library was able to replace all of its shelving with lower, movable versions that will give it much more flexibility for programming.

The Army War College is planning to replace Root Hall, where the library is currently located in the basement, with a new academic building which is slated to open in June 2023. The design puts the library front and center and provides an inviting space for students.

USMA is currently executing the Academy's Academic Building Upgrade Plan. Part of the plan involved finding a new home for the Archives and Special Collections currently housed in Bartlett Hall North as that will become a swing space and the future location of the Department of Geography and Environmental Engineering. The current plan is to move the Archives and Special Collections to historic Cullum Hall.

The CCDC Armaments Library at Picatinny Arsenal was remodeled. The space includes a collaboration room with a touchscreen smart board.

Camp Darby Library in Italy moved into a renovated multipurpose facility in Livorno in 2019.

In April 2018, the ERDC Library in Vicksburg, Mississippi moved into a new library space in the new ERDC headquarters building. The new location includes 14,000 linear feet of shelving, a reference area, and an archives room.

In 2019, the Mobile District Library moved into a renovated space on the first floor of the building. The renovation included new lighting, carpeting, painting, shelving, office furniture, tables, and chairs.

5. Awards and Recognition

At the Library of Congress in May 2019, the Federal Library and Information Network (FEDLINK) presented the USMA Library with the Federal Large Library of the Year award for FY18. The criteria for the award include innovative ways that libraries fulfill the information demands of their users. In 2018, the USMA Library was ranked number three on Princeton Review's Best College Library list and in 2019 earned the top spot on the list.

Library Technician Ms. Ozella Gates was named Dwight D. Eisenhower Army Medical Center's Civilian Employee of the Year for Fiscal Year 2018. The previous year, FEDLINK presented Ms. Gates with the Federal Library Technician of the Year award.

Mr. Chris Kinner, Supervisory Librarian, Cataloging and Metadata Services at the Army War College, was awarded the Commander's Award for Civilian Service for his work on migrating to a new library system.

Ms. Greta Braungard, Chief of the Library Division at the Army War College, was awarded for the Achievement Award for Civilian Service for her contributions to the Program for Accreditation of Joint Education accreditation of the joint portion of the distance program.

Defense Forensic Science Center Librarian Ms. Jane Killian was awarded the DOD Criminal Investigation Division Certificate of Achievement Award and was recognized for her outstanding support to investigations and research.

Philadelphia District Librarian Ms. Linda Skale was recognized with "special thanks" in the final credits of a Maryland Public Television program entitled: "Chesapeake & Delaware Canal: Gateway to the World" which aired in spring 2019. She supported the film's writer and director with research assistance.

Combined Arms Research Library Director Ms. Beata Moore was awarded the Command and General Staff College Silver Pen Award.

The ERDC Library was awarded the ERDC Award for Outstanding Innovation in Business Process and the ERDC Award for Outstanding Achievement in Knowledge Management in 2019.

Portland District Librarian Ms. Jennifer Muller was awarded the Achievement Medal for Civilian Service in 2018.

Headquarters USACE Chief Information Officer (CIO) awarded Rock Island District Librarian Bob Romic the Achievement Medal for Civilian Service Award in 2018.

6. Personnel

Hails: (New to the Army Library Program and/or moved or promoted into a new position in 2018 and 2019)

