



# The Military Librarian

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

Volume 51, Number 3

Fall 2006

The Military Librarian is published 3 or 4 times a year. It is available online through the Division and Association websites.

### Inside this issue:

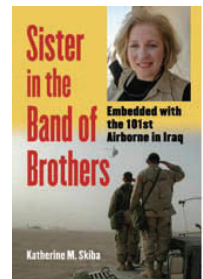
Heels on the Ground	1
Army Library Training Institute seeks Poster sessions for Apr 2007	1
Exec Board/Committees	2
Notes from Chair	3
King Report	4
Six Sigma Roudtable	4
Summary JAF-Navy	5
Advocacy—JAF –Navy	7
For your Calendar	7
Nominations for Division Officers	8



Special Libraries Association assumes no responsibility for the statements and opinions advanced by the contributors to the Association's publications. Editorial views do not necessarily represent the official position of the Special Libraries Association. Acceptance of an advertisement does not imply endorsement of the product by Special Libraries Association.

### "Heels on the Ground" A Presentation by Katherine Skiba

Everyone has heard the phrase "Boots on the Ground;" at SLA in Baltimore we had a unique opportunity to hear Katherine Skiba describe her experiences as an embedded journalist at the beginning of the Iraq War. In her recently published book, Sister in the Band of Brothers; Embedded with the 101st Airborne in Iraq, Katherine describes her time from Journalist Boot Camp, to the camps in Kuwait to the actual kickoff of OIF and the fall of Baghdad. In her talk to the 75 plus attendees she brought home to her listeners vivid experiences with the legendary 101<sup>st</sup> Airborne.



She was the sole female civilian among 2300 soldiers of the 159<sup>th</sup> Aviation Brigade. Seeing the war from the seat of a helicopter gave her a "big picture" view of combat, but what really made the difference to Katherine was the opportunity to talk with the soldiers and learn their concerns. She provided a vital link to troops and home as she filed story after story about the "everyday lives of the men and women in uniform with a natural compassion and an eye for the absurd."

During her presentation, Katherine read passages from her book and took questions from the audience. Some questions were about getting "published;" (advice: Keep at it.) Some along the lines of "would you do it again?" (Maybe.) Katherine was not a "newby" war reporter; she had been in the Gaza Strip, the crumbling Soviet Union and postwar Kosovo as a reporter writing for the Milwaukee Journal Sentinel. She currently works in the Washington, DC office of MJS. Her book was published by University of Kansas Press.

### Army Library Training Institute planners seek Poster sessions for Apr 2007

The 2007 Army Library Training Institute (ALTI) will be held in the Washington, DC area, 23-27 April 2007. It will be hosted by the Corps of Engineers Headquarters Library.

Poster sessions will become a regular feature in the ALTI program.

ALTI program planners are looking for individuals or teams who are willing to share their creative ideas, innovations, experiences of their library, or projects in the works with their peers.

Tri-fold colored poster board backboards will be furnished on-site by the Corps of Engineers Headquarters Library, as will a variety of tacks, markers, tape, and other poster assembly necessities. If a computer is required for your presentation, you must bring your own laptop.

(Continued on page 8)

## Executive Board and Advisory Board Members of the MLD

OFFICE	NAME	EMAIL	TERM
<b>MLD Chair</b>	Carl Jacobson	Cjacobso@dtic.mil	2005-2007
<b>Chair-elect</b>	Nellie Moffitt	Nellie.Moffitt@navy.mil	2005-2008
<b>Secretary</b>	Sharon Lenius	Sharon.Lenius@us.army.mil	2004-2006
<b>Treasurer (interim)</b>	Gloria Miller	Gloria.A.Miller@us.army.mil	Jul-Dec 2006
<b>Director at Large</b>	Greta Marlatt	Gmarlatt@nps.edu	2004-2006
<b>Director at Large</b>	Emily Mardis	Emily.Mardis@lackland.af.mil	2005-2007
<b>Immediate Past Chair</b>	Carol Ramkey	Ramkeyce@grc.usmc.edu	2003-2006
<b>Navy/Marines MLW Director</b>	Carolyn Eaton	Carolyn.Eaton@navy.mil	2005-2007
<b>DOD MLW Director</b>	Lily McGovern	Mcgovernl@ndu.edu	2005-2006
<b>Air Force MLW Director</b>	Carolyn Ray	Carolyn.Ray@wpafb.af.mil	2004-2006
<b>Army MLW Director</b>	Ed Burgess	Edwin.Burgess@us.army.mil	2004-2006

