



Military Libraries

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Notes from the Chair

Emily Mardis, Division Chair, Military Libraries Division



SLA Leadership Highlights

I saw a lot of you at SLA this year. In fact, in a press release the Association boasts that final attendance figures for SLA 2009 totaled 5,856 registrants, a 16 percent increase over SLA 2008 attendance. Of that number, 1,130 participants were first-time SLA conference participants. We can attribute that high number to the localized amount of librarians from the federal and government sectors in commuting distance of the conference site. I also realize, from having spoken to quite a few of you not in the commuting area that budget cuts did prevent you from attending this year. So I would like to share Align 09 with you.

For about two years, SLA has been working with an interdisciplinary team of research and communication professionals led by the international communication firm, Fleishman-Hillard, and supported by futurist Andy Hines of Social Technologies and the information analytics firm, Outsell, Inc. According to the [SLA web site](#), the purpose of the collaboration is to "help refine the current positioning of the profession in the marketplace, and also to provide a framework for discussing the inherent value in the profession and the association in a clear, compelling and cohesive voice."

The work from the team, and SLA's 100th Birthday has spurred many of the membership to feel that the time might be ripe for a name change for SLA. While this was not the original intent of the study or the team, the idea of a name change has moved to the

forefront. A language study revealed that "special library" and "special librarian" ranked the lowest terms chosen to communicate the value of the information profession and SLA. For more in depth information on this, see Janice LaChance's blog in Executive Connections, Why SLA Must Consider a Name Change. You will get an update on Align 09 when you attend MLW2009 in Nashville, where Gloria Zamora, SLA President will speak and update us on the alignment.

The MLD Executive Board held their meeting during the conference. One of the old business items, debate for whether to update our logo or not, was put on hold due to the possibility of a name change for SLA. The Strategic Plan will be reviewed and placed in the format of a template from SLA.

'A language study revealed that "special library" and "special librarian" ranked the lowest terms chosen to communicate the value of the information profession and SLA.'

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Notes from The Chair, Cont. from page 1

Emily Mardis, Division Chair, Military Libraries Division

Much discussion arose about the future handling of MLWs. MLW 2010 will be held in Sandestin, Florida. This is the first time that the location was site driven, not host driven. Deborah Keller is heading up the committee which is joint and diverse with representatives from all services, contractor and vendor, and two members of the planning committee for MLW 2011. The MLW 2010 Planning Committee has met several times virtually and have big plans for Florida. The MLW 2010 planning committee is a model that will be carefully observed for future MLWs. Keller will also head a task force that will look into a position description for the Corporate Director, and how the corporate sector will factor in the turn for hosting MLWs.

What do you as a member see in the future? What do you want from your Division? You will see several surveys asking for your input. Please respond and provide feedback. But you don't have to wait until a survey comes out to tell us what you are thinking. Drop me an email any time at emily.mardis@lackland.af.mil I look forward to hearing from you!

For your calendar

[World Library & Information Congress, 75th IFLA, Milan, Italy, 23-27 August 2009](#)

[WebSearch University, Washington, DC, 13-15 September 2009](#)

[Internet Librarian 2009, Monterey, CA, 26-28 October 2009](#)

[Military Libraries Workshop 2009, Nashville, TN, 7-11 December 2009](#)

Member news

In February 2009, [Carrie Sullivan](#) began working at the U.S. Army Center of Military History at Ft. McNair, Washington, DC.

In March 2009, [Meg Tulloch](#) left her post as the U.S. Army's Europe Region Librarian and reported to her new job as Library Director at National Defense University Library, Ft. McNair, Washington, DC.

In March 2009, [Tammy Lowery](#) left the Information Research Service Center on Langley AFB, VA to become head reference librarian at Stimson Library at Ft. Sam Houston in San Antonio, TX. Lowery serves students attending the Academy of Health Sciences within the Army Medical Department Center and School.

About Us

Military Libraries is published electronically four times a year by the Military Libraries Division of the Special Libraries Association. The newsletter is posted online at <http://sladmil.cimes.fsu.edu> under the News tab.

Chair: Emily Mardis

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Submissions

Please submit all material to the Editor with permission to reprint copyrighted materials. All submissions must be approved by the Division Chair and are subject to editing.