- Ms. Marguerite "Missy" Hess, West Desert Technical Information Center
- Ms. Nicole Pouget, Systems Librarian, Marquat Memorial Library
- Ms. Molly Goldston, Reference Librarian, Marquat Memorial Library
- Mr. Johnnie Zolman, Resource Management Librarian, Marquat Memorial Library
- Ms. Julie Bramman, Supervisory Librarian, Brunssum
- Ms. Christina Chaney, Bruce C. Clark Library, Ft. Leonard Wood
- Mr. Said Shafik, Systems Librarian, IMCOM Europe
- Mr. Logan Chesson, Throckmorton Library, Ft. Bragg
- Ms. Andrea Galbusieri, Barr Memorial Library, Ft. Knox
- Ms. Sherrie Sholes, Public Services Librarian, Grafenwoehr
- Mr. Joshua Hampton, Public Services Librarian, Rheinland-Pfalz
- Ms. Tracey Klippert, Supervisory Librarian, Hohenfels
- Ms. Lara Harrison, Public Services Librarian, SHAPE
- Ms. Laurie Kirschling, Supervisory Library Technician, Ft. Wainwright
- Ms. Katherine Livingston, Supervisory Library Technician, Garmisch
- Ms. Andrienne Lawrence, Supervisory Library Technician, Ft. Irwin
- Ms. Jessica Patterson, USMA Library, West Point
- Ms. Katie Tricomi, USMA Library, West Point
- Mr. Charles Clausen, USMA Library, West Point
- Ms. Stacy Bloomingdale, USMA Library, West Point
- Ms. Jenny Davis, USMA Library, West Point
- Ms. Kellie Delmonico, USMA Library, West Point
- Ms. Kelly Desmond, Library Director, Humphreys Engineer Center Support Activity
- Mr. Michael McNulty, Librarian of the Army
- Mr. Sam Richards, USMA Library, West Point
- Ms. Susan Sizemore, USMA Library, West Point
- Ms. Lori Mullooly, USMA Library, West Point
- Ms. Michelle McMann, USMA Library, West Point
- Mr. Jeff Schiller, USMA Library, West Point
- Mr. Christopher Haraughty, USMA Library, West Point

- Ms. Jodi Wilcox, Aviation Technical Library, Ft. Rucker
- Ms. Adria Olmi, Library Director, Army Logistics University, Ft. Lee
- Ms. Anastasia (Stacy) Bulger, Benet Labs
- Mr. Leifang He, Armaments Library, Picatinny Arsenal
- Ms. Tiffany Konczey, Chief, Army University Library Enterprise Division, Ft. Leavenworth
- Mr. Bill Niblick, Library Director, Donovan Research Library, Ft. Benning
- Ms. Joan Blaylock, Library Director, Cyber Research Center, Ft. Gordon
- Ms. Ashley Evans, Library Director, SFC Ray E. Duke Memorial Library at USAG Humphreys
- Ms. Elizabeth Dubuisson, Archives and Special Collections Supervisor, Combined Arms Research Library, Ft. Leavenworth
- Mr. Florian Kardoskee, Combined Arms Research Library, Ft. Leavenworth
- Ms. Amanda Lousley, Combined Arms Research Library, Ft. Leavenworth
- Ms. Monica Duke, Systems Librarian, Combined Arms Research Library, Ft. Leavenworth
- Mr. Kyle Davis, Archives Librarian, Combined Arms Research Library, Ft. Leavenworth
- Mr. Daniel Barbuto, Reference Librarian, Combined Arms Research Library, Ft. Leavenworth
- Mr. George Baugh, Acquisition Technician, Combined Arms Research Library, Ft. Leavenworth
- Ms. Katy Touysinhthiphonexay, Acquisition Technician, Combined Arms Research Library, Ft. Leavenworth
- Mr. Wesley McVicker, Interlibrary Loan Technician, Combined Arms Research Library, Ft. Leavenworth
- Ms. Nora Walker, Community Library Technician, Combined Arms Research Library, Ft. Leavenworth
- Ms. Stacey Wiens, Reference Librarian, Combined Arms Research Library, Ft. Leavenworth
- Ms. Sierra Hochstatter, Cataloging Technician, Combined Arms Research Library, Ft. Leavenworth
- Ms. Susan Plotner, Digitization Librarian, Combined Arms Research Library, Ft. Leavenworth
- Ms. Andrea Gardner, Geospatial Information Library Technician, Command and General Staff College, Ft. Leavenworth
- Ms. Kristyn Crossley, Combined Arms Research Library, Ft. Leavenworth
- Ms. Jodi Quesnell, Library Director, Stimson Library, Ft. Sam Houston
- Ms. Wendy Larson, Humphreys Engineer Center Support Activity, Alexandria, VA
- Ms. Mo Pak, Humphreys Engineer Center Support Activity
- Lori Jansson, Library Director, Norfolk District Library
- Ms. Glenda Lammers, Chief MWR Librarian, IMCOM HQ, Ft. Sam Houston