### Archives Committee

Joan Phillips, Chair  
Joan.Phillips@maxwell.af.mil

### Awards Committee

Faye Couture, Chair  
Faye.Couture@seymourjohnson.af.mil

### Division Discussion List Moderator

Tanny Franco  
Tfranco@dtic.mil

### Finance Committee

Gloria Miller, Chair  
Gloria.A.Miller@us.army.mil

### Members:

Marybeth Dowdell  
Sharon Lenius  
Wendy Hill  
Pat Alderman  
Carol Ramkey

### Governing Documents Committee

Janice Pepper, Chair  
Pepperje@grc.usmcu.edu

### Membership Committee

Gail Nicula, Co-Chair  
Niculag@jfsc.ndu.edu

Deborah Keller, Co-Chair  
Deborah.E.B.Keller@us.army.mil

### MLW Registrar

Candy Parker  
Cparker@dtic.mil

### MLW Webmaster

James C. Dorsey  
Jdorsey@dtic.mil

### Nominations Committee

Carol Ramkey  
Ramkeyce@grc.usmc.edu

### Public Relations Committee

Marybeth Dowdell, Chair  
Marybethd@library.nrl.navy.mil

### Publications Committee

Tracy Landfried, Chair  
Tracy.Landfried@us.army.mil  
Layout Editors:  
Amie Stone  
Tammy Kirk

### Resources Committee

Sharon Lenius, Chair  
Sharon.Lenius@us.army.mil

### Members:

Wendy Hill  
Pat Alderman  
Ursula Scott

### Strategic Planning

Tim Renick, Chair  
Tim.Renick@us.army.mil

### Wemaster

Pat Alderman  
Aldermanp@ndu.edu

The Military Librarian, the newsletter of the Military Librarians Division, Special Libraries Association is published quarterly.

Division Chair: Carol Jacobson [cjacobso@dtic.mil](mailto:cjacobso@dtic.mil)

Editor: Tracy Landfried [tlandfri@arl.army.mil](mailto:tlandfri@arl.army.mil)

Layout Editors: Amie Stone, Tammy Kirk

### 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

Winter

Spring

#### Deadline

February 15, 2007 (post MLW and post leadership summit issue)

May 1, 2007 (pre-conference issue)

## Notes From the Chair

By Carol Jacobson, MLD Chair

### The SLA 2006 Annual Conference in Baltimore



day and covered topics such as police and library partnerships, capturing and preserving web resources, the psychology of terrorism, and serving as an embedded reporter in Iraq. The discussion was lively. Sandy Bradley and Candy Luncheon on Tuesday. Unfortunately, neither luncheon. The Tuesday evening open house was readings! The Naval Academy Library Tour was ties at this conference. A special "thank you" goes program.

The Military Librarians Division (MLD)-sponsored programs at the SLA 2006 Annual Conference were wonderful. MLD activities began with our Executive Board Meeting on Sunday afternoon. Thank you to all of the Board members who were able to arrive in Baltimore in time for the meeting. Our daily networking breakfasts were filled with good food, good company, and great conversation! Our programs started in full force on Monday and were well-attended and the dis-Parker were honored at the Business Sandy nor Candy was able to attend the a great success – with puzzles and Poe a fitting end to the wonderful MLD activities to Greta Marlatt for planning this excellent



### Congratulations to Gloria Miller

At the June Executive Board Meeting, a motion was made to accept Gloria Miller as the Interim Treasurer (July 1-December 31, 2006) for the Division. The motion was approved. I would like to thank Gloria for her willingness to accept this challenging position.

