



The Military Librarian

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Barbara Wrinkle, Director of the Air Force Library Program, will retire on 30 June 2006. Her farewell luncheon will be on 29 June 2006 in San Antonio TX. She retires after 38 years of dedicated service to military libraries.

DTIC GETS A NEW ADMINISTRATOR

Mr. R. Paul Ryan is the new Administrator of the Defense Technical Information Center (DTIC). He had been Acting Administrator since November 2004.

Previously, Ryan was the Deputy Administrator responsible for the daily operations, budget, and personnel for DTIC. He transformed DTIC from a paper-based workflow to an electronic environment. His leadership skills were exemplified when, in 2004, DTIC was established as a Department of Defense (DoD) Field Activity, aligned with the Director, Defense Research and Engineering, in the office of the Under Secretary of Defense, Acquisition, Technology and Logistics. " (Continued on page 5)

"Sherlock" Reneker Transforms Naval Postgraduate School Library into 21st Century Leader

by Barbara Honegger,
Senior Military Affairs Journalist,
Naval Postgraduate School



How do you transform the library and information services of a premiere military university from dusty card catalogs to the Federal Library of the Year in just over a decade?

It's elementary, my dear Watson. Find a world class research librarian and expert in information-seeking behavior who also happens to be a Sherlockian to dissect the problem and come up with a perfect solution.

That's what the Naval Postgraduate School did in 1993, when it tapped Dr. Maxine Reneker, then Director of Research Services for Stanford University Libraries, as Professor, Associate Provost for Library and Information Resources and Director of the Dudley Knox Library. Reneker recently retired from the top information services post, having elegantly "solved the case" -- so well, in fact, that faculty and staff at the Navy's corporate university talk of time as "before Maxine" and "after Maxine."

"You wouldn't believe how much we've changed from the time before Maxine," said Dorothy Nath, the library's technical services manager. "Before Maxine, we had two electronic resources. Now we have over 40,000. Maxine forced us to move into the 21st Century, and she empowers you to do it. At first I resisted, but now I'm so grateful she came. Now we work smarter, not harder -- her favorite saying. Our procedures have been cut in half, and we've doubled our production since she came on board."

Sam Hornbeck, Assistant to the Director and Administrative Librarian who has been with the library for 30 years, put Reneker's contributions into historical context.

(Continued on page 6)

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Submissions

Please submit material to Tracy Landfried.

Preferred file attachment formats are Microsoft Word, text files, and JPEG for photos.

Please include permission to reprint copyrighted materials with your submission.

All submissions must be approved by Division Chair.

All submissions are subject to editing.

Submission Deadlines:

Issue	Deadline
Spring	May 15, 2006 (pre-conference issue)
Summer	July 15, 2006 (post-conference issue)
Fall	October 15, 2006 (nominations and Pre-MLW issue)
Winter	February 15, 2007 (post MLW and post leadership summit issue)

Note from Membership Chair, Gail Nicula: Division had 363 members as of 6 March 2006.



Notes From the Chair

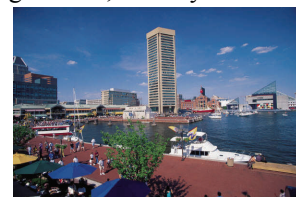
By Carol Jacobson, MLD Chair

MLW 2005 – Another Successful MLW! – MLW 2005 was a resounding success, due in no small part to the leadership of Ms. Sandy Bradley and her fantastic team. One of the high points of the Workshop was the Knowledge Café. The use of knowledge cafés encouraged attendees to become involved in small group discussion with people that they might not know. Our banquet was highlighted by “Elvis” singing “Blue Christmas!” The tours on Friday were fun and educational. I understand that some of those who went on the tours were able to meet one of the Blue Angels. I know that all of the Workshop attendees join me in saying thank you to Sandy and her team for a job well-done.

The 2006 SLA Annual Conference in Baltimore – It is not too early to be thinking about the upcoming SLA Annual Conference in Baltimore, MD, June 11-14, 2006. Ms. Greta Marlatt is our Division conference planner, and she has developed some interesting sessions. You can not register for the conference before the conference rate from 2-31 May is \$345. (excluding taxes) and \$59 for meals and of the conference hotels and their rates. If you Inner Harbor is the one hotel that is under per



at the Early Bird rate after May 1st. For SLA members, the per diem rate for Baltimore is \$141 for lodging incidental expenses (M&IE). I have included a list of hotels using the SLA Housing Bureau, the Days Inn per diem.



Hotels for the 2006 SLA Annual Conference

Days Inn Inner Harbor	\$129.00
Holiday Inn-Inner Harbor	\$174.00
Hyatt Regency Baltimore Headquarters Hotel (sold out)	\$196.00
Marriott Inner Harbor	\$192.00
Radisson Plaza Lord Baltimore Hotel	\$149.00
Renaissance Harborplace Hotel	\$202.00
Sheraton Inner Harbor Hotel	\$182.00
Wyndham Baltimore Inner Harbor Hotel	\$175.00

Mark your calendars for MLW 2006.

The plans for MLW 2006 are well underway. Make sure to mark your calendars – “MLW 2006 December 5-7, 2006, San Antonio, TX!” Dr. Shirley Laseter and her team are planning a very special MLW, honoring our past history while keeping an eye on our future. The theme for the Workshop is “Golden Reflections and Directions.” Mr. Bob Lane, who hosted the 25th MLW, will reflect on military libraries of the past, while speakers such as Mr. Stephen Abram, SirsiDynix and Dr. Fred Heath, Director of the University of Texas Libraries will discuss technology and issues that will impact the libraries of the future. Watch the MLD Website for further information on the Workshop agenda, hotels and registration.

