



The Military Librarian

The Newsletter of the Military Librarians Division
of the Special Libraries Association

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Special Libraries
Association

MLD Plans for the Big Apple — SLA 2003 New York City

When the Special Libraries Association kicks off the 2003 Annual Conference in New York City, there are some very informative programs, special events and tours on the agenda.

MLD Business Things

1. MLD Executive Board Meeting, Sunday, June 8, 2003, 4-6 p.m., Hudson Suite, Hilton Hotel. Members are invited as observers. Dine around planned after meeting, unless you were lucky enough to get theater tickets!

2. MLD Awards and Business Breakfast Meeting, Tuesday, June 10, 2003, 7:30-9:00 a.m., Concourse (lower level) Room G, Hilton. Annual Awards and Business Meet-

ing. Members ONLY. This is an MLD Ticketed event. Make reservations through Connie Wiley at cwiley@DTIC.mil. Election of Chair-Elect and new Director. No charge. Sponsor: Thomson - ISI!

MLD Programs:

1. Digital from Birth: Information Architecture for Building a Digital Library, Monday, June 9, 2003, Hilton, Trianon Ballroom, 11:30 a.m. - 1:00 p.m. Speakers, Lillian Gassie and Greta E. Marlatt, Naval Postgraduate School Library. Sponsored by IEEE, PTFS, West Group and ISI/Thomson Scientific.

2. Copyright: Federal Materials May Not Be in the Public Domain, Monday, June 9, 2003, 1:30 p.m. - 3:00 p.m. Marriott - Cantor/

(NYC, Continued on page 3)

Military Librarians Workshop 2002 Leading for Today While Planning for Tomorrow "Such is the Way to the Stars..."

The 2002 Military Librarians Workshop was hosted by Carole Ramkey and her colleagues at the Marine Corps University James Carson Breckinridge Library. The location was the lovely city of Richmond, VA. Although snow threatened much of the week, we were fortunate in being able to walk to restaurants and shops right outside of the hotel. The city was preparing for the "Grand Illumination" and lights and decorations were everywhere. The Omni Hotel provided a very welcome environment, including Peet's Coffee, California's better tasting brand, for those who prefer something in lieu of Starbucks.

(MLW 02, Continued on page 5)

2003 MLD Candidates: Vote for the New Officers at the Business Breakfast Meeting, June 10, 2003

The Nominating Committee of the Military Librarians Division is pleased to announce the results of a search for new officers.

Carol Ramkey, Director of the Marine Corps University Library, Quantico, VA has accepted the nomination as Chair-Elect for 2003-2004.. This is a three year commitment on Carol's part. Carol will serve as Chair of the Division, 2004-2005, and Immediate Past Chair, 2005-2006.

Amy Loughran, of the US Army's Community and Family Support Center is

(Candidates, Continued on page 3)

Executive Board Members and Committees of the MLD

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(Candidates, Continued from page 1)

nominated for a two-year term as a Director. MLD Director's assist the Division Chair is planning and carrying out the activities of the Military Librarians Workshop and the activities of the SLA Annual Conference that MLD sponsors. The term for the Director for this election is 2003-2005.

If voted in by those members present at the Annual MLD Awards and Business Meeting, June 10, 2003, the candidates' terms will begin July 1, 2003. The Awards and Business Meeting will be a Breakfast Meeting at the Special Libraries Association Annual Conference in New York City. The Breakfast will be held at the Hilton Hotel, Concourse Level, Room G from 7:30 a.m.-9 a.m. The event is graciously sponsored by Thomson - ISI

Offices for the Military Librarians Division are spelled out in the current Bylaws. These bylaws are again under revision due to the changes within in the governing structure of SLA, itself. <http://www.sla.org/division/dmil/bylaws.htm>

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Carol Ramkey—Biography

Carol Ramkey received her undergraduate degree in Sociology/Anthropology from Wilson College and her Master of Librarianship from School of Library and Information Science at Emory University. She has been a military librarian for 20+ years, most of which were spent working with the Army.

She began her Army librarian career as TRADOC Library Intern at Fort Monroe VA, then was placed from that program as a Reference Librarian in the classified area of the Combined Arms Research Library (CARL) at the

(Bio, Continued on page 8)

NavAir celebrates MLD 50th



(NYC, Continued from page 1)

Jolsen Room. Speaker: Marlene Gebauer

3. Copyright: Legal Issues in Managing Information, Monday, June 9, 2003, 3:30 p.m.- 5 p.m., Hilton, Trianon Ballroom. Speaker, Lee Strickland, Visiting Professor, University of Maryland. Sponsored by LexisNexis.