### Additional Director-at-Large

Another issue that was addressed at the June Executive Board Meeting was that of the Director-at-Large positions. A motion was made to create an additional Director-at-Large position to serve a 3-year term. All other Directors-at-Large will also serve 3-year terms to facilitate transition. The motion carried.



### MLW 2006 is just around the corner . . .

I know that it is hard to believe, but MLW 2006 is scheduled for December 5-8 at the Wyndham St. Anthony in San Antonio, TX - just around the corner! Don't delay. On-time registration ends on November 21. The theme for this year's Workshop is "Golden Reflections and Directions" in honor of our 50<sup>th</sup> MLW. Shirley Laseter and her team have put together a fantastic program. As always, Service meetings will be held on the Monday preceding the Workshop. The keynote speaker, Dr. Robert Martin, will discuss the future for libraries in a flatter, smaller world. In addition to the traditional Service and FEDLINK reports and the vendor showcase, come and learn about Web 2.0 and how to position staff and services for the future. End your stay in San Antonio with a Friday walking tour of the Alamo Li-

brary or a trip to the LBJ Presidential Library in Austin. Those going to Austin will be on their own for lunch in the wacky South Congress District. To register for the Workshop, go to <http://www.dtic.mil/mlw/2006/>. To make your hotel reservation, contact the Wyndham St. Anthony on 1-877-999-3223 or 210-227-4392, and identify yourself as attending a Special Libraries Association meeting to get the Workshop rate. The alternate hotel is the Sheraton Gunter. To make a reservation at the Sheraton Gunter, call 1-888-999-2089 and identify yourself as attending a Special Libraries Association meeting to get the Workshop rate.

### Future MLWs

At the June Executive Board Meeting, a motion was made to change the name of the Division-sponsored Workshop from Military Librarians Workshop to Military Libraries Workshop. The motion carried, and the name change will be effective beginning with MLW 2007. Due to the shortage of DoD libraries, it was decided that the schedule for Workshops through 2011 will be as follows:

MLW 2007 – Army (CARL, Kansas City)

MLW 2008 – Navy (NPS, Monterey)

MLW 2009 – Air Force

MLW 2010 – Army

MLW 2011 - DoD

(Continued on Page 4)

## What Social, Medical, & Pure Scientists Want in Information

Reported by R.Lee Hadden, Geospatial Information Library, Topographic Engineering Center



At the Special Libraries Association Annual Meeting in Baltimore, MD, Prof. Donald W. King (University of North Carolina) gave a presentation to the Social Science Division on June 13, 2006, which was sponsored by Dialog. He had done his research with Carol Tenopir (University of Tennessee), and their presentation was titled: "The Use, Usefulness & Value of Libraries to Social Scientists, Scientists and Medical Professionals." Alternately, this was also titled: "What Social, Medical, and Pure Scientists Want in Information."

Their surveys examined the use of libraries since 1977 by 30,000 physical scientists and engineers, medical professionals and social scientists.

Several points were made in the presentation about article reading:

Reading varies by subject and workplace, i.e., chemists read about 276 articles per year and spend about 43 minutes per article; physicists read about 204 articles, and spend about 45 minutes per article; engineers read about 111 articles per year and spend about 44 minutes per article. The reasons for reading by non-faculty scientists were: research (39%); current awareness (26%); writing (18%); continuing education (8%); teaching (7%) and administration (2%).

A surprising note was that the sources of articles have changed greatly since 1977. Personal subscriptions to journals have decreased as a source of articles from 68% in 1977 to only 31% of all articles in 2006. Meanwhile, library collections as a source of professional articles has increased from 14% to 52% of scientist's reading.

While electronic sources have increased, another surprising item for scientists is that only 21-23% of electronic articles are read on the screen. About 8-9% of electronic articles are downloaded and read on the computer, but almost 70% of all electronic articles are printed on paper to be read later. One interesting aspect of this is that the cost per page for printing articles in the department is significantly higher than reading the article in a library. For example, it is about 15 cents per page for black and white printing, and about \$1.25 per color page to print. This cost is hidden in departmental overhead, but this cost should be considered in figuring out the real cost of electronic collections versus paper copies.

