



The Military Librarian

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

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Spotlight on the Air Force

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Barbara D. Wrinkle, Director, Air Force Libraries

By Margie Buchanan, Assistant Director/
Financial Manager, Air Force Libraries
HQ Service Agency, San Antonio Texas

Barbara Wrinkle has been the Director of the Air Force Library and Information System (AFLIS) since January 1996. She oversees the Air Force library program and supports 83 general, 15 technical, and 10 academic libraries as well as one library service center at Ramstein AB Germany. She provides assistance and guidance to these libraries as well as MAJCOMs, FOAs, Air Staff, and DoD. With her broad library background and professional commitment, she brings a wealth of expertise and knowledge to AF libraries!

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Air Force Library Program of the Year, Kadena AB Japan, Walks the Talk!

By Margie Buchanan

Innovation and personal touch abound at this award winning Air Force library. Priorities and focus are clearly on customer-centered programs and services. With over 120,000 customers each year, and an annual circulation of 69,000, this professional and friendly staff provides high quality customer service seven days a week! Collaborating with their local marketing team, fun and interesting library articles were highlighted in the monthly Services (MWR) "Venture" magazine: "Tome, Tome on the Range," "Overdue Report," "Library Gate," and "Catch Me? You Can't."

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Project Wizard – "Conjure the Power of Knowledge!"

By Margie Buchanan

The US Air Forces Europe (USAFE) general libraries are now promoting one of COMUSAFE's Special Interest Programs, Project Wizard. General "Doc" Foglesong developed the concept, and USAFE libraries are using this project as a framework to increase the opportunity for military members and families to study and explore through the libraries. This proactive marketing campaign is sure to make USAFE library services highly visible to their customers!

Three main goals include increasing access to the electronic resources by children and adults; expanding library collections to better support educational and special interest programs for students of all ages; and, meeting Air Force Golden Eagle Standards for General Libraries, command-wide. A media blitz to inform customers about the library electronic resources, as well as quarterly training classes, have already begun. All libraries received a much-needed funding boost this past year for books for children, teens and adults. The Golden Eagle Standards present challenges in areas of facilities, services, and programs, but USAFE libraries have taken this opportunity to identify improvement areas and make changes for the better.

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Association

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SLA President Cindy Hill addresses attendees at the Military Librarian's Division Business/Awards Luncheon.

Photo by Diane Schnurppusch, DTIC.



Air University Press

Your Air and Space Power Publisher



Air University Press

By Marvin Bassett, Research and Writing Specialist
Maxwell Air Force Base, Alabama

Tales of the exploits of unconventional warriors who fought shadowy Cold War battles the public knew nothing about. A behind-the-scenes story of how a maverick Air Force colonel put together an air war plan that brought Iraq to its knees during the first Persian Gulf War. Personal accounts of pilots who flew the formidable A-10 "Warthog" over Kosovo and proved to the world that airpower alone could win a war. What do these narratives have in common? They all appear in books created by Air University Press, a small but sparkling gem of an Air Force publishing house doing business way down in Alabama.

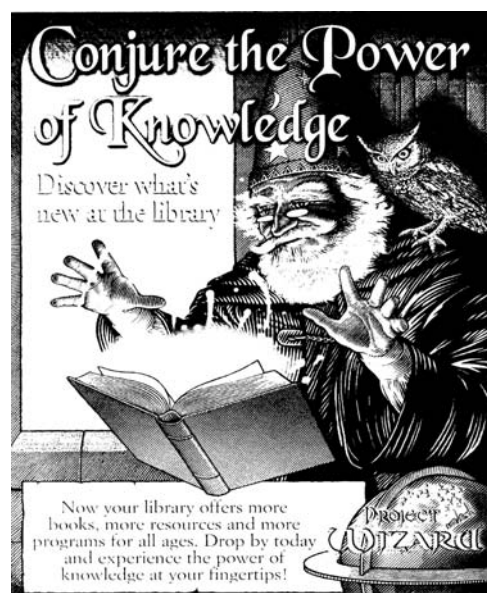
Now in its 51st year, the press relies on a staff of 25 dedicated, talented civilians to publish a variety of books, monographs, occasional papers, and special projects—not to mention the quarterly *Air and Space Power Journal* in English, Spanish, and Portuguese (with projected editions in French and Arabic). A division of Air University Library at Maxwell Air Force Base, the press is justifiably proud of its inventory of titles—150 available through the *Air University Press Publications* catalog and 219 online. Press people work tirelessly to put quality products into the hands of readers ranging from students at professional military education schools to national leaders. Good publications don't just happen. They are the happy result of untold hours devoted to each project by teams of professionals. Editors and copy editors organize and refine the prose of knowledgeable but sometimes inexperienced writers; printing specialists skillfully use state-of-the-art software to lay out text pleasing to the eye; artists dress up publications with graphics and original artwork, including colorful, distinctive cover designs; and services personnel track inventories, fill customer orders, and act as the press's liaison with contract printers.

