



## Nomination Form

### FEDLINK Library Technician of the Year Award

**INSTRUCTIONS:** Please save a copy of this Nomination Form, complete the form in Word, print a copy and get signatures on (current) page 2\*, and email with the Selection Criteria Statements and Supporting Materials to [fliccfpe@loc.gov](mailto:fliccfpe@loc.gov) . All Nominations must be faxed or emailed no later than Friday, January 16, 2015. If you do not receive confirmation within one week, please contact Lizzie Daniels by phone at 202-707-4813. (*\*Completed form will probably be longer than 2 pages.*)

Use the exemplars at [http://www.loc.gov/flicc/Awards/previous\\_year\\_exemplars.html](http://www.loc.gov/flicc/Awards/previous_year_exemplars.html) as a guide in completing the application packet and writing the Selection Criteria Statements.

Please complete the boxes below. They will expand as you type.

#### **NOMINEE:**

Name: **Maria Walls**

Title: **Library Technician**

Agency: United States Department of Justice \_\_\_\_\_

Library/Information Center Address: **1425 New York Avenue Rm. 9004**

City: **Washington** State: **DC** Zip: **20530**

Phone: **202-616-8944**

Fax: **NA**

Email: **maria.walls@usdoj.gov**

Additional Comments or Explanations: \_\_\_\_\_

#### **NOMINATOR:**

Name: **Layne Bosserman**

Title: **Library Technician**

Organization: **United States Department of Justice**

Address: **450 5<sup>th</sup> Street NW Rm. LL300**

City: **Washington** State: **DC** Zip: **20530**

Phone: **202-307-6219**

Fax: **NA**

Email: **laura.bosserman@usdoj.gov**

**Nomination Statement(Mandatory):** I believe the nominee should be Federal Library Technician of the Year for Fiscal Year 2014 because (*50 words or less*)



### Nomination Form

It's hard to convey in words how much Ms. Walls deserves this award. She is a mentor to all the technicians on staff. I believe that her work ethic sets her apart from others in her field and I would like to highly recommend her for the highest award available to a library technician in the Federal Service.

**Signature:** Layne Bosserman  
**Date:** 1/15/15

#### **MANAGEMENT APPROVAL - Immediate Supervisor:**

**Name:** Michèle Masias  
**Title:** Chief Librarian  
**Organization:** United States Department of Justice

Statement of approval: I fully support Layne Bosserman's nomination of Maria Walls for the 2014 Federal Library Technician of the Year Award. Maria is the embodiment of an outstanding library technician that every supervisor dreams of having on board. Although this nomination is a direct reflection of her work during FY14, Maria is an exceptional member of the Justice Libraries and an exemplary leader in the broader federal library community.

**Signature:** Michèle Masias  
**Date:** 1/15/15

#### **MANAGEMENT APPROVAL - Second Level Manager:**

**Name:** Jennifer McMahan  
**Title:** Deputy Director  
**Organization:** United States Department of Justice

Statement of approval: I approve this nomination for Federal Library Technician of the Year for Fiscal Year 2014.

**Signature:** JENNIFER MCMAHAN  
**Date:** 1/12/2015

Digitally signed by JENNIFER MCMAHAN  
DN: c=US, o=U.S. Government, ou=Dept of Justice,  
ou=JMD, cn=JENNIFER MCMAHAN,  
0.9.2342.19200300.100.1.1=15001000033947  
Date: 2015.01.12 10:38:30 -05'00'

## Nomination Form

1. Commitment to service excellence in support of the mission of the library or information center in Fiscal Year 2014.

Over the past year, Ms. Walls' ability to multi-task has been critical to ensuring the library's mission of offering the highest level of quality research assistance and library services to our Department of Justice (DOJ) attorneys and paralegals. As the lead Civil Division technician, she assists in maintaining the collections, providing research support, and filling interlibrary loan requests for four DOJ library branches. As a key member of the DOJ and FEDLINK Technicians' Working Group, she is a staunch advocate for continuing education and professional development.