Scientists and engineers are reading more than they did 30 years ago; they rely on libraries more, although their use is often remote and electronic rather than in person, and the reading of older materials is also increasing.

Meanwhile, the number of average personal subscriptions of a scientist is down from 4.21 subscriptions in 1977 to 3.2 subscriptions in 2006. Because of the increase in costs, most scientists rely on society publications for their primary use, and libraries for in-depth and associated disciplines reading. At the same time, electronic collections have broadened access to articles that previously would not have been located or identified. There are also more articles identified by electronic bibliographic searches, especially across discipline lines. As a result, the breadth of reading by scientists has increased from 13 journal titles in 1977 to about 26 titles now. At the same time, scientists are relying more heavily on library collections, with more than 63% of their articles read from library collections.

In looking at the contingent valuation, or the costs of not having a library, 21.7% of the scientists would not bother getting needed information; for those who would get the article on their own, it would cost an additional 17 minutes per reading and an extra \$2.10 per article in direct costs. Having electronic access to journals saves 13 minutes per reading. The end results are expressed in ratios of cost to use alternative source to current cost to libraries and users:

University of Tennessee:	3.6 to one
University of Pittsburgh:	4.4 to one
Special Libraries (1980-1995)	2.9 to one
Public libraries (Florida)	5.2 to one.

See: [http://units.sla.org/division/dsoc/Conference%20Archive/program\\_presentations.html](http://units.sla.org/division/dsoc/Conference%20Archive/program_presentations.html)

### NOTES FROM THE CHAIR (continued from page 3)

#### 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](mailto:tfranco@dtic.mil).

#### Welcome to New MLD Members

Finally, I would like to welcome our newest members, Ron Clowney, Marybeth Manning, Andy Black, Heather Hunt and Lori Butcher.

## AIR FORCE & NAVY LIBRARIANS CONFERENCE

8 – 9 JUNE 2006

The Joint Air Force & Navy Librarians Conference was held at the Tremont Plaza & Event Center, Baltimore MD, 8 & 9 Jun 06. MAJCOM & Navy breakout meetings were held on 7 Jun 06. Even with significant budget cuts, this program had a great turnout – 110 attendees; 95 Air Force & 15 Navy librarians.

The theme, “Fuel Your Mind @ Your Library” focused on Advocacy and included two professional speakers in library field – Ms. Susan DiMattia, library consultant, and Ms. Jane Dysart, a principal with Dysart & Jones Associates. Both speakers emphasized the various steps in developing and implementing an advocacy plan and “selling” the value of libraries and information centers. The Air Force Library Advocacy Sub-committee provided practical how-to’s; a tool kit for the Air Force Portal, Library Functional Area; a library “infomercial,” and a fun skit by several Air Force librarians. An ice-breaker reception was held on 7 Jun 06, and was highlighted with music provided by an ensemble from the Air Force Band. Additionally, 15 vendors provided displays and gave short briefings on their latest products. At the Awards Luncheon on Thursday, 8 Jun 06, Ms. Barbara Wrinkle presented various library program awards and also recognized the Air Force Library Program of the Year, Little Rock Base Library. The program culminated with a very enthusiastic Dr. Dale Henry, master storyteller and motivational speaker, who shared tips for getting out of the box and becoming the prize, “The Proverbial Cracker Jack.” The evaluations were very positive – and everyone thoroughly enjoyed the accommodations at the Tremont, a historical “Masonic Lodge,” restored to its original architecture, making it an exceptional conference center.

### Six Sigma Roundtable at SLA 2006

by Tracy Landfried, Editor, *The Military Librarian*

The Materials Research and Manufacturing Section of the Chemistry Division held a roundtable on Six Sigma at the SLA 2006 in Baltimore.