In 2003 the press published 10 books, three Maxwell Papers, four Fairchild Papers, two theses written by students at the School of Advanced Air and Space Studies, 12 issues of the English and international editions of *Air and Space Power Journal*, and 40 reprints, while serving over 10,000 customers—all this despite a general trend toward downsizing, cutbacks, and a shoestring print budget. There is little doubt that the press has heeded and even prospered under the current mantra of doing more with less.

Looking forward to another banner year in 2004, Air University Press encourages readers to peruse and order from its catalog. US Department of Defense personnel and organiza-

tions may select up to 10 titles free of charge, either picking them up at the press's bookstore at Maxwell, calling (334) 953-2773/6136 (DSN prefix 493), or ordering online through the AU Press Web site at: <http://www.maxwell.af.mil/au/aul/aupress/default.htm>. Others may make purchases directly from the press or from the Superintendent of Documents at the Government Printing Office, Washington, DC. The press cordially invites authors to submit manuscripts on airpower-related topics to be evaluated for publication. Details about the press's policies and procedures are available online or by writing/calling the deputy director, Air University Press, AUL/LP, 131 West Shumacher Avenue, Maxwell AFB, Alabama 36112-6615, (334) 953-6203 or DSN 493-6203. □

Project Wizard (Continued from page 1)



Some improvements already underway include computers for children, a USAFE-wide contest utilizing electronic resources, and significant enhancements in collections. A USAFE Project Wizard website is operational with information and resources for Wizard librarians and installation POCs. Additionally, metrics have been developed to track progress toward the goals.

By highlighting USAFE libraries, military members and their families will benefit greatly with easier access to more informational and educational resources. The Project Wizard logo will be posted on signs, bookmarks, posters and other base-wide publicity. USAFE Libraries now offer more books, more resources, and more programs for all ages...and more customers are dropping by each day to experience the power of knowledge at their fingertips! □

DDLRS Team Members Put Army Knowledge Management into Practice

by Edward Metz, Reference Librarian, Combined Arms Research Library, Ft. Leavenworth, KS

Army Knowledge Management (AKM) seeks to leverage the Internet in concert with knowledge management principles to improve organizational performance. An essential component of this effort is to provide all members of the Army community access to information and services "anytime from anywhere in the world". Working to help realize this vision, Bill Hansen, director of the Armor School Library, and others teamed with OCLC to field the latter's new QuestionPoint service in the summer of 2002 for use by a consortium of military libraries that together form the Defense Digital Library Research Service (DDLRS). This service responds to questions from the Army and wider DoD community 24/7 throughout the world. Army libraries are therefore at the forefront of network-centric, knowledge-based services that exploit the latest information technologies.

Leveraging the power of the Internet is only one component involved in implementing a successful KM strategy. KM researchers have long recognized that the "knowledge and expertise" of an organization's employees is every bit as essential. In an expanding information universe a single library can no more hope to have ownership over all resources than it can expect its reference staff to know how to navigate expertly across all of its dimensions. OCLC's QuestionPoint offers reference librarians a critical (if still under-utilized) tool, called the Knowledge Base (KB), to facilitate the intra-organizational collaboration that's required to meet this challenge.

The KB is essentially a searchable central repository of answered QuestionPoint queries, cataloged using a simple metadata template. When realized to its fullest potential it can represent the institutional memory of the participating reference team members. The Knowledge Base function of QuestionPoint thus helps ease the two greatest challenges posed by KM implementation, how best to collect internal knowledge and how best to search what has been collected.

Ideally, team members submit Q&A sets that can be effectively reused (either fully or in part) for some future question. It is not so much designed as an FAQ database than a research archive. Team members look to capture the results of their in-depth research that might otherwise be difficult to duplicate. Care is taken to submit only those Q&A sets that are fully answered and cited.

Once you select to file a Q&A set in the KB you are automatically sent to a screen for entering the necessary descriptive metadata. The only required fields are the question itself, the completed answer and the approximate education level of the question (Elementary thru PhD/Masters). Each Q&A set can be "cataloged" by selecting from scroll-down menus appropriate subject categories and geographic codes. Fields for

entering keywords are also provided. While these fields are optional, completing them is vital to maintaining the integrity and utility of the KB.

Add New Question and Answer

Provide all the information you can to make it easy to retrieve this record.

Required Fields (Question):

* denotes required fields

* Question: What is Object Based Publishing specifically as it relates to a TRADOC initiative called Doctrinal Taxonomy?

* Requesting Institution: US Army Combined Arms Research Library (Ft Leavenworth, Kansas)

* Knowledge Base: DDLRS

* Education Level: Adult & Long learner

Required Fields (Answer):

* Answer: TRADOC has converted most manuals to Extensible Markup Language and is currently testing OBP which is doctrine published as concise, stand alone, contextual, reusable objects rather than as books or manuals. The Army sees OBP as a valuable means for the warfighter to have access to training and doctrine materials required to perform their duties. See the Doctrine Text Initiative website at <http://dtl.orlando.veridian.com> . user id : demo password : demo Click on "Subject Tree" then select "Army" and continue browsing down from there. See also the attached Word doc published by the CAC Warfighter Center for more details.