Ms. Walls' commitment to helping patrons obtain much needed research materials is unparalleled. During the last year, Maria filled over 458 interlibrary loan requests in addition to locating over 100 full-text PDF articles for DOJ patrons. Included in these was a 15 page request for crucial publications needed for a major environmental case. Her list of accolades for the amazing work she does as the lead interlibrary loan technician for multiple library branches is long and far reaching. They are far too numerous to list, but one such compliment stated: "I just wanted to thank you for digging around for all these articles we requested. Your ability to put your hands on these so quickly was very, very helpful. Our ability to show the Court all the support we had for the instruments discussed in these articles gave us a lot of credibility." It was also noted by Civil Division librarian Kera Winburn that, "Due to Ms. Walls' knowledge and skills, she successfully located a case decision that was missing from the Library of Congress. After several libraries replied that they couldn't fill the request, she remained undaunted and committed to locating it. Her perseverance and efforts resulted in locating the item and sending it to the patron who was on a time sensitive deadline." Her customer service and reference skills were also clearly exhibited this past FY as she answered with utmost accuracy 78 reference questions and 103 ready reference questions, which demonstrates a skill level above what is required for her position.

As a member of the DOJ Technicians' Working Group, she takes great pride in sharing her knowledge, skills and abilities with the other technicians on staff, helping to ensure that library operations and processes are always performed in the most efficient and timely manner. After fielding many questions from other library staff members about the resources available for article searching, she and another technician were asked by the Library's senior management to develop a training class on the subject. This year the pilot class, *Navigating the Deep Web*, was presented to both the DOJ library technicians and also at the FLICC/FEDLINK Federal Library Technicians' Institute at the Library of Congress. In the future, the class will be made available to all DOJ staff.

Ms. Walls' commitment to sharing knowledge also extends to those outside of the DOJ family. She works diligently as the Chair of the FLICC/FEDLINK Library Technicians' Working Group. The working group is dedicated to addressing the issues and concerns of federal library technicians in the areas of technical and continuing education, human resources, professional development, and career growth. In the past year, she spearheaded a new recruitment drive, updated the group's website, initiated the group's listserv presence, and planned and recruited speakers for both the Spring Expo and a brown bag on "Customer Service for Library Technicians." She is also the group's representative at the bi-monthly FEDLINK Advisory Board meetings.

In addition, she co-wrote an article, "Resources for Library Technicians," that was published in Lexis' *2013 Best Practices for Government Libraries*. The article is another shining example of her devotion to the idea of continuing education for both herself and others. For this and many other

## Nomination Form

reasons, her colleagues at DOJ and other federal libraries value her as a mentor and as a resource for professional guidance.

2. Exceptional technical competency demonstrated during Fiscal Year 2014 in one of the following: public services, technical services, information technology, or other library/information service areas.

Ms. Walls' demonstration of exceptional technical competency during Fiscal Year 2014 is clearly evident in her continued eagerness to learn more about technical services and take on new duties. This year, she became more involved in the acquisitions portion of the Library's collection management policies. FY14 was the first year where technicians were tasked with ensuring all Title Review decisions were carried out, from working with Cataloging to update and close records, to cancelling subscriptions with Acquisitions, to following up with all parties involved, including publishers and the reference staff. Ms. Walls adeptly performs all of these new duties for two locations, in addition to her previous tasks with processing and claiming. This is no easy feat considering the sheer volume of items that are purchased for the branches and persistent snafus with mailing addresses due to DOJ's many physical locations.

One of the DOJ Library Technicians' Working Group initiatives for the past fiscal year was to implement a massive record clean-up in our relatively new Voyager ILS system. Ms. Walls eagerly volunteered to be the point person for four library collections and was a major contributor in the creation of the new best practices and procedures for all facets of the project. The project entailed removing hundreds of duplicate, fake and redundant barcodes, identifying missing publications and closing serial check-in records for publications that were not renewed in FY2014.

Ms. Walls' keen eye for detail and extensive catalog knowledge made her a prime candidate for the recent realignment of catalog duties at the DOJ Libraries. She and a team of three other technicians now have the authority to do tasks that were once the sole responsibility of the Cataloging Department. One of her many attributes she brings to this new position is her ability to be a "forward thinker." She is always a key player involved in creating new policies and procedures.