DMIL list - I would like to encourage all of you to use our DMIL list not only to post vacancy announcements, but also to pose questions, to share resources, and to highlight accomplishments and lessons learned. Just send your input to Tanny Franco at tfranco@dtic.mil.

MARCIE STONE

TRIP REPORT
SLA South Atlantic Regional Conference
 Williamsburg, VA
 September 29-30



The conference theme: "Experience A Timeless Information Journey: Revolution and Evolution Continue" was carried out through a wide variety of individual sessions, ranging from specific "how to" lessons learned, to much more theoretical and philosophical topics. The agenda was divided into 6 tracks (3 each day): Content Connections, People Connections and Technology Connections on Thursday, and Past Connections, Present Connections and Future Connections on Friday. The complete conference agenda and a number of the presentations can be found at:

http://www.sla.org/conf/conf_sar/index.html

In her opening remarks, the Chair of the Conference Steering Committee (and SLA President-Elect), Rebecca Vargha, from the University of North Carolina (UNC), noted that in 1934, government libraries were instructed to encourage their users to access the library by telephone because "almost all government offices have telephones." Apparently remote access to libraries is not a new concept...

In a session entitled **Jumping on the Blogwagon**, Catherine Levallee-Welch from the University of South Florida, spoke about the advantages to be realized through the use of both internal and external blogs. She noted that one can feed several blogs into one internal feed or can populate a blog with feeds from other data sources. There is blogging software available for little or no charge, and she encouraged us to think about the uses of blogs for both internal and external communication.

Open Access was a common thread through many of the sessions – the session, **Open Access – The Perfect Storm? (Policy, History and Use)** presented three perspectives on the issue of open access to scholarly research. Rick Johnson from the Scholarly Publishing and Academic Resources Coalition (SPARC) encouraged the elimination of all barriers to access to research. SPARC that may be needed to accomplish this; he feels that this research in question is frequently government funded. He is attempting to prevent totally open access, among those who need the prestige of publishing in journals, feels that faster and wider sharing of knowledge gained should be shared as the research is being conducted, rather than waiting for the final report. He also feels that the government should not only fund the research, but should also fund peer review and libraries to assure dissemination. He mentioned the public imperative – that since the taxpayers have funded the research, they are entitled to the results. He referred to the Alliance for Taxpayer Access (<http://www.taxpayeraccess.org/>) and to the NIH Public Access Policy, which he feels is a good first step, although flawed because it is voluntary rather than mandatory (<http://www.nih.gov/about/publicaccess/>).



He feels that there are many vested interests that which are publishers, scholarly societies, authors educational institutions and libraries. Mr. Johnson through research will fuel progress and that data

The two other presentations in this session were not as comprehensive, but added some important additional perspective on the matter. Chuck Hamaker from UNC, Charlotte, defined open access as "digital, online, free of charge and free of most copyright and licensing restrictions." He noted that currently, authors can pay some journals to allow open access, and he feels that one of the key considerations in any open access scheme is how peer review will be accomplished. Tim Bucknall, UNC, Greensboro, addressed free versus open access and noted that he feels that libraries aren't providing good access to open access titles. He did refer to one resource, the Directory of Open Access Journals, which covers free, full text, quality controlled scientific and scholarly journals on many subjects and in numerous languages. According to their Web site, there are now 1806 journals in the directory, of which 446 are searchable at article level (<http://www.doaj.org/home>). All of the speakers' charts are available at the conference Web site, and provide substantially more detail than this summary.

Science.gov (FirstGov for Science) was the title of a presentation by OSTI's Valerie Allen, who is the program manager for the Science.gov site, which is hosted at OSTI. A PDF copy of the briefing slides can be found at: http://www.science.gov/communications/library/SLA_SARCIIL.pdf

The **keynote speaker**, who addressed the conference at Thursday's lunch, was **David Seaman, Executive Director of the Digital Library Federation (DLF)**, which is a consortium of major academic libraries with member institutions currently from the United States and Great Britain. DLF members identify standards and "best practices" for digital collections and network access; coordinate leading-edge research and development in libraries' use of electronic-information technology; and incubate projects and services that libraries need but cannot develop individually (see <http://www.diglib.org/>). Prior to joining the DLF, Mr. Seaman was the founding Director of the **Electronic Text Center** at the University of Virginia Library, where he oversaw the creation and development of an online archive of XML and SGML texts, of which many are available in multiple e-book formats. Part of his role with the DLF is to identify digital library trends, in which context he noted that he was terrified that one morning he would wake up and find that he had turned into a consultant. His remarks were cogent, witty and very informative – for me, this was the most interesting session of the conference.

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**Book Review**, by Emily C. MardisBook reviewed: *The Gold Star Mother Pilgrimages of the 1930s* (ISBN: 0-7864-2138-X)

Author: John W. Graham

Publisher: McFarland & Company, Inc. (www.mcfarlandpub.com; 800-253-2187)

The 1920s were a tumultuous time across the globe. Unprecedented events in Europe were raging. World War I had already been going on for three long years. The Spanish influenza was sweeping Europe. Woodrow Wilson was President, the first [Pulitzer Prizes](#) were awarded, and between ten and fifteen thousand blacks marched down New York's Fifth Avenue in a silent protest to racial discrimination and violence. World War I, or the Great War as it was known then, did not end until 1919. Enter the turbulent time of John Graham's book, *The Gold Star Mother Pilgrimages of the 1930s*.