4. Applications, Smapplications! How the Employment Process Has Changed, and How It's Stayed the Same, Tuesday, June 11, 2003, 3:30 p.m. - 5 p.m., Hilton, Petit Trianon. Speakers: Diane M. Goldstein, Infocurrent and Ann M. Cashin, NAVEODTECHDIV. Sponsored by Gale Group.

5. West Point and USMA Library Tour, (By Motor Coach from the Hilton) Thursday, June 12, 2003, 8:00 a.m. - 5:30 p.m. TICKETED EVENT; #835 - \$65.00. Travel along the scenic Hudson River to the US Military Academy at West Point. Tour of West Point Museum, grounds, lunch at the historic Hotel Thayer with USMA Library Staff (included in ticket price) and tour the Academy Library and Special Collections.

50th Anniversary Special Events

1. Military Librarians Division Members Visit Rockefeller Center the NBC "Today Show" on Monday. Meet in Lobby of the Hilton by Concierge Desk, 6 a.m.; depart for NBC sidewalk 6:15 a.m. Wear your 50th Anniversary Shirt and help carry our signs as we greet the nation

and Al Rocher. An opportunity to celebrate 50 great years!

2. Celebrate Military Librarians Division's the 50th Anniversary - Lets Eat Cake! Tuesday, June 10, 2003, 12:30 p.m. - 2 p.m., Hilton, Mercury Rotunda. We've invited Conference Attendees to come by for a slice of our Anniversary Cake and sing "Happy Birthday!" Official Cake Cutting - 1:15 p.m. Sponsored by EBSCO Publishing and EBSCO Subscription Services.

3. 50th Anniversary No-Host Dinner Fraunces Tavern, Wednesday, June 11, 2003, Bus departs Hilton at 5:15 p.m. return 10 p.m. Dine with us at the historic Fraunces Tavern where General Washington bade farewell to his troops at the end of the Revolutionary War. We'll be in the Nichols Room. Full dinner with choice of two entrees, salmon or pot roast; Cost: \$45 per person payable by cash or check ONLY prior to boarding the FREE Bus sponsored by Standard and Poor's. Bus tickets available through MLD Board Members or contact Tanny Franco at www.tfranco@DTIC.mil. You may prepay to Claudia Tavares. You may make reservations and menu selections with Sharon Lenius. This event is open to all SLA attendees, however, the event is limited to 45 people.



(l-r) Tanny Franco, Diane Schnurpusch, 1Lt Kevin-Petty, and Suzanne Ryder celebrate the MLD 50th Anniversary Cake Cutting during the SLA Winter meeting in New Orleans in January 2003



NIMA Library Information Now Available to Military Libraries via Intelink-TS/JWICS.

As of September 2002, the National Imagery and Mapping Agency library catalogs are available for searching via Intelink-TS/JWICS (Joint Worldwide Intelligence Communications System). The libraries (from all of our sites) maintain 3 Voyager databases, one unclassified and two classified. Data in our unclassified materials database is usually obtained (copied) from OCLC, with some original cataloging. NIMA participates in Interlibrary Loan at this level. Data in our map and chart database is managed on an internal classified network. These records are not copied to Intelink-S (for lack of server and Voyager software) and our records for these are not in OCLC.

Users of Intelink TS may now view this Map and Chart catalog! Often we have unclassified maps in this database that also have records in OCLC from other libraries. Data in the Intel database includes the ground photo collection, many intelligence documents, and film references. This Voyager database has been available on Intelink-TS since 1999.

NIMA products (maps and some text) are available from the Defense Logistics Agency, using your DODAAC account. NIMA is going softcopy and many of our products that have meta-data in Voyager (our catalog) are available from the NIMA Gateway in soft-copy. You can also use the NIMA homepage at www.nima.mil to view many unclassified NIMA products. The majority of the NIMA library map collection is, however, non-NIMA or foreign products. The information in our database should help you identify useful maps and provide you with enough information to obtain the map(s) from a commercial source. In most cases, NIMA is not prepared to loan or copy commercial map products or

those from other governments. Loans to other libraries will be considered case by case. Nevertheless, the access will allow you to **share our catalog records** for those maps you may already own. The taxpayers already pay NIMA to catalog maps! We will be happy to walk you through how to import our MARC record in to your catalog or tell you in which format you should download it for further use. Many military bases have NIMA liaisons to help you obtain the actual map or the electronic version. NIMA libraries are providing you with the knowledge of the existence of a product and also the possibility of shared cataloging. The NIMA library catalogs to the sheet level with coordinate searching capability.