Submission Deadlines: 2009-2010

Summer	July 15, 2009
Fall	October 15, 2009
Winter	March 15, 2010
Spring	May 15, 2010



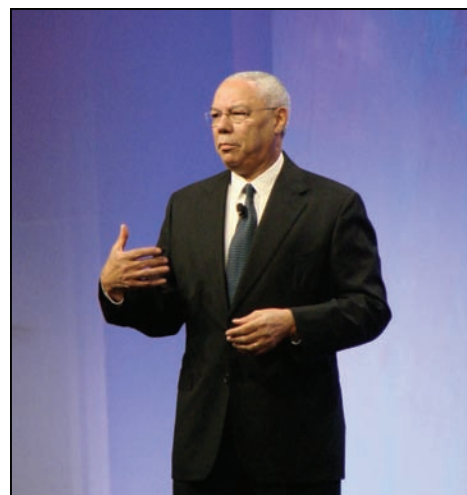
Photos from SLA 2009, Washington, DC



Melanie Blau and Ed Burgess.



From left to right, Deborah Keller, Emily Mardis and Monika Maslowski.



Retired General Colin Powell gave the opening keynote address.

Photo by [Elle Morgan](#). Reprinted under a Creative Commons license.



This photo captures a typical MLD power meeting where really smart people discuss current issues and help shape the future of military libraries.





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Military librarians honor service members at Tomb of the Unknown Soldier wreath ceremony

Monika Maslowski, Library of the Marine Corps, MLD Webmaster



Four MLD representatives, including Jim Dorsey, Monika Maslowski, Bill Cook, and Sharon Butcher are assisted by Tomb Guards as they lay a Military Librarian wreath at the Tomb of the Unknown Soldier at Arlington National Cemetery on June 13, 2009.

ARLINGTON, Virginia - Presidents, dignitaries, and ordinary citizens have solemnly participated in the wreath-laying ceremony at Arlington National Cemetery. On June 13, four MLD representatives helped honor America's heroes by laying a wreath at the Tomb of the Unknown Soldier.

There are few monuments as recognized and hallowed as the Tomb of the Unknowns, which has never officially been named, according to the Arlington National Cemetery web site. It holds the remains of servicemen from World Wars I & II and Korea. The remains of unknown service members from Vietnam were later identified through DNA testing and subsequently removed from the crypt.

Pat Alderman of the National Defense University Library organized the event to coincide with the SLA 2009 and Division Chair Emily Mardis helped coordinate the librarians who would represent the Division in the ceremony. MLD Members Jim Dorsey, Sharon Butcher, and Monika Maslowski, along with IEEE Representative Bill Cook, were chosen in part because of their prior military service.

Tourists gathered near the Tomb, many seeing the ceremonial events at Arlington for the first time. At the top of the stairs, we were briefed by the Sergeant of the Guard, who was quite jovial in contrast to the highly ritualized, solemn atmosphere of the ceremony itself. After a short walk down the marble steps to the plaza, two of us in front of the formation guided the wreath of white, yellow and blue flowers onto the stand, with the assistance of the sentry. Although in civilian clothes, we were allowed to render the hand salute while the bugler played taps since we were all former military.

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Tomb of the Unknown Soldier, Cont. from page 4

Monika Maslowski, Library of the Marine Corps, MLD Webmaster



From left to right, Jim Dorsey, Sharon Butcher, Monika Maslowski and Bill Cook.

The event held a special significance for all of us several reasons. As Sharon Butcher remarked, it was quite a humbling honor to be chosen to participate in this event. And like all military librarians, prior service or not, we continue to work hard every day to support our men and women in uniform in all branches of the Armed Forces. That in itself is an honor sometimes overlooked in the day-to-day stress and minutiae of government work.

We thank you for the continued opportunity to serve:

Jim Dorsey, MLW Workshop webmaster, served in the U.S. Air Force on active duty from October 1968 to July 1972, achieving the rank of Staff Sergeant. He later served in the Ready Reserve of the Air Force from 1972 to 1997, and was commissioned through the Deserving Airman Commissioning Program. Jim retired from the Reserves at the rank of Major.

Sharon Butcher, a Reference Librarian at the AECD Library at Arnold AFB, served in the Air Force from 1967-1971 at 2nd AF HQ, Barksdale AFB, Louisiana., then in USAF Security Service, at RAF Chicksands, United Kingdom. She attained rank of E-5 as an administrative specialist, working in data automation, services, materiel, and maintenance. Sharon has been USAF contractor/subcontractor librarian for more than 11 years, after 19 years in specialty chemicals and aerospace industries.