US Army Combined Arms Research Library (Ft Leavenworth, Kansas)

[Knowledge Base screen shot]

Choosing appropriate keywords is especially important for assuring efficient retrieval of the Q&A set later. While, according to Paula Rumbaugh of OCLC, both the keywords and the full text of questions and answers are indexed, words in the Keyword field are weighted heavier. Terms in the Keyword field are indexed as a string, so that multiple words such as "stability operations" are indexed as a single term. Keywords are separated by commas or semicolons and are not case sensitive. (Certain phrases from the full text have been indexed as exact phrases using an automated concept extractor tool; these are case-sensitive). A search for "united nations" would find either "United Nations" or "united nations" in the Keyword field but would not find "United Nations" in the full text.

Further standards and instructions for adding Q&A sets to the Knowledge Base are detailed in the DDLRS Quality Control SOP available online via AKO at the Army Libraries Knowledge Collaboration Center (KCC). Realizing the full potential of the KB will only be achieved with the active participation of all DDLRS players. A real commitment of time and effort are needed in order to assess what questions deserve to be included in the KB and to determine the appropriate descriptive metadata that will allow for efficient retrieval. In the final analysis however if we believe that creating, assessing and reusing knowledge is indispensable to the performance of an organization, we'll take the necessary steps to make the KB a valuable resource. □

MLW 2003: A Report.

By Tracy Landfried, Strategic Planning Chair, MLD.

The 47th annual Military Librarians Workshop (MLW) was a fast-paced week with several format changes. Each day focused on one aspect of the workshop theme. Like an iceberg, less than 1/10th of the work of the conference is visible to attendees. Thanks to Gail Nicula and her staff at the Joint Forces Staff College (JFSC) for the workshop program planning. Thanks to Sarah Mikel and her staff at the National Defense University (NDU) for hosting the workshop and running the registration desks, packing the bags, and a myriad of other tasks. Thanks to Wendy Hill and Sharon Lenius, Division Resources co-chairs, for the large vendor participation at this conference. Thanks to Ron Eicholtz, a visual information specialist from JFSC, who built a large exhibit on *Military Libraries in Service to the Nation*. Throughout the workshop, he demonstrated the art of Exhibit building, while building the excellent exhibit showcasing military libraries. I hope that exhibit will be available somewhere – it was wonderful.

Many braved the weather to attend a solemn Wreath laying service at Arlington National Cemetery after the Service meetings.

“Sister Mary Bibliotheca” (aka MLD Chair Patricia Alderman) kept us in line at the beginning of each session and after breaks. She was one of many memorable characters of this workshop.

Day One: Preserving the Past.

LTG Michael M. Dunn, 11th President of the National Defense University (NDU), welcomed us to the workshop and told us how proud he was of “his” library. He also told us a fascinating tale of a snake. You had to be there. LTG Dunn recommended a course of action he calls “Zeal to Steal.” Attend workshops like this one, steal good ideas, then bring them back to your organization, and apply them to your situation.

The NDU Library was recognized by the 2001 Federal Library of the Year award.

Our excellent keynote speaker, the Honorable James R. Locher III, suffered and survived the many travails of workshop speaking. This former Assistant Secretary of Defense for Special Operations and Low Intensity Conflict flew in from Bosnia and was flying right back – so his voice was just about gone. He told us about the pre-history and history of the Goldwater-Nichols Department of Defense (DOD) Reorganization Act of 1986. All organizations are shaped by their history. In the case of DOD, the individual services, except Air Force, were shaped by centuries of tradition. Their tradition did not allow for sharing or subordinating any service prerogatives. “In a world of accelerating change, organizationally, we are wearing concrete shoes.” Locher graciously

autographed copies of his book, *Victory on the Potomac*, for all interested attendees – that was everyone.

Robert J. Carey, Department of the Navy Deputy Chief Information Officer (CIO) for Policy and Integration, discussed several of the many projects he deals with: DOD Business Initiatives Council, Public Key Infrastructure, Smart card readers, Toys to tools – plastic to metal. Carey tangled with some of the Navy Library program big guns on the question of the Librarian of the Navy.

M. Ann Parham, the Librarian of the Army, informed us of that next Army Library Institute (ALI) will be held in Kansas City, Missouri, 5-9 April 2004. The Institute will deal with Knowledge Management. Her report updated us on Army library events and news.

Susan Tarr, FEDLINK Executive Director, described some new initiatives and actions as a result of the FAXON bankruptcy. LC is revamping its vendor financial reports to try to protect us from something like this in the future. Some new FLICC working groups are seeking members: Competitive sourcing, GPO Partnership, Human Resources (formerly Personnel).

Dr. Patrice McDermott’s exposition of the Patriot Act was informative and scary. See ALA’s website: www.ala.org/patriotfix for current information. McDermott updated us on the Patriot Act; how it is and will change the way we do business. DOE and DTIC have each been required to remove thousands of documents from public view. While we are war, McDermott reminded us of the adage “Truth is the first casualty of war.”