In 1929 the Great Depression was settling in around the globe. Despite the gloomy financial situation Congress approved and funded pilgrimages for mothers and widows of World War I casualties to the sites of their graves overseas. Families whose sons had been lost in the war were identified with a flag with a gold star. These mothers and widows were known as Gold Stars. John W. Graham tells their stories. He weaves an interesting history of the creation of the symbol of national grieving (the gold star), the Gold Star mothers and widows, and the pilgrimages. National strife cut the country as opinions were split as to whether it was "right" or "wrong" to provide these trips, especially with so many veterans of the war unemployed or severely maimed.

The Gold Star Mother Pilgrimages of the 1930s, tells a story that most Americans have not heard. Mr. Graham shares how he discovered the tale and was compelled to pursue it. The first quarter of the twentieth century comes alive as the author reminds us that mothers and widows who lost loved ones at the beginning of the century are not all that different from mothers and widows who have lost sons and daughters in conflicts today. The pilgrim experience brought a sense of closure to those who participated. While the pilgrimages from 1930-1933 were the only ones funded by the government, they still continue. As recently as 2002, Operation Gold Star, run and funded by private groups of Vietnam veterans, made a visit to Southeast Asia for the same reasons as the early pilgrimages---for closure, to say goodbye.

The Gold Star Mother Pilgrimages of the 1930s is a good addition to any library, especially those devoted to military and United States history. The author provides the story of how the pilgrimages came to be and the events and controversy that surrounded that era. He describes the effects that the trips had on the pilgrims and the world. He documents a segment of history that might otherwise be forgotten. He assists us in understanding a time that was not so long ago and how those grieving found closure. Anyone who has ever stepped foot in one of the American Military Cemeteries abroad leaves with a sense of awe for those who gave their lives. The quiet beauty and pristine grounds today are much like they were when the pilgrims visited. And anyone visiting one of the cemeteries, looking over the sea of symmetrical rows of white crosses will feel as the mothers and widows did, that their heroes lie in

DTIC Gets A New Administrator Continued from page 1

Of his appointment, Ryan said, "I have been with DTIC for over 20 years and look forward to this opportunity to lead the organization. My motto is 'mission first, people always.' I like to remind the DTIC staff that what we do everyday is important for the DoD and for our military members fighting for freedom around the globe."

He was also DTIC's Director, Office of User Services and Marketing and held positions with the U.S. Army at Picatinny Arsenal, Dover, NJ and the Ballistic Research Laboratory, Aberdeen Proving Ground, MD. A native of Philadelphia, Ryan holds degrees from Villanova University and Drexel University. His awards and honors include both the Meritorious Civilian Service and the Exceptional Civilian Service Awards.

Active in the scientific and technical community at the local, national, and international levels, Ryan is a former President and member of the Board of Trustees of the National Federation of Abstracting and Information Services (NFAIS). He was Chair and Deputy Chair of the NATO Advisory Group for Aerospace Research & Development (AGARD) Technical Information Panel. He has been a member of the Board of Trustees of the Harford County (MD) Public Library System in addition to serving as its Treasurer and Board Chair.

“Sherlock” Reneker Continued from page 1

“When the Naval Postgraduate School first moved library was just two rooms on the second floor of Root building and current location in the early 1970s,” he said. leadership, out of 2,000 federal libraries we’ve been Year (large library category) for 2004. This achievement goes well beyond having the latest information technology. It’s because of Maxine and who she is, and the great people she hired and knows how to motivate.”



to Monterey from Annapolis, the Hall; then we moved to the new “Now, thanks to Maxine’s firm named Federal Library of the

“Maxine is a true transformative change agent,” agreed fellow Carleton College graduate Ann Jacobson, Manager of Research Assistance, Reference and Instruction for the Library, “which is why she won the American Library Association’s Elizabeth B. Futas Catalyst for Change Award for 2000. First, foremost and always a scholar, she operates in the higher reaches in thinking about what the library is and where it should go, develops a vision based on solid research, and then goes for it. While still a graduate student in library science, I interned with Maxine to develop a series of focus groups on information seeking behavior -- which had also been the subject of her Ph.D. thesis -- in the NPS academic community. She wanted to know exactly what our users want in terms of content *and* process -- what they want to know *and* how they want to know it -- and then brought in the information systems, people and organization to make that a reality.”

“It’s been incredibly challenging, exciting and rewarding being at the Naval Postgraduate School these past twelve years,” Reneker said in an interview before a heavily attended retirement ceremony at the library June 13, where she received the Navy Superior Civilian Service Award. “Having been at major research institutions like Stanford and Columbia, I have the highest regard for the Naval Postgraduate School mission and the high caliber of its faculty and students, relative even to these world class universities. NPS officer students are incredibly motivated, and the faculty’s dedication to making a real difference to the security of this country is remarkable.”

“Maxine is a true transformative change agent...First, foremost and always a scholar, she operates in the higher reaches in thinking about what the library is and where it should go, develops a vision based on solid research, and then goes for it... We developed a series of focus groups on information seeking behavior in the NPS academic community to find out exactly what our users want in terms of content *and* process - what they want to know *and* how they want to know it -- and then brought in the information systems, people and organization to make that a reality.”