Monika Maslowski, Systems Librarian and Webmaster at the Library of the Marine Corps in Quantico, Virginia, is a former Marine. She joined the Marine Corps at age 29 and graduated first in her class at the Marine Corps Communication-Electronics School field radio operator's course at Twentynine Palms, CA. As a Lance Corporal, she served as a reservist with Marine Air Support Squadron-6, Det. B., Westover ARB, as a field radio operator, from 2000-2003, and was honorably discharged in 2003.

Bill Cook, representing MLD vendor/sponsor IEEE, enlisted in the U.S. Army when he graduated from college in 1969. He was a clerk in the AG Division and spent a year in Vietnam, 1970-1971, at Headquarters USARV, outside of Saigon. Bill was honorably discharged with a rank of SP/5, and received an Army Commendation medal for his service in Vietnam.

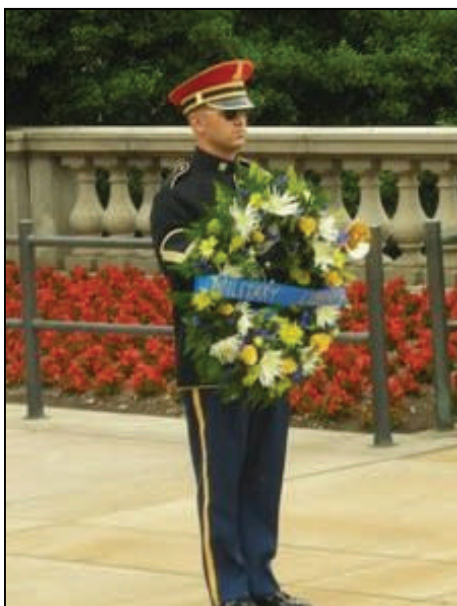




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SLA 2009 Session Report: Play - Creative Tools for the Technical Librarian

Tracy Landfried, Army Research Laboratory



Play: Creative Tools for the Technical Librarian with Stephen Abram

Stephen Abram is an excellent speaker and the title of this program was intriguing. Several dozen librarians spent the last morning of the 2009 SLA Annual Conference at a session titled "Play: Creative Tools for the Technical Librarian." We learned about creativity and innovation as competencies in the technical librarian's toolbox. We also learned how to create a "play" space at work. It could be a whiteboard and colored mark-

ers, some toys (tools), or something to relax with and free the mind to look a problem in a different way.

Participants described their creative outlets as an introduction and icebreaker. Gardening, travel, and creative writing were popular. Other outlets for creativity included playing card games, electronic games, musical instruments, or playing in technology sandboxes.

Abram explained his philosophy and how he began to allow himself to "play" at work – at age 50 – and how it helped him look at problems and find solutions when other methods failed. He did a "Show and Tell" of some of his favorite toys, including a set of Dilbert dolls that he brings to meetings.

Each participant received a bag of toys, including crayons, pencils, paperclips, Play-Doh, toothpicks, and an Origami instruction book. Tables were supplied with Legos (small snap-together or stackable toys) for use in play exercises.

We broke into small groups of 6-8 and described a library service with Legos. Some groups took to the floor and others worked on tabletops. We created boats, bridges, robots, and portals. Each table had to agree on an item to describe and table spokespersons explained how and why their groups choose to make a particular model. A boat in a sea of information, a bridge to knowledge, a robot of understanding, and a portal to knowledge were among the pieces created.

Should a Library staff meeting or brainstorming session include Legos as a tool to bring out creativity and innovative ideas? Play was accomplished but work was done in marketing, brainstorming, and describing the value of the profession - and all it took was Legos and an excellent moderator and facilitator.

We used crayons and paper rectangles to create a storyboard (a four panel cartoon) describing a positive interaction at work. We used Play-Doh, paperclips, and toothpicks to build models of an aspect of our work.

This session was interactive, refreshing, and fun. I hope it will be offered again. See also: [Stephen's Lighthouse](#), July 3, 2009, and [Library Technician Dialog](#), July 7, 2009.

"Play was accomplished but work was done in marketing, brainstorming, and describing the value of the profession - and all it took was Legos and an excellent moderator and facilitator."

Tracy Landfried is a librarian at the Army Research Laboratory at Aberdeen Proving Ground, Maryland.



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SLA 2009 Session Report: Effective Communication

Gloria Miller, MLD Treasurer

Effective Communication Strategies: How to Understand and Be Understood by Customers and Co-Workers

Session leader: Pamela Bruner, Certified Life Coach, Make Your Success Easy

Many people know the 3 learning styles: visual, auditory, and kinesthetic. You can also request communication in your style. The 4 communication styles are: action (fast processing, task-oriented, no fluff); idea/visionary (fast processing, people-oriented, no details); people person (relationships, feelings); and process/analytical (precise, detail, accuracy).