A panel featuring Sarah Mikel, Ed Burgess, and Doug Loynes, discussed the Military Education Library and Research Network’s (MERLN) online group catalog, which anyone can search at <http://merln.ndu.edu>. This is nothing new to the MERLN member libraries, but it may provide an additional source for the rest of us.

Day Two: Protecting the Present

This day’s opening session included a stern lecture from “Sister Mary Bibliotheca” and a skit by MLD Board Members Sharon Lenius and Ann Cashin on using the Metro system.

Meg Bellinger, Yale University Library, described tools and planning for digital archiving, digital content management, and digital production services. Libraries are both producers and stewards of digital content, but the cost of maintaining that e-content will be larger than we can imagine. A current figure (2000) for the size of the web, 50 Terabytes and growing for the surface web, and ten times that for the “deep web,” is only a guesstimate. She stressed that digitization is not preservation. Is your digital content text captured? How long will it last? And she offered many more questions that have

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MLW 2003 (Continued from page 5)

no good answer. There are many challenges to the profession relating to digital information.

She discussed planning, standards, costs, the many unknown/unknowable factors we must grasp and soon.

Dr. Peter Bartis, Veterans History Project, discussed the collaborative projects that are capturing oral and written testimony from veterans (WWI, WWII, Korea, and Vietnam). Tom Claerson, OCLC, described state, regional, and national cooperatives for preservation of such collections. Funders love collaboration – and dollars follow it. If you are looking to start or join a collaboration project – look for standards.

The Navy Libraries report and DTIC updates showed us what other services are doing.

It was nice to break up the service reports – and give one or two a day. We are usually overwhelmed at the close of the conference with service reports information.

Susan Berg, Mariner's Museum Vice President and Library Director, gave us an excellent overview of the museum and library. She described what is required to staff, support, and serve the public, as well as partner with a Government agency (NOAA) in a large project. They are preserving artifacts and archives relating to the U.S.S. Monitor. She reminded us that strategic planning for a non-profit involves what not to do as well as what to concentrate on.

Dr. Robert Schnare, Naval War College; Tom Claerson, OCLC; and Ken Lopez, Library of Congress, gave us insights into preparing for disaster - natural and man-made - from years of work in preparedness planning.

Part two of the Navy Libraries report concentrated on Base and ship libraries.

Day two ended with a marvelous program at the Naval Heritage Center. Dr. Richard P. Hallion spoke on the Centennial of Flight.

Day Three: Securing the Future

Susan Fifer Canby, National Geographic Society, described redefining library jobs on the corporation organization chart – the “white space” contains jobs that are not defined but not unneeded. There is a library aspect to many jobs in her organization – and she demonstrated how to find and define them and survive in today's corporate world. Her library must be a challenging and fascinating place to work.

Greta Marlatt and Lillian Gassie, Naval Postgraduate School, described the building of a digital library for Homeland Security, from obtaining a grant to finding time and people to complete myriad aspects of the project.

MLD Awards and Business luncheon followed. It was an excellent opportunity for networking. Mike Causey, colum-

nist for the *Federal Employees News Digest* and *Federal-NewsRadio.com* spoke on life inside the Beltway and his view of the federal civil service. Check out his daily column at www.federalnewsradio.com. Cindy Hill, President of SLA and Janice LaChance, currently Executive Director, SLA, formerly Director, Office of Personnel and Management (OPM) also spoke to us. How often do you meet a former director of OPM?

Alan Capps, Editor, Journal of Homeland Security, ANSER Institute for Homeland Security, described his Institute's birth in 1999. See their website at: <http://www.anser.org/>. Sign up for their newsletter at <http://www.Homelandsecurity.org>.

Barbara Wrinkle gave the Air Force Libraries report. She believes that no statistic or metric should have to be collected twice. Statistics should flow automatically to where they are needed. Our systems do not yet do this – but they should.

Dr. Maxine Reneker, Naval Postgraduate School (NPS), described the Homeland Security Curriculum and Mobile Education Teams at NPS. She discussed some of the problems and challenges faced by all who work in the arena of Homeland Security. Marlatt, Gassie, Capps, and Reneker all spoke about the need for taxonomy in homeland security terminology.

MLW 2003 ended with a look at the site of MLW 2004, Columbia, South Carolina, and the host Libraries: DOD Polygraph Institute, Army Chaplain Center and School, and the Army Libraries of Fort Jackson, South Carolina.

Bringing these speakers together has made a memorable few days in December in DC.

The food was good, the networking excellent, speakers educational. Some of the presentations are on the division website: <http://www.sla.org/division/dmil>. □



As the 47th Military Librarian's Workshop comes to a close, Wynne Tysdal (NDU Library) turns the bell over to Carol Jacobson (DTIC) and Teri Newsome (U.S. Army Chaplain Center and School Library, Fort Jackson SC). Photo by Diane Schnurpush, DTIC

NASHVILLE Putting Knowledge to Work®

2004 Annual Conference



special libraries association

JUNE 5-10

Nashville Sneak Peek

by Carolyn Eaton, NAWCAD, Patuxent River, MD

Grab your banjo and head for SLA's Annual Conference in Nashville, 5-12 June 2004. Time to start planning your busy schedules of DMIL activities, so mark your calendars!