*Ann Jacobson, Naval Postgraduate School Dudley Knox Library
Manager of Research Assistance, Reference and Instruction*

“But first and foremost has been leading the library staff to make the changes needed to create an information-rich environment for the NPS community, and then link the information we provide to libraries across the country,” Reneker said. “For a research library we have a very small staff, and they’ve been able to accomplish wonderful things. And a number of them have achieved national recognition, not only within the military academic community but the general library academic community, for the cutting edge services and systems we’ve developed. Our Senior Systems Librarian Lillian Gassie, for example, was named Federal Librarian of the Year for 2003.” Glassie is now Acquisitions Manager for the Government Printing Office, converting the federal government’s flagship printer to digital electronic publishing. [Glassie has since moved to NATO - editor.]

Before and at the reception, Reneker’s staff recalled the highlights of the past decade.

“Having been at major research institutions like Stanford and Columbia, I have the highest regard for the Naval Postgraduate School mission and the high caliber of its faculty and students. NPS officer students are incredibly motivated, and the faculty’s dedication to making a real difference to the security of this country is remarkable.” *Dr. Maxine Reneker Professor, Associate Provost for Library and Information Resources, and Director of the Naval Postgraduate School Dudley Knox Library, 1993-2005; winner of the American Library Association Elizabeth B. Futas Catalyst for Change Award for 2000.*

three computers connected to the Internet. In just three years, we had a new online catalog, the library was wired for more than 25 computers for all staff, we were completely connected to the Internet, and we’d started to purchase access to web-based resources. Today we have over 100 computers for public and staff use connected to the Internet, and spend over a million dollars a year delivering electronic content 24/7 directly to the desktop of students, faculty and staff.”

Under Reneker’s leadership, the Dudley Knox Library has also developed a number of world class knowledge portals. “The most well known of these, the Homeland Security Digital Library, is a major resource for policy makers and first responders nationwide under a grant from the Department of Homeland Security, as well as for our NPS faculty and students in homeland security, peace-keeping, civil-military relations and other curricula,” Reneker said. “We already have over 25,000 documents online and a team of twenty working on the Project, which continues to expand due to increased demand.”

“The Homeland Security Digital Library is truly an amazing accomplishment, said Professor David O’Keeffe, Deputy Director and Chief Executive Officer of the NPS Center for Homeland Defense and Security. “It’s a national treasure and a major resource in the war on terrorism.”

“Maxine’s leadership has been stellar,” said Greta Marlatt, Supervisory Librarian and Information Services Manager who oversees content development for the Homeland Security Digital Library Project. “She always encouraged staff to try new things and gave us the time, freedom, funding and flexibility to do them.”

(Continued on page 7)

"Sherlock" Reneker Continued from page 6

"I was astonished and gratified to see the transformation of the library and information services Maxine was able to bring about,"



said National Security Affairs Professor Tom Bruneau, Director of the Center for Civil-Military Relations, at the reception. "Thanks to her and the library staff, we faculty and students no longer have the excuse that we don't know how to get the information we need and can focus on the core academic pursuit -- what the information *means*."

Professor Wayne Hughes, Dean of the NPS School of Operational and Information Sciences, put it even more succinctly. "We've watched in amazement this past

decade as Maxine Reneker literally transformed a 19th century library into a 21st century library, entirely skipping the 20th century."

To the person, Reneker's staff lauded her deep commitment to professional development. "Maxine is quite exceptional in terms of personnel training,"

said Ann Jacobson. "She really puts the library's funds where her beliefs are on this, which makes a huge difference." As part of the original negotiations for her own position, in fact, Reneker negotiated funding for the professional development of her future staff.

"Maxine has a collaborative management style that encourages you to provide input into the vision, do new things, and do old things in new ways," said technical information specialist Irma Fink. "She got across to us all that it's OK to fail as long as you learn from it -- that it's OK to risk to get to the change you need and increased gains. Looking back at what we've accomplished and the momentum going forward, that philosophy has really paid off."

At the reception, Marlatt summed up the feeling of the entire staff. "We, the Library staff, will take the legacy you left us and move it forward in the 21st century."

A key to moving that legacy forward will be finding Reneker's successor. NPS Provost Dr. Richard Elster has formed a committee to search for a new Associate Provost for Library and Information Resources and Director of the Dudley Knox Library. Inquiries should be directed to the search committee chairman, Associate Professor Dan Moran, at djmoran@nps.edu, (831) 656-2059. [Successor Ms. Eleanor Uhlinger reported for duty in March 2006. - editor]

What's Next?

As for being named Federal Library of the Year for 2004 in the large library category, Reneker smiled. "It's like winning the World Series and coming home. You couldn't ask for a better way to end a career."

Of course, no one believes "Sherlock" Reneker is really going to retire. For now, she says she plans to relax, welcome her first grandchild into the world, and keep an active link to the Naval Postgraduate School community. She will continue to jury the W.Y. Boyd Literary Award for Excellence in Military Fiction and -- of course -- carry on as a dedicated member of the Sherlockian society, Knights of the Gnomes.