There are 4 steps to being a master communicator: listen; repeat and confirm what you heard; take responsibility ("I" statements, not "you" statements); and empower people (with questions instead of statements). Communicate with others using their preferred style, not yours.

Our perceptions of reality are not always accurate; we tend to associate our feelings not so much with what happened, but with our interpretation of the person's motives. We bring our models of information to the conversation—what we believe, usually in the subconscious. We need to consider if these models are true. Some situations elicit the fight-or-flight response, which reduces our thinking ability. This will often manifest in irritation or anger.

There are 2 ways to get into our subconscious to produce a cognitive shift, and change the underlying models of information: EFT and music. The Emotional Freedom Technique (EFT) is an acupressure technique for removing negative emotions associated with situations. It is easy to learn, and can be done almost anywhere. Music allows you to sing things to yourself that you would never say. Singing bypasses the "little voice" in your head that would tell you "yea, right, you know that's not going to happen," and lets you actually believe it.

Gloria Miller is a librarian at HQAMC-Forward at Redstone Arsenal, Alabama.



A group of Navy librarians met in Annapolis, Maryland for a reunion on April 25, 2009. The groups had not been together as a group for many years as most of the attendees are now retired. From left to right are Joan Buntzen, Kathy Wright, Alice Johnson Gaynor, Suzanne Ryder, Marybeth Dowdell, Maxine Reneker, Katherine Wallace, Mary Deidre Corraggio, and Jean Hort. Attending but not pictured were Laurie Stackpole, Brenda Corbin and Marilyn Harned.

Photograph by Marilyn Harned



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JFC Brunssum Library opens in upgraded facility

Sarah J. Schmidt, USAG Schinnen Public Affairs



Benelux and Tri-Border leaders cut the ribbon to open the new JFC Library, July 1. (L-R) Col. James P. Drago, USAG Benelux Commander; Col. Larry Strobel, JFC HQ Support Group Commander, and Lt. Col. Fern Sumpter, USAG Schinnen Commander share the ribbon cutting duties.

Photo by Sarah J. Schmidt

BRUNSSUM, The Netherlands - A \$595,000 project to relocate and renovate the Joint Forces Command Brunssum Library reached the final stage July 1 as Tri-Border leaders cut the ribbon to open doors at the new facility, located in the Mini-Mall on JFC Headquarters here.

The ceremony marked completion of a project that began more than three years ago. It first sparked as an idea many years prior and slowly evolved through the intricate coordination of U.S. and NATO staffs at JFC HQ Support Group, U.S. Army Garrison Schinnen and Installation Management Command-Europe.

"This was truly a 'joint' project in every sense of the word,"

explained Rob Mackson, director of USAG Schinnen's Public Works. His team coordinated requirements, funding and contractual arrangements for the project, while JFC HQ Support Group handled construction management in conjunction with the Dutch Ministry of Defense.

"Individually, neither JFC nor Schinnen had the right combination of resources to make this happen, but together, we achieved something that previously had been unattainable," Mackson said.

The library had been in its original location on the second floor of building H-201 since 1967 when JFC first located its headquarters operation on the installation. Library Director Carla Kruizinga came on board in 1976. From her earliest days at JFC, she remembers discussions of moving the library to more accessible or spacious locations. "But funding was always the issue," Kruizinga said.

Although staff salaries, materials and periodicals are paid out of USAG Schinnen's budget, the library building and maintenance costs are covered by NATO.

"There were many attempts to fund a move through NATO, but they always met hurdles," Kruizinga explained.



Library Director Carla Kruizinga gives Air Marshall Christopher N. Harper, Deputy Commander, Joint Forces Command Brunssum, the first tour of the new JFC Library, as customers stream in after grand opening ceremonies, July 1.

Photo by Sarah J. Schmidt

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JFC Brunssum Library, Cont. from page 8

Sarah J. Schmidt, USAG Schinnen Public Affairs



JFC Library Director, Carla Kruizinga confers with German and Canadian military personnel who were part of the many volunteers from all NATO nations who helped move library furniture and resources during the relocation.

Photo by Sarah J. Schmidt

Finally in 2007, with budget reductions and troop draw-downs on the horizon, JFC HQ and USAG Schinnen commanders brainstormed several possibilities for improving library services, including a potential move. Space next to the Shop 2000 in the JFC Mini-Mall was scheduled to come available, but NATO did not have the funds to renovate.