The map and chart database on Intelink-TS requires a password and id for control. Please sign on as "guest" and use "maps" as your id. We are happy to assist you – call or email – and we want feedback! Are you using the catalog records for your library? Does access to the data help your customers in any way? You may comment via the Ask a Librarian click on our homepage or email Lynne Tobin at tobinl@nima.mil. Happy searching --- happy cataloging!

BOOK REVIEW

Wood, M. Sandra, ed. *Bioterrorism and political violence: Web resources*. The Haworth Information Press, 2002. 154p. index ISBN 0-7890-1964-7, \$19.95

This is a very good overview of bioterrorism resources. It also offers chapters on disaster preparedness, the September 11, 2001 attacks and their aftermath, nuclear terrorism, and sites providing "information regarding political Islam and the network of terrorist groups that support it" that provide broader coverage than the title suggests. Introductions to the individual chapters are followed by website names, URLs, and annotations. The annotations range from descriptions of the format of the site and the type of information contained in it to brief reviews of the site's subject content.

While the sites are not ranked or rated, the authors have selected authoritative sites with an anticipated long online life. In many chapters the sites have been categorized, i.e. Consumer Resources, Organizations and Agencies, Government Sources, and Mental Health Information. To help the reader keep up-to-date, the last chapter is devoted to news sites; some of the contributors also have suggested search terms for further Web searching. Although some websites and/or addresses listed have changed or disappeared and new sites are constantly being added to the Internet, the book serves as a helpful pathfinder to pertinent quality websites in a subject area of increasing interest to general and special libraries serving military clientele and the general population.

Note: *Bioterrorism and Political Violence: Web Resources* has been co-published simultaneously as *Internet References Services Quarterly*, Volume 6, Numbers 3/4 2002.

Reviewer: Barbara Schultz, Research Librarian, Astrox Corporation/United States Army Medical Research Institute for Chemical Defense.

Speaker on "Bioterrorism: Information and Resources for Uncertain Times" at the Special Libraries Association Annual Conference in Los Angeles, June 2002. Speaker at New Jersey Hospital Association/Middle Atlantic Region, National Network of Libraries of Medicine, and the North Atlantic Health Sciences Libraries, Inc. programs on "Thinking the Unthinkable – Biochemical Terrorism and Disasters".

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Military Librarians Division – 50th Anniversary Celebration
NAVAIR WD Technical Library



17 April 2003

(MLW 02, Continued from page 1)

Monday, 2 December was Service Meeting Day and many of us joined our fellow service librarians to discuss unique issues. For the Navy, it was the changing situation of the Librarian of the Navy in the DON CIO office, Navy Knowledge Network (NKN), Task Force Web, Navy Marine Corps Internet (NMCI), CNL issues, etc.

Tuesday, 3 December, was the first day of the Workshop. After a welcome from our host and hostesses Carol Ramkey, Suzanne Ryder, and Dr. Kurt Sanftleben, we began the learning part of the workshop.

The morning session by Pat Wagner of Pattern Research was very valuable in terms of her Leadership and Influence model. She was the best consultant I've seen in years, and I hope to have her come to our Library some time. EVERYONE agreed that she was the highlight of the workshop. In the afternoon we participated in sessions on storytelling and its value. Pat Wagner told LOTS of stories. Janet Scheitle, Donna Sheeder, and Dr. Micahel Kull gave examples and uses of storytelling and Communities of Practice.

Wednesday, 4 December, Pat Wagner continued to speak and advise on marketing, and explained the differences between public relations, advertising and marketing. Real marketing depends upon understanding and valuing customers. In the afternoon, each of the service librarians, Gretech Schlag, Barbara Wrinkle and Ann Parham

spoke about the current events and issues with their commands. Later Joe Ryan spoke about measurements, statistics and lies. I learned a lot and hope to reduce our statistics to only ones that help us get more support and money. Wednesday evening was a dinner meeting with Thomas Jefferson attending. He was very knowledgeable and well spoken. He has a high opinion of books and libraries. He answered questions about gardening, his family, the history and geography of Virginia - but no one asked him about Sally Hemmings.