Maxine Reneker, Associate Provost for Library and Information Resources, Dudley Knox Library at the Naval Postgraduate School, Monterey, Calif., and Captain Linnell, Naval Education and Training, accepted the award for large Library/Information Center of the Year. Photo by Robin Smith

For your Calendar – Jun 06-Dec 06

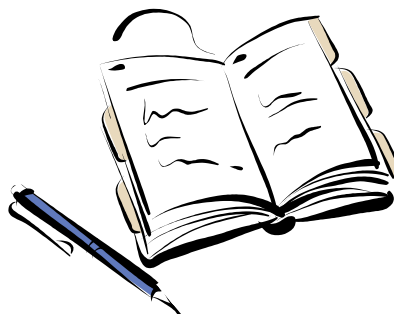
Air Force/Navy Workshop 8-9 June 2006. Baltimore, MD

SLA annual conference 11-14 Jun 06 Baltimore, MD

<http://www.sla.org/content/Events/conference/ac2006/index.cfm>

Military Librarians Workshop 5-7 Dec 06 San Antonio TX

<http://www.dtic.mil/mlw/2006/index.html>



Trip Report Continued from page 4

The trends that he identified included:

- Increased interest in and development of e-learning collaboration spaces in which instruction makes use of an institution's intranet technologies, leading to interoperation between library content and course management systems, giving libraries new opportunities to be engaged in teaching. It has been found that the use of this kind of technology varies depending on the specific academic disciplines, but that business and law are generally more dependent on electronic resources.
- Digital production within the library that is moving from ad hoc projects to the development of production facilities and registries of digital masters. This is found more frequently in special collections.
- The Long Tail – it has been found that digitizing increases the use of obscure source material; usage of titles that were rarely accessed in print has increased dramatically when they are made available electronically (whether or not they are actually deserving of increased use.)
- Digital Preservation – there is now a National Digital Information Infrastructure Preservation Project (NDIPP), at the Library of Congress, the intent of which is to “develop a national strategy to collect, archive and preserve the burgeoning amounts of digital content, especially materials that are created only in digital formats, for current and future generations.” (<http://www.digitalpreservation.gov/index.php?nav=3&subnav=1>)
- Institutional Repositories – Educational institutions are attempting to gather their digital/electronic assets for preservation. However, members of the faculty don't always view their work as part of the assets of an institutional content management system. Mr. Seaman feels that there will need to be some sort of faculty reward associated with their participation in such a program to encourage their participation.
- Open Access – As mentioned previously, open access to scholarly research is one of THE hot topics among the academic community. A significant number of scholarly journals now allow authors to post the final version of their articles to whatever Web sites they wish in addition to the “official” version that appears in the electronic journal; the only requirement is that they link back to the journal article.
- Government sponsorship of a massive public information infrastructure – Digital Promise (<http://www.digitalpromise.org/>) is a organization that is recommending the creation of the Digital Opportunity Investment Trust (DO IT), a nonprofit, nongovernmental agency designed to meet the urgent need to transform learning in the 21st century. It would be financed by revenues earned from investing \$18 billion received from mandated FCC auctions of the radio spectrum. Digital Promise contends that this parallels the historic use of revenues from the sale of public lands, to help finance public education in every new state and create the system of land-grant colleges (this legislation was passed during the Civil War). Just as interesting as their proposal, is the makeup of their Leadership Council – Lawrence Grossman, former head of PBS and of NBC News co-chairs the group along with Newton Minnow, Mr. Vast Wasteland himself; and other supporters include George Lucas; Bob Kerry, former Senator from Kansas and currently President of the New School; and Donald Langenberg, Chancellor Emeritus of the University System of Maryland.



- ♦ In the same context, Mr. Seaman noted two interesting developments:
 - * The University of Michigan is digitizing its library holdings, and, as the roomiest place to house the equipment necessary to conduct the project is their remote storage facility, they are digitizing the 80% of their collection that is used least before they digitize the more heavily used titles.
 - * LC is developing a procedure by which permission can be more easily obtained to digitize “orphaned works” – those for which no copyright owner can be found.
- Increased malleability was the final trend that Mr. Seaman noted – the moves to increase the availability of data and remove it from the silos that it frequently occupies.

Mr. Seaman also remarked that libraries need to think strategically and focus on their core missions (in the case of academic libraries, to further pedagogy and scholarship) and take advantage of the library's skills to manage digital data over time. He feels that if librarians are concerned that their library can be replaced by Google that it probably should be – if Google can do everything that a library is doing, that the library is dead already and is only impelled by “headless chicken momentum.”

The session on **Digital Government Statistics** was presented by Gary Marchionini from UNC, Chapel Hill, and covered the new technologies that his GovStat Project is developing to organize and present statistical information in Web-based digital formats. Details concerning these projects can be seen at <http://www.ils.unc.edu/govstat/>. The Web site states that the “GovStat Project seeks to create an integrated model of user access to and use of US government statistical information that is rooted in realistic data models and innovative user interfaces. This project is a joint effort of the [University of North Carolina Interaction Design Lab](#) and the [University of Maryland Human-Computer Interaction Lab](#). The work will be completed with an eye toward the creation of a unified Statistical Knowledge Network (SKN). “Our vision of integration ultimately aims to make resident-government interactions in the statistical data realm more of a partnership rather than strictly a one-way dissemination of information.” The work is funded by National Science Foundation grants from the Digital Government office that is a successor to the organization with which DTIC collaborated on some of the first browser-based products that were produced under the aegis of the Federal Web Consortium in the mid-1990's.