Six Sigma is a methodology to eliminate process variations that cause defects. It is a quality measure that strives for near perfection: no more than 3.4 defects per million opportunities. A Six-Sigma defect is anything outside of client/customer specifications. It was developed by Bill Smith at Motorola in 1986 as a method of defect control. It has grown and has been adopted by GE, Ford, Microsoft, among many thousands of companies. Army, Navy, and Air Force have also adopted Six Sigma to improve quality in depot maintenance and other operations. For more information on Six Sigma, see: [http://en.wikipedia.org/wiki/Six\\_Sigma](http://en.wikipedia.org/wiki/Six_Sigma).

Alicia Biggers, Betsy Aldridge, and Scott Brown talked about Six Sigma project ideas that might relate to a Library or Information Center (ideas mostly taken from Ford or GE.)

These are some Six Sigma issues for libraries or information centers:

- faster search
- create more trusted sites
- self-service
- decrease mail and/or email
- password management (for secondary databases) - Password Corral software
- consolidated billing
- download ebooks vs shipping (in other sessions we learned the downside of this - you know it - users want to print everything and keep it in their office.)
- improve interface of Library system
- data dictionary - standardize terms and units of measure
- decrease internal standards - use industry standards
- prevent defects in cataloging



**Six Sigma Roundtable at SLA 2006** (continued from page 5)

Alicia Biggers, Ford Motor Company, consolidated 5 business information service centers and reduced information centers from 14 to 8. She set controls in place throughout the organization and saved \$160 million in information centers and their services. She involved the contracts people in this process, and found that was one of the most effective things in her Six Sigma project. They (contracts folks) knew who was buying data throughout the company. There was much overlap - all centers had online subscriptions that could have been purchased company-wide.

Her team thought their Six Sigma project would take two days, 21 months later, they are still working on it. They are currently looking at data providers supplying the same content - with perhaps 20% of data not overlapped. Now they try to pay only for that 20% difference from each content provider.

-----

Betsy Aldridge, PACCAR Technologies, gave us a bibliography on Six Sigma and Libraries. She did not find much in the Library Literature on Six Sigma, though there are some studies related to libraries, information centers, or Knowledge Management, including the following:

Case study from Brooklyn Public Library: Patron Access Management helps library staff work more efficiently and improve the patron experience.

[http://www.xerox.com/downloads/usa/en/x/XGS\\_BPL\\_CS.pdf](http://www.xerox.com/downloads/usa/en/x/XGS_BPL_CS.pdf)

Kaizen meets Dewey: applying the principles of The Toyota Way in your library.

<http://www.highbeam.com/library/docfree.asp?DOCID=1G1:133296357&num=1&ctrlInfo=Round20%3AMode20c%3ASR%3AResult&ao=&FreePremium=BOTH&tab=lib>

Lean Thinking for Knowledge Work

Quality Progress, Vol 38, No. 6, June 2005, pp. 33-40.

<http://qic.asq.org/perl/search.pl?item=19998>

Making Knowledge Mobile, by John Harney

AIIM E-Doc Magazine, Sep/Oct 2002

[http://www.edocmagazine.com/article\\_new.asp?ID=25002](http://www.edocmagazine.com/article_new.asp?ID=25002)

The Need to Know, by Tony Kontzer

Information Week N. 951, Aug 18, 2003. pp. 34-44.

<http://www.informationweek.com/story/showArticle.jhtml?articleID=13100330>

-----

Scott Brown, Sun Microsystems, says Six Sigma does not work for everyone. He used the framework and tools that made sense for his project and disregarded the rest. His process team included four staff from the library and two from the division, but not the library. The librarians found that it helped them to define their work to non-librarians; it helped them identify processes, redundancies, what made sense, and what did not.

Brown told us it was very important to define the scope of your project and beware of "scope creep." Put the project scope in writing and try to stick to it. Every aspect of the Sun Microsystems Six Sigma project was reviewed both by a company Black Belt and Champion (a VP or member of senior management).

The Sun Six Sigma team looked at processes and direct deliverables to the customer - it was what they could control.

- Cataloging - supports all services
- Document Delivery
- Collection Development



Some interesting facts to emerge from the Sun Libraries user study:

1. Even current and long-time Library users said they forgot about the library and had to be reminded of products and services available. Keep in their face about what the Library can do for them.