Thursday 5 December - the last day of the meeting. Pat Wagner finished up with ideas for developing a strategic plan, which I hope to implement. Because of the weather (heavy snow for that part of the country) all of the afternoon speakers were not able to attend. We regretted not hearing more on the Patriot Act. We did learn that the strategic plan has a lot of value for libraries and we need to be able to react quickly to changes.

In summary the workshop was well worthwhile. We all took home some good information from the sessions with Pat Wagner, and left with plans to implement what we learned. Even though the weather dampened some of the plans, everything we were able to do was top notch.

Sandy Bradley





Proving the Military Library's Value to the Organization: A Quick Checklist

by Barbara Lupei, Technical Information Specialist NAVAIR Weapons Division Technical Library China Lake, California

Military libraries have been reengineered, downsized, and right-sized. They have operated under the shadow of commercial activities studies and base realignments and closures. Some military libraries have had their funding slashed, while others have been axed from the budget completely. In today's military environment, library directors must not wait until budget time to remind administrators how important their library is to the organization. They must be in the process of proving it every day of the year.

How can military libraries continue to maintain their print collections, provide a virtual library at each computer workstation in the organization, and survive on a smaller budget every year? How can libraries keep experienced staff when salaries are low compared to other professions, downsizing means more work for fewer people, and stress is high?

Library literature and conference presentations recommend many strategies for applying business processes specifically to library problems. After a thorough review of the literature, the recommendations were broken down into five categories: 1.) improving customer service, 2.) marketing library services, 3.) providing more information at less cost, 4.) keeping a skilled and motivated workforce, and 5.) networking inside the organization. These strategies were molded into a

dynamic checklist that can be revisited annually and updated as problems arise. The checklist can be used to analyze how well the recommended business processes have been implemented and which areas need more work. This technique could benefit any library trying to do more with less while still adding value to their organization.

Every military library needs to continuously seek feedback and look for ways to improve in order to keep its edge and impress management with its value. How would your library measure up on the checklist? Take a few moments to assign ratings to each strategy on the checklist. Then add up your ratings and assess your score.

Always	1
Often	2
Sometimes	3
Rarely	4
Never	5

Military Library Value Checklist Strategies to Improve Customer Service Effectiveness Rating

Conduct customer service surveys

Train staff in customer service skills

Make sure staff is providing good service to each other

Value loyal customers

Visit customers/departments, ask "What can we do for you?"

Make more resources available at the customer's workstation

Monitor changes in the focus of the organization and plan ahead to have the information they need

Strategies for Marketing and Public Relations Effectiveness Rating

Publish articles in the organization's newspaper

Create displays featuring new materials and/or articles about the organization published in national or international journals

Offer gourmet coffee, bake sales, or contests to bring people into the library.

Provide library packets to new hires, invite them to the library

Work with the training department to offer classes the workforce needs, like "Top Ten Tips for Searching the Internet".

Strategies for Providing More Information at Less Cost Effectiveness Rating

Participate in consortia to increase buying power

Ask customers to recommend materials for the collection

Evaluate periodicals annually, drop titles used the least

Use electronic document delivery to save staff time on hard to find items

Participate in the organization's strategic planning to be aware of future trends

Use benchmarking to measure library processes against high-performing libraries

Strategies to Keep a Skilled and Motivated Workforce Effectiveness Rating Offer comprehensive training in-house

Offer tuition assistance for higher education

Fund and encourage travel to conferences for all staff members



Promote from within when possible

Fit rewards to the person by finding out what motivates each person

Fit the person to the task by finding out what tasks people like and dislike

Provide the resources and equipment the staff needs to do the job

Understand the Commercial Activities Study (CA-76) process and make it part of the library's strategic plan

Strategies to Network Inside the Organization Effectiveness Rating

Collect meaningful statistics and publish performance indicators

Communicate library accomplishments effectively through storytelling and testimonials

Meet with managers in other departments in the organization

Know the organization's mission and align the library mission to it.

Scores:

124 to 155 – HIGH ACHIEVERS - You are doing an excellent job! Make sure you are communicating your success to the people who control your funding.