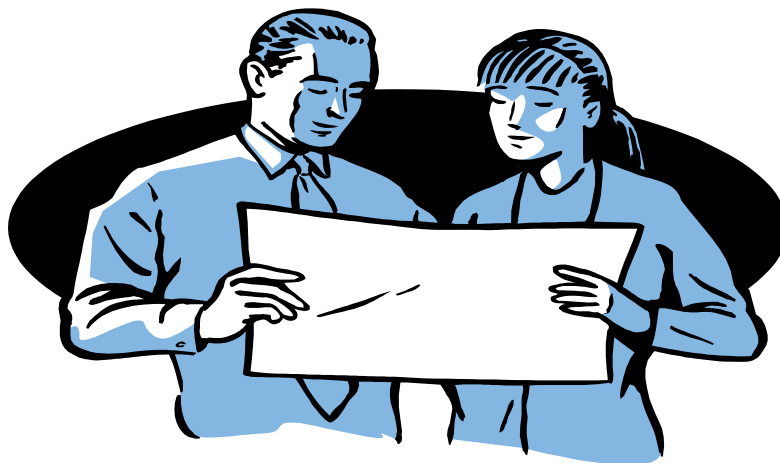
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For me, most impressive (and most easily understood) of these is the relation browser which provides a means by which the relationships between various aspects of a statistical data set are dynamically depicted by moving the mouse over various portions of the table. For example, if one moves the cursor over a list of topics in a table associated with energy (i.e. Energy Production, Energy Consumption, Greenhouse Gases), the geographical distribution of each topic is immediately seen in the next column, in both numerical and bar graph format. If this makes no sense, please take a look at the RB++ demo available through the GovStat Web site. The catch phrase of the project is: Find what you need; understand what you find. They seem to be well on the way to doing just that.

A presentation on using surveying to assist in formulating a **marketing plan** was given by Rebecca Rhodes, UNC, Chapel Hill. It was based on the experience that she had in surveying the users of the Grant Source Library to provide input for developing a marketing plan for the library. Her lessons learned were typical guidance concerning planning and conducting the survey and creating the plan, but I think that it's good to remember one of her lessons learned, which is that sometimes if a product or service isn't used, it's just the service itself, rather than any flaws in marketing. Among the resources that she mentioned, was a comprehensive site for information about Web surveys, <http://www.websm.org>. In addition to her presentation of a good overview of surveying and marketing, I found the mission of her office most interesting. They provide assistance to Chapel Hill faculty and students who are looking for information on funding sources for research, travel, collaborative projects or other research activities. Apparently their services are in sufficient demand to maintain their office as a separate activity that is part of the Office of Information and Communications that appears to be the public affairs office for UNC's research efforts.

The session on **Added Value (Defining, Creating and Promoting our Value to Our Users)** was divided into two sections. The first was primarily a reiteration of an article that library marketing expert Chris Olson had written for Information Outlook, and presented standard "how to keep the customers happy" information. The second presentation however, detailed the work done by Michael Greco, librarian at the Scripps Library and Multimedia Archive at the Miller Center of Public Affairs, University of Virginia. The Miller Center's mission is to gather new knowledge about the American presidency and our government, share that knowledge with scholars, officials and the public, and contribute to the contemporary debate about public policy. This is accomplished through six programs: The [Presidential Recordings Program](#), the [Presidential Oral History Program](#), and [AmericanPresident.org](#), the [American Political Development Program](#), the [Forum Program](#) and the [Public Service Program](#). This is an extremely exciting program, as it encompasses digitally archived presidential speeches, White House tapes (such as those that were so prominent during the Watergate hearings), oral histories of various administrations and other original source materials. Mr. Greco's marketing has increased usage of the collection exponentially over the past two years. Originally, Mr. Greco found that he had a core user group of approximately 20 individuals, and he felt that for the \$7,000,000 investment made in the library, there should be wider use of its resources. He first improved the finding aids for the digital materials. For example, as the White House tapes were provided by the archives from each Presidential Library, the only identifying information was a date and an index number; there was no information in the listing about participants or subject. Tapes from the [Roosevelt](#), [Eisenhower](#), [Kennedy](#), Johnson and Nixon administrations are now available and are browsable with information on the subject and/or participants as well as the date. Links to the various presidential libraries provide a means to search these tapes with a user-friendly front end provided by the Scripps Library. Similar access is provided for selected presidential speeches, administration oral histories, and Miller Center Forums. Once these electronic collections and tools were in place, Mr. Greco chose a direct approach to informing potential patrons about the library's holdings and resources.

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He identified 150 colleges and universities with the most prominent (in his opinion) history departments and sent emails directly to the chiefs of reference at the appropriate libraries, and the heads of the history and political science departments. The response was an explosive increase in usage of the Center's Web sites. Mr. Miller accomplished this using his own IT skills, augmented by graduate students' help. The result is most impressive. An overview of the program is found at <http://millercenter.virginia.edu/scripps/>.

Alane Wilson of OCLC delivered a presentation that she titled **Content, Not Containers (Information Format Trends)**. The societal trend toward more self service in all aspects of living is also found in the information world, and has resulted in content becoming disaggregated from the container as it is digitized and made available to the user in malleable, dynamic formats. The challenge for the library profession comes as we attempt to describe the more specific pieces of content rather than the all-inclusive container. Since library cataloging was largely based on describing the physical container and the aggregated contents, we now have to determine new ways of deciding what to describe and what to catalog. In this context, she mentioned the 1998 IFLA report on functional requirements for bibliographic records (frbr), which can be found at <http://www.ifla.org/VII/s13/frbr/frbr.pdf>. The example Ms. Wilson presented was that all instances of Hamlet – all editions of the play, all films, all video or audio recordings, etc. – would hang off a single master record. She also spoke of microcontent and "least publishable units" which is the basis for the Amazon capability to search inside the book; one example of a least publishable unit is a cell phone ring tone. Ms. Wilson also reiterated Mr. Seaman's point that libraries need to do what Google isn't doing in order to survive what she referred to as the "Amazoogole effect" that provides instant gratification, malleable microcontent and other by-products of content disaggregation. She ended by mentioning that there is an OCLC report coming out very soon on perception of library trends; one of the more widespread problems is that, typically, access to the library OPAC is hard to find among the other information on the library's Web site.