A fortuitous visit by IMCOM officials during this time gave the Tri-Border leaders just the impetus they needed to put a plan in ac-

tion. Russell Hall, then director of IMCOM-E, remarked during the visit that he could possibly secure Sustainment, Restoration and Modernization funds for renovations and relocation if USAG Schinnen and JFC officials could present a plan that would satisfy various NATO, Dutch and U.S. requirements.

That's all it took to set the group in motion, recalled Sjaak Seroo, Schinnen's chief engineer. "The hardest thing about this project was that so many parties were involved with so many unique requirements. We were dealing with NATO and local Brunssum authorities, host nation requirements and U.S. funding issues. This made it a real challenge, but because all the parties communicated well together, we kept the project on track and reached completion in a timely manner," Seroo said.

Once funding was approved, the contract was awarded in December 2008, and work began in January 2009. In just six short months, the library opened its doors in the new location.

"This library project represents the efforts of many dedicated individuals who understood the importance of improving quality of life for all of our U.S. and NATO families in the Tri-Border area," said Col. Lawrence Strobel, JFC HQ Support Group commander.

Thanks to the help of dozens of volunteers from Geilenkirchen NATO Airbase, JFC and Schinnen, the actual move of library furniture and approximately 45,000 books, periodicals and other materials took only two weeks. "It would have been impossible to do this with just our small library staff," Kruizinga said. "The volunteers were indispensable."

Members of JFC's Engineer Platoon, plus Supply and Motor Pool personnel, installed shelves and a circulation desk they picked up earlier in the year from Army libraries that were closing at Hanau and Leighton Barracks. "The shelves and furniture were free; we just had to claim them before those libraries closed, then store them until we could install it all here," Kruizinga explained. She estimated that effort alone saved at least \$60,000.

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Keeping their legacies alive: George Patton's grandson donates Medal of Honor books to Army Europe Libraries

Karl Weisel, USAG Wiesbaden Public Affairs



George Patton Waters talks about his grandfather Gen. George S. Patton during a World War II commemorative event in Pilsen, Czech Republic.

Photo courtesy of Christine Havlik

WIESBADEN, Germany - "To all who serve, thank you for your dedication and support of America, and the freedom you are securing by your individual contribution."

With those words on a signed letter from George Patton Waters, grandson of Gen. George S. Patton, more than 15 copies of the illustrated book "Medal of Honor - Portraits of Valor Beyond the Call of Duty" were handed over to Col. Ray Graham, U.S. Army Garrison Wiesbaden commander at the Wiesbaden Library May 8. Graham accepted the books from Christine Havlik, a retired Department of Defense Dependents Schools teacher who met Waters at a World War II commemorative event in Pilsen, Czech Republic.

"It's very important to him to keep the legacy of his grandfather alive," said Havlik, explaining that as a member of the Congressional Medal of Honor Foundation, Waters donated the books to Army libraries to "educate and raise awareness about what the

Medal of Honor is all about. ... He wanted to give them to service members in Germany."

Turning the pages of the coffee table-size book, one encounters some of the more than 500 Medal of Honor recipients since the start of World War II. Period photos and more current portraits by photographer Nick Del Calzo accompany the stories of brave deeds and heroism in combat depicted by writer Peter Collier.

Among the 139 still living and deceased men featured one can read about Sgt. 1st Class Paul R. Smith of the 11th Engineer Battalion who helped defend Baghdad Airport and his comrades in April 2003 before being killed by Iraqi Republican Guard fire; Delta Force Sergeants Randall Shugart and Gary Gordon who were killed saving American service members in Mogadishu, Somalia, in October 1993 and Sp4 John P. Baca, a member of the 12th Cavalry, 1st Cavalry Division, who threw his helmet over a hand grenade to save his fellow soldiers in Vietnam and survived.

One can also read about men such as 1st Lt. Vernon Baker, a member of the segregated 320th Regiment, 92nd Infantry Division - the first black unit to go into combat in World War II - who received the Medal of Honor from President Bill Clinton some 50 years after performing heroic acts on the battlefield in Italy during the second world war.

"It's very important to him to keep the legacy of his grandfather alive...he wanted to give them to service members in Germany." — Christine Havlik

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Medal of Honor books, Cont. from page 10

Karl Weisel, USAG Wiesbaden Public Affairs



Christine Havlik presents Col. Ray Graham, U.S. Army Garrison Wiesbaden commander with a "Medal of Honor: Portraits of Valor Beyond the Call of Duty" book on behalf of George Patton Waters.