94 to 123 -- RISING STARS – Compare the strategies you rated lowest to the skills and likes/dislikes of your staff. Can you match each strategy to a person and challenge that person to take on the task?

63 to 93 -- AVERAGE – Could you possibly be content to be just average? Is your funding so secure that you

don't need to shine? Polish up your star by implementing at least one strategy in each category this year. Next year you can aspire to add a few more. 31 to 62 -- LACKLUSTER – Are you neglecting strategies that lie outside your comfort zone? It may be time to brush up on your skills in com-

munication, marketing, benchmarking or motivation.

Less than 31 – ARE YOU STILL OPEN? Even if your budget has suffered cuts and morale is low, it could get worse! Focus on customer service and networking while looking for ways to add more information at less cost.

Ask other staff members to rate your library too, and compare your ratings. Are you doing really well in some categories, but totally neglecting others? Do you need to develop a checklist specifically suited to your library?

The NAVAIR Weapons Division Technical Library recently reviewed the checklist for FY2003. The checklist showed they are already implementing most of the strategies. It also showed several areas for improvement. Most of these improvements were considered when the performance plans and task assignments were allotted for the new fiscal year. Some staff members had a preference for the tasks that need improvement and asked to have those tasks added to their performance plans. Other strategies were assigned to committees for planning and implementation.

The following statement sums up the situation: "Special libraries and information centers are, therefore, vulnerable to changes of outlook about library service when different people occupy top management positions, or as economic conditions dictate belt-tightening in an organization. Certainly the best pro-

tection such an organization can have against budget reductions and staff cutbacks is a record of being so valuable to the organization that strong opposition would arise among other employees if such cutbacks were contemplated." (Mount, Ellis and Renee Massoud (1999). *Special Libraries and Information Centers: An Introductory Text*. Washington DC: Special Libraries Association Press.)



Wanted: A Few Good People

Have you ever joined an organization then lost interest in it because you didn't know anybody? Or is the same old group always running things?

Well somebody should do something about that. Not somebody else. Somebody you know. Maybe you.

The Military Librarian Division has a number of volunteer positions available: Please consider:

Military Librarians Newsletter (published 3-4 times a year)—Editor and Layout Editor opportunities available

Treasurer—Although the Treasurer is 2 year, elected position, find out what being the treasurer would be like by shadowing our current treasurer Claudia Tavares at the SLA Annual Conference in New York (Treasurer position will

(Wanted, Continued on page 8)

(Bio, Continued from page 3)

Army's Command and General Staff College, Fort Leavenworth, KS. From there she went to Korea as the Administrative Librarian for 17 libraries, including two bookmobiles, north of Seoul to the DMZ. While in Korea, she accepted an offer to go to Germany as the Administrative Librarian for the Hanau Military Community Library System. From Germany she returned to CARL as the Senior Reference Librarian in the unclassified area.

From CARL she went to the Army Studies Office at the Pentagon Library. She then moved to the Defense Technical Information Center at Fort Belvoir as the Head of the Reference Branch. In 1998 she accepted the Director position for the Marine Corps University's Breckinridge Library and Quantico Family Library at the Gray Research Center at Quantico.

DDLRS: Defense Digital Library Research Service

The thirteen (13) Army libraries and one Marine Corps library member of the DDLRS are testing the **Question-Point Ask A Librarian** form functionality in preparation for deployment of this digital reference service to Army

Knowledge Online (AKO). The purpose of digital reference is to provide professional reference service to users anywhere, anytime, through a global, web-based network of libraries. Currently the service is offered on the websites of the member libraries. When deployed to AKO, the service will be offered to all AKO users anytime, anyplace. Patrons complete and submit their questions on an Ask A Librarian form which is routed to the

(DDLRS, Continued on page 9)

Amy Loughran— Biography

As a librarian working for the military, Amy has had the opportunity for variety of unique experiences. Current trends in the library field will make efforts to support the military an even greater challenge.

Amy currently, hold the position of Acquisitions Librarian for the US Army Community and Family Support Center. This position is responsible for the paperback book kit program that sends books to military personnel assigned to areas without library services as well as contingency operations. After 9-11 book support to Operation Enduring Freedom began and the military deployed to Operation Iraqi Freedom have been added to the long history of providing Morale, Welfare and Recreation to soldiers serving in combat areas.