Are budget and staff cuts keeping you awake at night? New automation and increased security issues have you tossing and turning? Do changing demographics and cultural pressures worry you? If this sounds like a commercial pitch, it is! No magic pill to swallow. Just attend *Survive and Thrive in the Library* and listen carefully to Pat Wagner of Pattern Research explain how to make difficult choices in the workplace. She tells information professionals and librarians what they often don't want to acknowledge. Yet, Pat instructs in a humorous and professional manner how to create a new working strategic plan, eliminate services to make way for the new, and build alliances.

In the second part, Pat Wagner also talks about *How to Stay Employable Even if You are a 'Lifer'*. Now you are wondering, who me? While you may want to keep the job forever, various pressures can jeopardize the situation. Pat identifies ten skills every employer needs and teaches how to consider your employer simply your current customer. She offers sound advice on how to keep up with the marketplace and how to better sell yourself. Both programs are Monday, 7 June, from 2-5PM.

Worried about the security of wireless technology? Lieutenant Colonel Clifton Poole, Professor of Information Systems at National Defense University, answers your questions in

SLA's Continuing Education Course *Wireless Technology: Secured?* He has extensive experience with information technology and was featured in the Washington Post, 26 July 2003. This is an excellent opportunity to learn the basics of wireless technology, review the wireless protocols, review when wireless technology applications are used, and discuss security problems with wireless capability. The CE course is Saturday, 5 June, from 8AM to Noon and cost is \$199 for SLA members.

So, you may not be awake with worries, but you may be *Up All Night – The 24X7 Librarian* on Tuesday, 8 June, 2-3:15 PM, which DITE, DENG, and DMIL are cosponsors. DMIL is also cosponsor with DTRN on Wednesday, 9 June, 11:30AM-12:45PM for *Gray/Grey Literature*. While it may appear all work and no play, several fun activities are also on the agenda.

DMIL is hosting an Open House for members on Saturday, 5 June, 8-10PM. This follows the Board meeting from 6-8PM, so it will be easy to attend both. You can start your day at the DMIL Networking Breakfasts on Monday through Wednesday, 7-9 June, 7:30-8:45AM. Our Awards and Business Luncheon is Tuesday, 8 June, 12:15-1:30PM and you receive your no cost ticket (#535) for the luncheon when you complete the SLA conference registration. You will also want to register for The Hermitage Tour on Thursday, 10 June, 8AM-Noon. President Andrew Jackson's home is a lovely Greek Revival mansion, which was built on 600 acres that is now a part of Nashville. DSOC is cosponsor and separate tickets (\$27.50) can be purchased with conference registration.

See you at Opryland!



Federal Librarian of the Year 2003 Award Winner: Lillian Gassie

By Maxine Reneker, Associate Provost for Library and Information Services, Dudley Knox Library,
Naval Postgraduate School

I am very pleased to announce that Lillian Gassie, Senior Systems Librarian at the Dudley Knox Library, Naval Postgraduate School in Monterey, will receive the award as Federal Librarian of the Year, at a ceremony at the Library of Congress in March.

The Federal Library Information Center Committee awards program recognized Lillian for outstanding, innovative, and sustained achievements during the fiscal year. Lillian is also recognized for her innovative leadership and professionalism in the promotion and development of library and information services, her work as project manager for the Homeland Security Digital Library being created at NPS, and her exceptional technical competency and flexibility under changing work conditions. □

Notes from the Chair

By Pat Alderman

In December, we celebrated our most successful Military Librarians Workshop yet. We had the most registrations (156) in recent memory (thanks to **Candy Parker**, the MLW Registrar and her volunteer staff.) and the most sponsors (33) ever (thanks to **Sharon Lenius** and **Wendy Hill**, our Resources committee Co-chairs.) The MLD Board recognized **Candy** and our MLW webmasters, **Sandy Scroggs** and **Jim Dorsey** at the MLW business meeting and awards luncheon on Thursday, December 11. We were very fortunate to hear Mike Causey, Cindy Hill (SLA President), and Janice La-Chance (SLA Executive Director) speak at the luncheon. A special thanks to our Workshop host, **Sarah Mikel** and her staff at National Defense University Library and the program planners **Gail Nicula** and her staff at the Joint Forces Staff College Library. Read more about the Workshop in **Tracy Landfried's** Workshop article.

In January, seven of us attended the Leadership Summit. Read more about it in "High and Dry in Albuquerque."

In Albuquerque, they did announce the winners to SLA's Membership Recruitment Campaign. The Military Librarians Division won as the Division with the largest percentage increase in membership (over 6%), based on the number of members joining between 1 September and 1 December 2003. (The IT Division won with the most new members joined.) Congratulations to our membership co-chairs, **Helen Sherman** and **Marie O'Mara**.