The last session I attended was a presentation by Bernice Kovacs of UNC, Greensboro, on the potential dangers of the **USA PATRIOT Act** (which we were reminded is an acronym for the Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism Act.) Although she is neither a lawyer nor a law librarian, one of Ms. Kovacs's graduate students recently completed a study of the act that made her aware of the implications of the act's provisions for both institutions and individuals. Her presentation was the result of extensive research that she performed as a follow-on to her student's work and provided an overview of the various stipulations of the law and of the tools mentioned in the act's title that are used to accomplish surveillance and gather evidence for its enforcement, such as National Security Letters, pen registers and trap and trace devices. The focus of her remarks was on the way in which the government's investigative authority provided by the USA PATRIOT Act can be used to investigate not only one individual, but also all others with whom that person has had email or telephone contact, and the potential for expansion of an investigation beyond the original subject. She also discussed the very few means of confutation that libraries have at their disposal, since they frequently are not allowed to inform anyone that they are the subject of an investigation (this is one of the provisions of National Security Letters). She also noted that the Congress has recently reauthorized the act to make the majority of its provisions permanent and remove the sundown clause that was put in place when the legislation was enacted in 2001. The implications of her presentation and of the law itself are quite alarming, and have become even more timely given current Congressional events.

Overall, I found the sessions to be generally interesting, if somewhat biased toward academic libraries – which was a natural outcome of the makeup of the conference planning group. It was interesting to hear about the application of the innovative technologies in the library setting, and heartening to know that the library community seems to be thinking ahead to the next steps in exploiting these advances. There were a couple of sessions on the state of the association itself, which seemed to be addressing our perennial problems, but now they are being examined in the context of the current challenges presented by the Amazoogole technologies.



"Attention Division Officers (and soon-to-be officers): Remember that the SLA Annual Conference and Military Librarians Workshop (MLW) are not only great places for networking and professional development, but also good places to find your successor on the Board. Has a division member expressed interest in your work for the Division? Do you know someone who would be wonderful on the Division Board of Directors and would be available for the election of the 2007 Board. Help next year's Nominations Committee - see how many terms expire in 2006 - and inform Carol Ramkey or any Board member (POC information on page 2) of the names of Division members interested in a volunteer leadership position in their professional association. If you are interested, contact a Board member to find out what they give and what they get from a leadership role in the Division." -- Editor

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Matt Anderson, former NAVAIR Base Realignment and Closing (BRAC) leader, talked about BRAC history. Many of you are thinking about the impact of BRAC. What are the lessons learned from past BRACs?

A Military Education Research Library Network, MERLN, meeting took place in the evening. There are now 63 libraries in MERLN. See MERLN website: <http://merln.ndu.edu/>

Roberta Shaffer, new Executive Director of FLICC, gave the FLICC/FEDLINK report. A new federal census of Federal Libraries is coming in 2007. The last one was done in 1993-94. Shaffer left us with the “Things I have learned from Santa Claus: Always ask for more than you expect, Know who’s naughty and who’s nice, Always know the toys desired by the younger generation, and Prepare for a big event – be ready for a change in the weather.”

We were treated to a Technology update from the sponsors and vendors at MLW. I was glad there was time to go back to the exhibits and talk to people about the exciting technologies and products they discussed. See the Division website thank you page listing their contact information: <http://www.sla.org/division/dmil/MLW2005logos/SPONMLW05.html>

Day Two. “Increase Your Odds”

Rick Luce has been challenging himself and his team at Los Alamos to stay world-class. His “Thriving in Chaos” was a lesson in surviving and thriving in uncertain times. Among his precepts: Demonstrate value – value as defined by your customers/users; and Long-term success requires a systematic approach. He has a method and it seems to work. He discussed in rapid-fire: jigsaw computing; lessons of adaptive behavior; speed matters; need for adaptation never quits – what do we do after digitizing our collections?; keeping up with the changing behavior of our clients; using visualization, information extraction, and audio-video mining; library as a business – is it a cost center or an investment center that generates business capabilities?

Detect change – do not be the frog in a bucket of soon-to-be boiling water!

His library has shared collaborative space. Journal recommendations are based on analysis of user communities. One of his secrets is a strategic business management plan. Mission - why are we here? Vision - where are we going? Strategic direction - a 3 to 5 year plan. Outcome goals – metrics for how we are doing.

Then he went into a session on the Library as a business and desired business results. Customer focus, product quality, operational performance, high-performing workforce, and prestigious reputation tie together and depend on the previous steps. Every day – think strategically. Lack of vision and entrepreneurial thinking is the problem – not money. I am sure he could teach a full-semester on what he gave us in one hour. I hope to see his presentation slides on a website soon.