Photo by Karl Weisel

Other men included among the portraits of valor include helicopter pilots, Marines, sailors and Japanese Americans who had to fight prejudice and suspicion following the bombing of Pearl Harbor to serve in the U.S. military but still went on to risk their lives time and time again to help save their comrades' lives on the field of battle.

While more than 60 percent of the Medals of Honor awarded since World War II went to service members who never made it back from the carnage of war,

nearly two dozen recipients went on to serve in Congress. Among the men featured are America's first Japanese American Congressman Daniel K. Inouye, recognized for his actions with the 442nd Regimental Combat Team in Italy during World War II, and Nebraska Senator Joseph "Bob" Kerrey recognized for his heroism as a Navy SEAL in the Mekong Delta in Vietnam in 1969.

One is reminded that despite hardships and seemingly insurmountable odds, Medal of Honor recipients rose to perform deeds worthy of legend.

"The medal of honor is emblematic of one individual's willingness to put everything at risk to save a comrade, drive back the enemy, hold a position," writes Collier. "Those who wear it emboss the abstract ideal of courage with a specific face, a name and character, a deed that gives momentary clarity to the chaos of battle."

Joyce Greene, USAG Wiesbaden community librarian, explained that besides including the book in its collection, it would be featured in a special Memorial Day display at the library.

Michael McNulty, education and outreach librarian at the European Regional Library Service Center in Heidelberg, was on hand during the book handover in Wiesbaden to accept the additional copies, each with a signed letter from Waters, to be distributed to other community libraries in Germany.

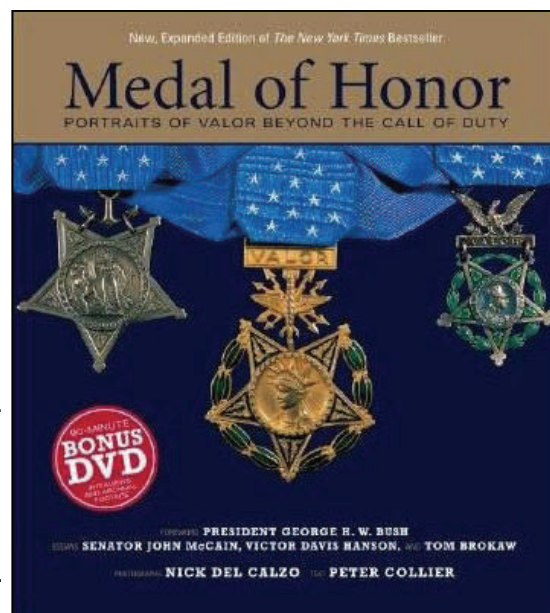




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MLD Launches New Web Site



interactive calendar, announcements and features sections, a list of board/committee members, and links to e-forums such as the [Blog](#). Most of the content on the old site has been retained and updated, including the Military Libraries newsletter, awards, our list of our partners and sponsors, listserv info, and more.

The [Military Libraries Division's new Web site](#) went live in June. The new design is the team effort of Monika Maslowski, Web Committee Chair/Webmaster, and MLD Web Committee members Pat Alderman, Melanie Blau, Nancy Hicks, Tammy Kirk and William Rotella.

The site, which has a new address at <http://sladmil.cimes.fsu.edu>, features many enhancements, including a search box, an

NDU Library/MERLN Launches Alert Service



[Issues at a Glance](#) is a new alert service produced by the National Defense University Library and published on the [Military Education Research Library Network \(MERLN\)](#) Web site. The service aims to provide MERLN users with a snapshot view of critical defense and foreign policy topics from around the globe. Each Issue at a Glance provides a brief description of the issue as they unfold, with links to background information and U.S. policy responses.

Topics to date include piracy off the coast of Somalia and [U.S. grand strategy in Afghanistan and Pakistan](#). Most recently, [Issues at a Glance](#) examines the evolution of [U.S. policy towards the Muslim world](#) since September 2001.

Dudley Knox Library Launches Text a Librarian Service



According to a recent survey, nearly 65 percent of employees and students at the Naval Postgraduate School in Monterey, California use text messaging to communicate. So the staff at the [NPS Dudley Knox Library](#) took action and added text messaging reference to its Ask a Librarian service.

The Text a Librarian service allows NPS students, faculty and staff to submit reference questions from their cell phones. Librarians receive and answer the questions on a web-based interface. The service doesn't display phone numbers and generates an anonymous ID for each patron in order to track interactions.