In June, we will be participating in the SLA annual conference in Nashville, TN. MLD. **Carolyn Eaton** has several events planned for us. Saturday, June 5, we start off with a Continuing Education Class on Wireless Technology, from 8-12 with LTC Clifton Poole, from the Information Resources Management College at the National Defense University. We also have a Board Meeting from 6-8 and a Division Open House from 8-10. We have networking breakfasts scheduled for Monday, Tuesday, and Wednesday mornings. We also have a Business and Awards Luncheon on Tuesday, June 8. The Division is sponsoring or co-sponsoring four programs. Read more about them in Carolyn's article.

Division members have been busy planning for the next three Military Librarian Workshops. **Terri Newsome**, and **Carol Jacobson**, with some of the librarians from Fort Jackson have been busy nailing down details for the 2004 Military Librarians Workshop in Columbia, SC, 6-10 December. **Carol Ramkey** and **Sandy Bradley** visited the Riviera Hotel in Las Vegas on 19 January. Carol briefed us about their visit at the Military Librarians Division Board meeting in Albuquerque. MLW 2005 is scheduled to be held in Las Vegas from

*We've turned 50.
Now what?*

6-8 December 2005. The Air Force is currently planning to host MLW 2006 in San Antonio, TX. However, we need hosts for 2007 (Army); 2008 (DoD); 2009 (Navy) and 2010 (Air Force).

After celebrating our successful 50th anniversary year, we now have to turn our energies to what we want our future to be. One option we can consider is expanding from a Military Librarians Division to a Government Division. The Military Librarians could be a section within the Government Division in a manner similar to the different sections within the ITE Division. Sharon Lenius will be sending out three questions on Survey Monkey to query the Division about this possibility. Please more about it in her article. If you have an opinion about how you see the future of the Division, be sure to vote.

—Pat

High and Dry in Albuquerque

By Pat Alderman

With metro area altitudes ranging between 4,500 and 6,500 feet and an average January humidity level of 55%, everybody, from the flight attendants on the airplane to our local hosts from the "Small but Mighty" Rio Grande Chapter, encouraged us to drink lots of fluids while we were in Albuquerque for the 2004 SLA Leadership Summit, January 21-24. Unfortunately the excellent local beers and margaritas did not count. They meant water.



Cityscape at Sunset photo by www.marblestreetstudio.com

Seven MLD members were fortunate enough to attend the Leadership Summit: **Carol Ramkey**, **Fred Rettenmier**, **Amy Loughran**, **Sharon Lenius**, **Diane Schnurpusch**, **Claudia Tavares**, and **Pat Alderman**.

The densely packed summit provided many opportunities to hear inspiring speakers, network with both the SLA staff and fellow SLA members, meet the slate of candidates currently running for SLA office (MLD's **Lyle Mintor** is running for Director), and find out what was going on within the organization.

Ann Rhodes was the keynote speaker. Her dynamic, entertaining session focused on how to create people-centric organizations. "How do you get to yes?" she asked, referring to

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Albuquerque (Continued from page 8)

any customer request. Hire only "A" level people and proactively help people who do not match your organization's values to find more suitable positions were a few of her recommendations. She also highlighted how employees treasure personal thank you notes or recognition from management. Ann was one of the 5 people who helped establish Jet Blue in 2001.

The SLA Joint Chapter and Division Cabinet approved SLA president elect **Ethel M. Salonen's** proposal for the Special Libraries Association to officially use the DBA (Does Business As) designation of SLA. The official name would remain the Special Libraries Association. However, the initials SLA that most of us routinely use would become a legally recognized way to refer to the Special Libraries Association. As several people carefully explained during the Joint Cabinet meeting, this was not a name change. (They were recalling last year's emotion charged attempt to change the name from Special Libraries Association to SLA, INC or IPI..) It was a DBA.

Conference planners for both Nashville (2004) and Toronto (2005) met separately on Thursday afternoon. The Nashville planners were updated on deadlines for program changes, payment schedule for food and AV requirements, etc. The SLA staff announced that audio CDs of many of the Nashville sessions will be available. The CDs will include up to 79 minutes of a session and will cost \$12 (Prices will vary for longer sessions and discounts will be available for multiple CD purchases.). Planners will have to get the speaker(s)' permission for any session to be recorded. The Toronto planners were introduced to the SLA Conference planning procedures.

The Rio Grande Chapter made sure that the Summit included plenty of opportunities to have fun. On Wednesday night, they organized Dinner Buddy opportunities to many of the local restaurants. At the Blue Corn Café, we learned to order chili toppings "Christmas style" so we could try both the smoked flavor of the green chili sauce and the slightly sweeter, but still hot red chili sauce. On Thursday night, we enjoyed "Fiesta on the Rio Grande" at the Indian Pueblo Cultural Center. The Center highlighted the 19 pueblos of New Mexico and included a museum, cultural displays and a gift shop with 25% off that night. Chapter members told us the Center would be happy to have us back; SLA members spent over \$6,000 in the gift shop. □



Disclaimer: "Special Libraries Association assumes no responsibility for the statements and opinions advanced by the contributions to the Association's publications. Editorial views do not necessarily represent the official position of Special Libraries Association."

Welcome New Members!