**Six Sigma Roundtable at SLA 2006**

(continued from page 6.)

2. Intranet access databases looked "free" to researchers - they had no perception of costs involved. They knew it saved them time, but had no clue as to cost savings or cost avoidance.

Sun users wanted:

1. Relevant content
2. Time savings
3. Tools easy to use - especially if designed for end-users
4. Timeliness - They wanted to know the library was working on it and would meet their deadlines.
5. Responsiveness - They wanted to know the library was working on it and would meet their deadlines.

Sun Library's Six Sigma project saved it from closing. Querying their customer base allowed them to show management their value and found the library a home with their biggest user group, the Research Department.

These studies show that Six Sigma projects cannot be completed in a short time. A Six Sigma project requires commitment from library and corporate management. The process is labor intensive; it looks at library resources and services from a customer viewpoint. Six Sigma studies are mathematically rigorous; you must have measurable goals and results. It is number driven and it is not for every library situation.

**Advocacy at the Joint Air Force and Navy Librarians Conference.**

by Emily Mardis

The fourth joint Air Force & Navy Librarians Conference was held at the Tremont Grand Event Center in Baltimore from 7-9 June 06. The theme of the conference was "Fuel Your Mind @ Your Library," which focused on advocacy through raising awareness and demonstrating the value of library resources and services. This theme was timely coming at a crucial junction for military libraries worldwide in light of base closures, budget slashing, and services being cut.

Ms. Susan DiMattia was the keynote speaker who kicked off the advocacy theme by discussing advocacy skills and the value of libraries. She shared ways in which librarians can counteract uncertain, challenging times. She zoned in on the fact that advocacy can help keep base libraries high on the list of priorities for the limited funding that existing bases continue to administer. It set the tone for the introduction of the Air Force Advocacy Institute.

The Air Force Advocacy Subcommittee presented the fruits of their yearlong effort to determine the best way to teach advocacy to their peers, how to show them ways to demonstrate their value in practical terms, and how to market themselves. The showplace for their hard work is the Advocacy Institute which will be unveiled on the Air Force portal in the near future. A toolkit explains how to create your own advocacy plan, templates were created for demonstrating value, and a sample marketing plan is available to model for any library whether general, academic, or technical.

Ms. Jane Dysert wrapped up the advocacy theme with communicating the value of your services. She emphasized that you have to be ready at any time, anywhere to deliver the right message to the audience that you have at hand.

## Army Library Training Institute seeks Poster sessions for April 2007 (continued from page 1)

More detailed guidelines and an application form to present a poster session will follow as the conference approaches. More information will follow on the ArmyLib discussion list and Army Knowledge Online (AKO) Army Library Program page.

## Nominations for Division Officers, Military Librarians Division

Office		Term of office
Chair-elect	MaryBeth Dowdell	2007-2009
Secretary	Deborah E.B.Keller	2007-2008
Treasurer	Gloria A. Miller	2007-2008
Air Force MLW Director	Margie Buchanan	2007-2008
Army MLW Director	Carla Pomager	2007-2008
Navy/Marine Corps MLW Director	Carol Ramkey	2007-2008
DoD MLW Director	Maria Ruckman	2007-2008
Director at Large (2008)	Pam Bennett	2007-2009
Director at Large(2009)	Pat Alderman	2007-2009

### For your Calendar –Dec 06 – Apr 07

Military Librarians Workshop (MLW 50), 5-8 Dec 2006, San Antonio, TX  
<http://www.dtic.mil/mlw/2006/index.html>

SLA Leadership Summit, 24-27 Jan 2007, Reno, NV  
<http://www.sla.org/content/resources/leadcenter/LeadershipSummit/07leadsummit/index.cfm>

DTIC Conference, 26-28 Mar 2007, Alexandria, VA  
<http://www.dtic.mil/dtic/annualconf/index.html>

Army Library Training Institute, 23-27 Apr 2007, Washington, DC

To add an event to the calendar in ***The Military Librarian***, send details to the Editor.