Customers contact the service by sending a text message to **66746** and start their question with the keyword **npslib**.

Staff selected the product [Mosio Text a Librarian](#) because it best met the requirements for ease of use (librarians don't have to type responses on tiny portable device keyboards), ability to archive messages, and good customer support.

"So far our biggest challenge has been marketing the service," said Ann Jacobson, Reference and Instruction Manager. "We are utilizing a variety of print and electronic means, and expect that over time the number of questions we receive will increase."

For more information about the service read "[Things To Know About Text A Librarian](#)" on the Dudley Know Library Web site. Contact [Ann Jacobson](#) for more information on starting your own Text a Librarian service.



Defense Centers of Excellence Provides Resources to Military Community

Lynn B. Hallard, Medical Librarian, Defense Centers of Excellence



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Established in November 2007, the Defense Centers of Excellence for Psychological Health and Traumatic Brain Injury (DCoE) ensures the Department of Defense meets the needs of the nation's military communities, warriors and families for psychological health and traumatic brain injury. DCoE assesses, validates, oversees and facilitates prevention, resilience, identification, treatment, outreach, rehabilitation and reintegration programs for psychological health (PH) and traumatic brain injury (TBI).

DCoE partners with the Department of Defense, Department of Veterans Affairs and a national network of military and civilian agencies, community leaders, advocacy groups, clinical experts and academic institutions to establish best practices and quality standards for the treatment of PH concerns and TBI.

DCoE recently launched two initiatives, the DCoE Outreach Center and the Real Warriors Campaign.

About the DCoE Outreach Center:

The DCoE Outreach Center is a 24/7 call center staffed by health resource consultants to provide confidential answers, tools, tips and resources about psychological health issues and traumatic brain injury.

The Outreach Center can be reached **toll-free at 866-966-1020**, via e-mail at resources@dcoeoutreach.org or through online chat.

- Resources are available for service members, veterans, families, military leaders, clinicians, educators, support personnel, clergy and researchers
- Health resource consultants have the ability to refer callers to services and assist them navigate the system of care

The online chat function allows confidential interaction (instant messaging) with the health resource consultants – which can be accessed through the Real Warriors Web site, www.realwarriors.net

About the Real Warriors Campaign:



The Real Warriors Campaign encourages warriors, veterans and their families to overcome the stigma associated with psychological health care. The campaign promotes the processes of building resilience, facilitating recovery and supporting reintegration for those with psychological wounds and traumatic brain injury.

To reach the broadest audience possible, the campaign features a variety of strategies including outreach and partnerships, print materials, media outreach, an interactive Web site and social media tools.

Lynn Hallard is a medical librarian and a new MLD member. She currently works as a contractor for the Defense Centers of Excellence.



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Wounded Warriors Get Assistance at Bamberg library

Trecia A. Wilson, USAG Bamberg Public Affairs



Sgt. Kadhafy Rosario, of the Warrior Transition Unit at U.S. Army Bamberg, Germany, listens as a Family Life Consultant addresses WTU Soldiers during a monthly Bamberg Community Library WTU luncheon. The luncheons are aimed at supplying these Soldiers with various tools to aid their recovery. Photo by Trecia A. Wilson

BAMBERG, Germany - Some of the most difficult injuries to overcome are the emotional scars from physical damage.

Long after the body has healed, the mind continues to experience the pain and the stress that accompany the injury. Even in cases where the body was damaged during a recreational sport or during a training accident, the mind and emotions must re-adjust to the limitations that arise from the injury.

There are many who have sustained relatively minor injuries to the body, but because their injury prevents them

from doing physical things or continuing with their chosen career, they begin to have difficulties in other areas of their life.

These aspects of the injury cannot be overcome with physical therapy. They must be explored through various counseling techniques. Unfortunately, some people still balk at the idea of getting counseling and therapy. To help such individuals, sometimes the key is just giving them the tools to help themselves.

Military Family Life consultants visited Soldiers from the Bamberg Warrior Transition Unit at Bamberg's Community Library to give them a few tools to aid them in their recovery.

"We talk about how creativity and imagination help Soldiers to take care of themselves, and we provide tools to help them do that," said the two Family Life consultants, who requested that their names not be used due to counseling guidance.

These tools include art as therapy as well as a series of questions that help Soldiers explore who they are as a person. A critical part of their helping these Soldiers overcome the fear of facing their demons is in allowing them to get help in a somewhat anonymous way.