By Marie O'Mara & Helen Q. Sherman, Membership Co-Chairs

Please welcome the following members who have joined our group during September - December 2003.

Genni B. Arledge
DoD Polygraph Inst
Fort Jackson, SC

Christine Barrett
Nova Star Mortgage - Compliance
Kansas City, MO

Sharon L. Butcher
ACS
Arnold, TN

Margaret M. Carr
Baltimore, MD

Jeffrey B. Conner
Yokota Base Library
APO AP

Faye L. Couture
Pope AFB Library
Pope AFB, NC

Christopher R. Damrosch
Library of Congress
Serial & Govt Pubs Div
Washington, DC

Nancy J. Dayton
Alexandria, VA

Nedia A. Duke
AMEDD C&S
Stimson Library
Fort Sam Houston, TX

Patricia R. Evans
Supreme Court of US Library
Washington, DC

Lillian W. Gassie
Naval Postgraduate School
Dudley Knox Library
Monterey, CA

Celia A. Griffin
Birmingham, AL

Welcome New Members!

(Continued on page 12)

Wrinkle (Continued from page 1)

Barbara Wrinkle
Director
Air Force Libraries



Ms. Wrinkle chairs the Air Force Library Steering Committee whose membership includes seven MAJCOM librarians, directors of the Air University and Air Force Academy Libraries, and the AF Library Financial Manager. Through this cooperative effort, many Air Force-wide initiatives have been implemented to promote effective delivery of information products to Air Force military personnel, civilians, and family members, 24/7. The committee developed the AFLIS Strategic Plan and identified seven key areas to improve and promote AF Libraries: Advocacy/Marketing; Technology; Facilities; Resources/Financial Management; Programs and Services; Staffing; and Partnerships. Other joint projects include the Golden Eagle Standards for Air Force General Libraries and the 5-Star Recognition program. As a result of the standards and recognition program, many libraries received additional funding to improve collections, renovate facilities, and upgrade technologies. She also worked closely with the USAFE and ACC command librarians to ensure prompt delivery of reading and audiovisual materials to deployed troops.

The most overarching project for AF libraries has been the development and implementation of the AFLIS web-based central purchasing and financial management system. Moving all central purchasing to the Library Electronic Ordering System (LEOS), an e-commerce module, has streamlined procurement and reporting processes for the libraries. Additionally, data from LEOS automatically transfers to the Library Annual Report Program (LARP). Other modules include the Golden Eagle Standards for General Libraries, the DoD MWR Library Standards, and the 5-Star Recognition program. Most data flows "transparently" from one module to the next, saving much time for librarians and their staff. Forthcoming modules include funds management, office collection management, and the central budget. The impetus behind all of these initiatives, Ms. Wrinkle worked countless hours, analyzing program requirements and gathering input from librarians to ensure each project's success.

An avid supporter of professional continuing education, Ms. Wrinkle ensures that an annual training program is available for all Air Force librarians. An annual workshop/breakout session is held in conjunction with a national conference such as American Library Association or Special Libraries Association (SLA). In June 2003, the Air Force and Navy library programs hosted a joint conference at Wright-Patterson AFB Ohio. Attended by 150 librarians from all over the world, the conference highlighted new technologies as well as tours of Lexis Nexis and the Air Force Museum. The 2004 conference will again be a joint Air Force/Navy program and is scheduled 2 – 4 June 2004, just prior to SLA. Other training opportunities include an annual Library Directors course for new Air Force librarians. Held at the Air Force Services Agency in San Antonio Texas, this course provides detailed "how-to" training on the daily operations of an Air Force library. While attendees are usually overwhelmed by all the information, they certainly come away smarter, and know the Air Force library staff are always willing to help!

Ms. Wrinkle's extensive career includes a position as the Assistant Director of the Air Force Library and Information System, San Antonio TX, from October 1992 to December 1996. She was responsible for the fiscal administration of the central appropriated funds and procurement system, management analysis of program operations, and served as the Command Librarian for six special and two general libraries. Prior to her assignment at the Air Force Services Agency, she served as the Director of the Phillips Laboratory Research Library at Hanscom AFB Massachusetts. She also worked at numerous Air Force libraries around the world, including Izmir Turkey; Hellenikon AFB in Athens Greece; Duluth IAP, Minnesota; and Luke AFB, Phoenix Arizona. A highlight of her career was working in the US Air Forces Europe (USAFE) as the Library Division Systems Coordinator and Deputy Command Librarian. Before coming to the Air Force, she worked at a number of Army libraries: US Army Military History Research Institute, Carlisle Barracks Pennsylvania; Robinson Barracks, Stuttgart Germany; and Paul Revere Village, Karlsruhe Germany. Ms Wrinkle started her professional career as a reference librarian at Pasadena College, Pasadena CA.