Farewells: (Retired, left the Army Library Program, or moved to a different library in 2018 and 2019)

- Ms. Tracy Lay, West Desert Technical Information Center
- Ms. Nancy Kutulas, Marquat Memorial Library
- Mr. Rik Miller, USMA Library, West Point
- Ms. Lisa Ware, USMA Library, West Point
- Mr. Corey Harmon, USMA Library, West Point
- Ms. Tara DiSalvo, USMA Library, West Point
- Ms. Jacy Pungello, USMA Library, West Point
- Mr. Darrel Hankins, USMA Library, West Point
- Ms. Pam Long, USMA Library, West Point
- Ms. Melinda Mosley, USMA Library, West Point
- Ms. Katie Tricomi, USMA Library, West Point
- Moira Zelechoski, Center of Military History Library
- Mr. Larry Tietze, USMA Library, West Point
- Mr. Will Daley, USMA Library, West Point
- Mr. Dave Myers, USMA Library, West Point
- Mr. Charles Clausen, USMA Library, West Point
- Ms. Karen Shea, USMA Library, West Point
- Ms. Jenny Davis, USMA Library, West Point
- Mr. Nick Olijnyk, USMA Library, West Point
- Ms. Kellie Delmonico, USMA Library, West Point
- Ms. Ann Kemper, MWR librarian
- Mr. Christen Kobayashi, MWR librarian
- Mr. Brandon Smith, MWR librarian
- Ms. Jodi Wilcox, left MWR Ft. Rucker Library for Aviation Technical Library at Ft. Rucker
- Ms. Karen Cole, Chief MWR Librarian, IMCOM HQ, Ft. Sam Houston
- Ms. Nan Barker, MWR librarian
- Ms. Carla Kruizinga, MWR librarian
- Mr. Tim Renick, Library Director, Army Logistics University, Ft. Lee
- Ms. Adria Olmi, departed Army War College Library for Army Logistics University Library
- Ms. Ashley Evans departed White Sands Missile Range Post Library for SFC Ray E. Duke Memorial Library at USAG Humphreys
- Ms. Cecelia Higginbotham, medical librarian, Ft. Polk
- Ms. Beatrice Nichols, departed MEDCOM Command Librarian position for Air University Library
- Tracy Landfried, librarian, Army Research Lab
- Nancy Faget, librarian, Army Research Lab
- Ms. Nicole Bentley, Benet Labs
- Ms. Joyce Greene, Chief, Army University Library Enterprise Division, Ft. Leavenworth
- Ms. Ericka Loze-Hudson, Library Director, Donovan Research Library, Ft. Benning

- Mr. Bill Niblick, departed Aviation Technical Library, Ft. Rucker for Donovan Research Library, Ft. Benning
- Ms. Vickie Arnett, Library Director, Cyber Research Center, Ft. Gordon
- Ms. Joan Blaylock, departed Military Intelligence Library, Ft. Huachuca for Cyber Research Center, Ft. Gordon
- Ms. Tiffany Konczey, departed Combined Arms Research Library for Army University Library Enterprise Division, Ft. Leavenworth
- Mr. Mike Browne, Combined Arms Research Library, Ft. Leavenworth
- Ms. Pam Stock, Combined Arms Research Library, Ft. Leavenworth
- Ms. Theresa Taylor, Combined Arms Research Library, Ft. Leavenworth
- Ms. Betty Martin, Combined Arms Research Library, Ft. Leavenworth
- Ms. Jodi Quesnell, departed Madigan Army Medical Center Medical Library, Fort Lewis for Stimson Library, Ft. Sam Houston
- Mr. John Shewfelt, Library Director, Humphreys Engineer Center Support Activity
- Ms. Audrey Thomas, Humphreys Engineer Center Support Activity
- Ms. Donna Dickerson, Humphreys Engineer Center Support Activity

In Memoriam:

- Ms. Yvonne Stewart, Redstone Scientific Information Center librarian, passed away in December 2018.
- Ms. Linda Seibl, Brussels Library Director, passed away in September 2019.

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Michael J. McNulty
Librarian of the Army