Although the Soldiers may learn the name of the Family Life Consultant during their counseling session, consultants do not generally share their name with the public and they frequently rotate to other military posts. This enables Soldiers to feel more relaxed because they don't constantly worry about bumping into the person who knows all their "issues" at the grocery store or gas station.

Although this day was dedicated to learning how to cope with emotional issues, the Bamberg Community Library offers Bamberg Wounded Warriors helpful tools every month to help them readjust to their injuries.

For example, in September the library hosted a Healthy Cook-Off for WTU Soldiers. They and their families were invited to bring a healthy dish for dinner and provide the recipe. At the end of the evening, everyone had shared healthy food, friendship and recipes. All part of the healing process.

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It's a Bird, It's a Plane, It's...The Shusher?!

Holly May, Director, Moody Air Force Base Library



MOODY AFB, Georgia - Staff members at the Moody Air Force Base Library were frustrated by patron's lack of knowledge about basic library products and services, such as the availability of DVDs and music CDs. The staff needed help but didn't know where to start. While the timely appearance of a superhero would have saved the day there was a good bit of sweat equity involved in the creation of The Shusher.

The Moody AFB Marketing department had created plenty of marketing materials for special events and programs, but there wasn't a great way to market regular library services that would stand out from all the other event flyers. As in a lot of library facilities "signage burnout" was a problem for the Moody Library patrons. The question became how to make ads for "regular" services stand out in a sea of flyers.

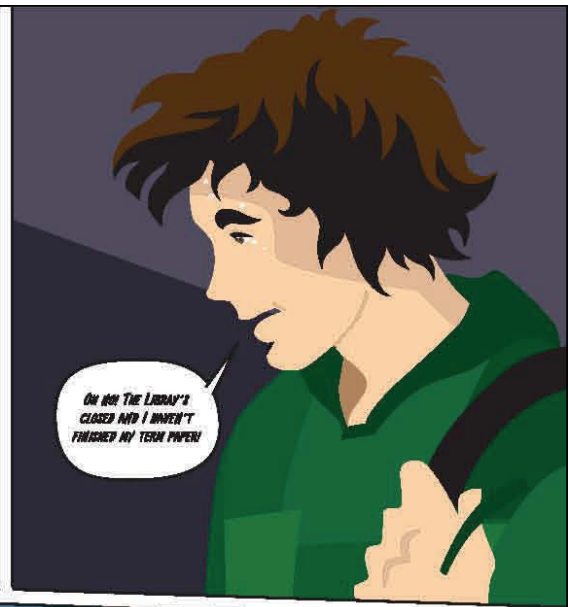
The Library Director drew from her love of graphic novels and found inspiration in Dr. Barbara Gordon, Ph.D., head of the Gotham City Public Library, aka Batgirl. Shaye Hudspeth, a Moody Marketing Department graphic artist, took the crude sketches provided by the Library Director and turned them into full-blown graphic art rendered in a highly dynamic comic book style. In an effort to promote "regular" services in a way that made the service relevant in a patron's life – saving time and money – the ads were created in a single page comic book format, complete with *Crash!*, *Slam!*, and *Pow!* sound effects.

For library staff members it was important for each ad to emphasize why the library service was important to patrons. In the case of the database ad the focus was on accessibility at any time, whether the library was open or not. While spotlighting the DVD collection the ad focused on saving money during tough economic times. In addition to the ads, Ms. Hudspeth designed images for use on bookmarks, stickers, and t-shirt designs. Now whenever there is a library patron in need The Shusher can be there to save the day...or at least respond to a request for library services. Future plans for The Shusher include the creation an evil nemesis as well as children's flyers emphasizing the dos and don'ts of library manners.

Luckily other libraries don't have to invent their own superhero. The Shusher marketing materials are available for use by any DoD library. Other libraries will be able to delete the contact information for Moody AFB Library and insert their own into the ad. Ads currently available include databases, graphic novels, DVDs, audio books, with plans for future ads on patron suggestions, ILL, StoryTime, Periodicals, Book Club in a Box, StoryTime Tubs.

[Holly May is Library Director at Moody Air Force Base Library, Moody AFB, Georgia](#)

IT WAS ANOTHER QUIET EVENING AT MOODY AFB UNTIL....



NEXT DAY AT SCHOOL...



FOR MORE INFORMATION ABOUT RESEARCH DATABASES AND MORE, VISIT THE MOODY AFB LIBRARY OR LOG ON TO WWW.MOODYLIBRARY.COM!



THE Shusher
TO BE CONTINUED...



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