Ms Wrinkle is a graduate of Pasadena College, holds a MS in Library Science from the University of Southern California, and is a graduate of the Air Command and Staff College Associate Seminar Program. A dedicated professional, Ms. Wrinkle's memberships include the American Library Association, the Special Libraries Association, the Federal and Armed Forces Librarians Roundtable, and the Military Librarians Division. She is an active member of the DoD Joint Library Forum as well as the Business Initiative Council (BIC). Additionally, Ms. Wrinkle is the permanent Air Force representative to the Library of Congress' Federal Library and Information Center Committee (FLICC) and serves on the FLICC Budget and Finance Working Group. □

Kadena AB Japan (Continued from page 1)

The library doubled the number of current awareness products during the past year, and tripled the number of individuals served by these resources, from 6,000 to 19,976! Links were established on the library's dynamic home page to direct customers to available databases. Customers can easily access these resources from anywhere in the world. An online reference "trivia" contest promoted use of the various databases. Additionally, contact with the education center resulted in expansion of library hours during university finals week. Meetings with the local historian led to culturally oriented adult programs. Another unique adult program included a banned book challenge during Banned Books Week; 97 books deemed challenged, banned, or expurgated, were checked-out. A drawing was held that resulted in three customers each winning the very coveted "Banned Books Week" t-shirt!

Children's programs took off this year with a record-setting 413 children, youth and young adults participating in the Summer Reading Program, "Your Library – The Greatest Show in Town". Through a partnership with AAFES, special incentives were awarded to the top readers. The weekly story hours for children were also reinstated with the help of civilian and military volunteers reading stories. Theme-based art projects were conducted, and made this a fun library experience for all the young participants. To foster community relations, the library hosted a Halloween party for trick-or-treaters and featured scary Halloween stories. During a special puppet show program, coordinated with the university elementary education professor, college students performed their final exam in the library for local youngsters. Over 109 kids attended the puppet shows, based on popular children's books.

In addition to these extensive programming efforts, the library ensured customer feedback was incorporated into future plans. Based on customer input, a new library design was created to give a "nook and cranny" feel with more private, individual study spaces throughout. Large comfortable sofas, loveseats, and lounge chairs were purchased to make more leisurely reading spaces. An extensive renovation of the 18,000 square foot facility was completed on schedule; the library staff worked side-by-side with contractors to disassemble old metal shelving and assemble new wooden shelves. Wall-to-wall carpeting was installed in four days, completing the major renovation within 30 days – a record to be sure!

In addition to these numerous programs and the facility renovation, this library served as the Pacific Command Air Forces (PACAF) Command Reference Center, assisting eight other PACAF libraries with reference and interlibrary loans. This library also manages a branch in Singapore, and maintains records for over 60 active office accounts.

As a result of this boundless energy, the Kadena AB library was the winner of the squadron's elite and coveted "Commander's Cup" trophy. Even more deserving, this

spectacular library operation was awarded the "Air Force Library Program of the Year." Kudos to the Kadena library staff for such tremendous efforts and dedication to military members and their families! □

From Washington, DC to Nashville, TN --- Vendors Support MLD

By Sharon Lenius

The Military Librarians Division thanks all the Sponsors and Exhibitors who gathered in the Washington, DC Wyndham Hotel's City Centre Ballroom during the 2003 Military Librarians Workshop. Workshop attendees and visitors had an opportunity to visit with all exhibitors. Many of the vendors will be in Nashville, TN for SLA's Annual Conference, June 5-10, 2004. Be sure to stop by the booths!

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Oak Leaf

- Congressional Quarterly
- DTIC – Defense Technical Information Center
- FEDLINK
- NDU Press
- Texas A & M

* These companies are sponsoring events with MLD in Nashville. Visit with them there, too! □

New Members (Continued from page 9)

Amy K. Haberman
Booz Allen Hamilton
McLean, VA

Anna Hall
National Defense Univ. Library
Washington, DC

JE Sverdrup
Attn: Antoinette M. Stephens
Cape Canaveral, FL

Tammy L. Kirk
Independence, KY

Stephen D. Leary
Inst for Defense Analyses
Tiso Library
Alexandria, VA

Judith L. Lesso
RAND
Pittsburgh, PA

Emily C. Mardis
453rd EWS Archives & Res Cell
San Antonio, TX

Kristin A. McCool
Rand Corp Library
Santa Monica, CA

Varrick S. Nunez
Lakeland, FL

James K. Olin
Catonsville, MD

Perry E. Onderdonk
Alion Science & Technology
Rome, NY

Charles B. Shay
Springfield, MO

Marilyn J. Smith
Naval Support Activity Library
Athens, GA

Jo Ann C. Soriano
Army Library Program
Washington, DC

Tracy Temanson
Logistics Mgmt Inst. Library
McLean, VA

Donna M Terpack Palter
Austin, TX

Cindy Tews
APO AP

Membership Statistics: By the end of 2003, the Military Librarians Division had a total of 339 members, and the December statistical report was used by SLA to calculate our unit allotment. At that time, our membership included the following:

2 Forty-five Year Members,
7 Organizational Members,
3 Life/Honorary Members,
279 Members,
15 Retired Members, and
33 Students.

Note to all members: please remember to check and update your information in the SLA Online Membership Directory at <http://www.sla.org>. Whenever possible, please provide an e-mail address to ensure that you receive up-to-date information about your organization. Thank you. ☐