In 1985, Amy began her career as a librarian for the Armed Forces by accepting a position as a Library Intern with the US Army. She then proceeded to the Army Command and General Staff College at Ft. Leavenworth, moved to the Armed Forces Staff College in Norfolk, VA, and followed those assignments with 9 years as a Public Services Librarian in Germany. In 1998, she returned to the US as the Chief of Reference Services for the Marine Corps University Library.

Amy received a BS from the University of Wisconsin in Speech & Language Disorders and a Masters of Library and Information Science from the University of Wisconsin – Milwaukee.



More from NavAir—the head of Research cutting the MLD Anniversary Cake



(Wanted, Continued from page 7)
Volunteers Wanted.....

be available in June 2004)

Strategic Planning Committee members—We would like to make this an active committee. Help determine the future of the Division.

By-laws Committee members—This past year SLA completely revamped their By-laws procedures. In many cases, a Procedures Manual can replace the bylaws. Working on the By-laws Committee is a wonderful way to learn what the Military Librarians Division is all about.

EE0/Career Counselor—Committee Chair wanted. – This is a position whose time has come. Military Library and Information Centers need new staff. Library school students are asking how to become federal or military librarians.

Public Relations—Committee Chair wanted. —Who is telling our story?

For more information about these positions, contact Pat Alderman at 202-685-2384/DSN 325. -2384 For more information about shadowing the Treasurer, contact Claudia Tavares, 435-831-3810 /DSN: 789-3810. Or con-

(DDLRS, Continued from page 8)

library scheduled for duty at that time. The service will be available 24 hours a day since there are participating Army libraries in most time zones around the world. Army librarians will provide responses directly to the requester. The completed questions and answers will be archived and edited for future reference in a searchable knowledge base. The test will be completed in May and deployed to AKO by June. The goal of providing access to the Ask a Librarian form on AKO is to serve Army members anywhere 24/7 without adding staff or overtime. Participating DDLRS libraries will receive queries electronically and Refer questions to partner libraries with particular subject expertise when appropriate. More participants would be welcome. This is just a beginning. Libraries that are thinking this could or should be broader in scope, please chime in. Any military libraries interested in participating in this knowledge management initiative can contact William Hansen at Bill.Hansen@knox.army.mil for more information.

Lily McGovern, Reference Librarian
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Good bye, Suzanne.
Thank you for all of
your hard work as
Chair this year!

COMING SOON

2003 47th Military Librarians Workshop

December 9-12

at the Wyndham City Center

1143 New Hampshire Avenue, NW

Washington, DC 20037

202-775-0800

"The State We're In:

Preserving the Past; Protecting the Present; Securing the Future"

Early Bird Reservations begin August 18.

Hosted by the National Defense University Library

Editor
TRACY LANDFRIED c / o
Army Research Laboratory 600 Deer Creek Loop AMSRL-CI-OK-TP
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MILITARY LIBRARIANS DIVISION SLA

PAPER ISSUE UPON REQUEST TO EDITOR — SEE MLD WEBSITE FOR THE *MILITARY LIBRARIAN*

Subscribe to the MLD List

The Military Librarians Division (MLD) Discussion List, SLA-DMIL, is one of the oldest email discussion lists of the Special Libraries

Association. The list began in 1994, when MLD asked the Defense Technical Information Center (DTIC) to sponsor a discussion list, MLD-L. The purpose of the original list was to distribute the MLD quarterly bulletin and to provide a vehicle for timely information exchange. In 1999, the MLD Executive Board requested that MLD-L focus on MLD business and activities. MLD-L became a moderated list open to MLD members only.

In 2001, MLD-L moved to a SLA server and became SLA-DMIL. There are 195 subscribers to SLA-DMIL. Our purpose remains the same, we seek to provide a vehicle for timely information exchange. We try to limit our postings so that you will receive only one posting per week. The week's posting might contain several announcements.

To subscribe to the Military Librarians Discussion List (SLA-DIL), follow these instructions:

- 1.) Send a message to: lists@lists.sla.org
- 2.) Leave the subject line blank.
- 3.) In the body of the message type:
Subscribe SLA-DMIL first_name last_name
For example, type in the body of the message:
Subscribe SLA-DMIL Joan Smith

Tanny Franco is the list moderator. She can be reached at: tfranco@dtic.mil or at (703) 767-8027 / DSN: 427-8027.

MLD always welcomes new members. ☐