John Wright and Buddy Foster, Cubic Defense Applications, Training and Education Division at Fort Leavenworth, KS, talked about the Battle Command Knowledge System (BCKS), and how it supports the warfighter in dealing with an adaptive enemy. It provides a way to share knowledge, increase the speed of decision making, preserve intellectual capital, and improve retention. And it can save lives. See the website at: <https://bcks.army.mil/default.aspx>. Requires an AKO user ID and password for access.



BCKS administrators ask why can't a soldier ask a question that goes directly to the expert that can answer it? How can DOD libraries help make that happen? BCKS will host a COP, Community of Practice, for reference librarians; advertise their areas of expertise information via their COP tag, making it easier for a soldier to find the right librarian.

Why can't we coordinate the development of metadata schema that will meet the needs of all catalogs and collections? Identify information sharing needs and determine requirements for data asset discovery, accessibility, and usability? We should be able to provide a means to automatically “mark up” documents, add metadata and store documents requiring access and dissemination controls, i.e., FOUO.



Army Librarian Ann Parham gave the Army Library report. See the Army Library program website at: <http://www.libraries.army.mil>. One can access 7000 ejournals and almost 4000 ebooks through AKO and the Army Library program.

Information Literacy – Patricia Breivik discussed the need for people to find and evaluate information. She said “invite yourself to the table for this discussion.” She gave her rules for action. Things like don't reinvent the wheel, ACRL has a best practices website for Information Literacy at: <http://www.ala.org/ala/acrl/acrlstandards/characteristics.htm>

Use metrics, document the payoff of an investment, and document the value added by this service. Finally, find ways to celebrate successes.

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Carol Jacobson gave the DOD/DTIC report.

The R&E Portal from Office of the Director, Defense Research and Engineering, is still DTIC's top priority. It now includes access to Private STINET and TEMS, among other DOD databases. Register for it at <https://rdte.osd.mil>

Teresa Bailey told us about “Storytelling at JPL (Jet Propulsion Laboratory) Library. Storytelling is making a comeback in organizations because it provides both good outreach and added visibility to the Library that hosts it. Stories should be experienced in person. Face to face is the best way to transfer tacit knowledge. JPL does not record their stories, they want the authors to be as candid as possible. They hold the story-telling hour in the library in an informal setting. Their assumption – everyone has a story! Storytellers are allowed to be as creative as they want: they can discuss past, present, or future. Librarian/library staff does the recruiting by email, phone calls, meetings. See their website at: <http://beacon.jpl.nasa.gov/WhatsNew/JPLStories.htm>



Ann Moorehead, NAVAIR Technical Library, China Lake, described the China Lake Storytelling experiences inspired by the JPL example.

Nellie Moffitt and James King gave the Navy/Marine Corps service report.

Day Three: “Place Your Bets”

Jan Yager talked about “workship,” a work relationship that is more than acquaintance and may turn into friendship. The four types of workshops described were: Mentor, Advocate, Trailblazer, and Researcher.

She discussed types of relationships at work – things to work for, things to avoid, pitfalls for the unwary. Yager talked about conflict resolution skills, which can be taught. Focus not only on what is wrong with your (name the relationship you have a problem with), but also focus on what is wrong with you. What can you change for sure? Yourself. If you change, they may change. Her best advice: Take every opportunity to connect with family, friends, colleagues. See her website at: <http://www.janyager.com/index.htm> for her books on Time Management, Workshops, and other topics.



Michael Loescher, Executive Director of the Copernicus Institute and developer of the Navy's Information Warfare doctrine, described the Information Revolution Paradox. He started by telling us the Revolution in Military Affairs (RMA) doesn't work. Most of us work in an archaic organizational structure – nothing “bubbles up.” Finally, that nothing has been developed by industry without government funding. After getting our attention, he proceeded to detail the paradoxes of information and the current asymmetric threat. He left us with: What do you know as fact? What are your assumptions? Get out of the “BS” layer. Look at new ideas – will they work – or why not?

Janice Lachance, Executive Director of SLA (and former Director of OPM under President Clinton), gave the SLA report. See her remarks at: <http://www.sla.org/content/SLA/governance/bodsection/edcorner/120805remarks.cfm> [Lachance became SLA's Chief Executive Officer in February 2006—editor.]

At the Division Business and Awards meeting, Carol Ramkey took us back in time and space - to Toronto, June 2005 - and awarded Tracy Landfried, TML editor, with the Distinguished Member Award for 2005. Landfried received a crystal book engraved with her name, the Division name, and the June date when the award was made.

Joan Goppelt and Keith Ray, NAVAIR P3R group, hosted the Knowledge Café to wrap up the 49th Military Librarians Workshop. They facilitated an experience to help foster the community of military librarians and to use and build on our collective intelligence through the power of conversation. Everyone met three or four different groups of colleagues to discuss aspects of the workshop. A main topic of conversation was “what is your “30-second” elevator story?” What would you say to the top person in your organization if he/she asked a question about the Library while riding an elevator together to the top floor?

One of the best things about this workshop was the work of Greta Marlatt, who “wove” for us the experiences we shared, recognized the active duty (and retired military) personnel among us for their service to our nation, and kept us focused. Thanks also to the time-keepers who kept us on time.

“We need to find ways to be proactive. You do not need to be “chief librarian” to talk to people who come into the Library. You do your users and your library a service by talking to your clients and users. Pay attention to the needs of your command and your users. Communicate with your users. We should never be a “dead end.” From conversations with Greta Marlatt.

MLW 2005 LAS VEGAS WERE YOU THERE? WE WERE!