Due to this attention to detail, Ms. Walls serves as one of the DOJ Libraries' official time keepers. As the first person to contact, she troubleshoots issues for the staff she supports, such as resetting passwords and making sure staff members are aware of any changes in coding prior to inputting their time worked. She meticulously checks staff time sheets to ensure they are correct prior to supervisor approval. Additionally, she serves as back-up for other DOJ staffs to help troubleshoot any issues they may be having with the system.

In preparation for the implementation of electronic circulation, Ms. Walls created patron records for all of her location's patrons. While this may be a common duty at most libraries, our system is only in the planning stage of automated circulation. Working with another technician, Ms. Walls played explored and tested the Circulation module to see how best to create the records and determine what information was needed. When the system is rolled out, her location will not only be one of the first to completely utilize the functions, they will already have access to their patron base from day one.

Because of her role as the Senior Technician for multiple libraries, she is responsible for many of the bindery tasks that are needed to house the library's paper publications in sound and accessible

## Nomination Form

format. She personally processes the entire “out of house” bindery requests for two collections and coordinates the pick-up and deliveries for the requests from two other locations. Recently, as part of a long-term project to vacate an off-site storage facility and save the DOJ Libraries money, Maria helped coordinate the relocation of a massive collection of legislative histories to her location. These legislative histories were in a poor and delicate state, so she organized and prepared them to be re-cataloged and bound. The books are now preserved and accessible to our patrons on the shelves of her library.

3. Flexibility, open to change in Fiscal Year 2014, adapting work methods to changing conditions and dealing effectively with ambiguity.

Flexibility and being open to change come naturally to Ms. Walls. She is always the first to volunteer to test a new resource, to try out new procedures, and most important, to fill in where needed at a moment’s notice. In order to ensure continuity of administration functions at the library during the extended absence of the Administration Officer, Ms. Walls happily accepted the request to take over those duties. During the two month detail, Maria directly supported the Library Director, Deputy Director, and the entire Library staff in performing personnel actions, while continuing to consistently demonstrate her excellent customer service skills. She was the front line of access for all Justice Management Division (JMD) staff via telephone, email or walk-ins for the office. During this time she was also tasked with coordinating shipments from the library’s off-site storage facility to other libraries in the system. This was instrumental in the Library’s initiative to integrate the legislative history collection and bound journals into our branches throughout the area. She was also responsible for ordering supplies for those same branches.

Due to her excellent history in supporting the Attorney General’s Honors Program, Ms. Walls was once again asked to volunteer for a temporary detail assisting the Facilities and Administrative Services and Office of Attorney Recruitment and Management staffs with the program. This consisted of scheduling travel and interviews for over 600+ newly graduated law students with just three weeks of planning time. Because of the overwhelming number of recruits this year, she was also asked to train and supervise two additional new volunteers. As one of these volunteers, I can add that her ability to work under pressure and her “can do” professional attitude were the backbone that kept our team running like a finely-oiled machine each and every day. With such a short time to schedule over 600 interviews, problems such as broken fax machines, last minute schedule changes, and special requests from the recruits could have potentially set the team back in their daily goals. But Ms. Walls’ problem-solving abilities and unending patience kept the program on track. As the FASS Assistant Director, Paula Scholtz, attests: “Ms. Walls is always dependable, optimistic, and eager to assist where needed. She truly sets the example for the others on the team. I look forward every year to Maria working with my staff.” This year’s program was such a success that Attorney General Holder requested a special meeting with the team so that he can express his thanks to the team in person. As if this was not an amazing accomplishment in itself, during the two month detail period, she also continued to support and fill interlibrary loan requests from all four of her library locations.



## Nomination Form

### Testimonials and Supporting Documents

As liaison of the FEDLINK Library Technician Working Group (LTWG), I've had the pleasure of working with Maria Walls, Chair of the LTWG, for the past few years. The mission of this working group is to provide opportunities for federal library technicians, paraprofessionals, and support staff to work together to improve the training, promotion, career development, and recognition of their job series, which makes leading and chairing this group no small endeavor. However and most notably, under Maria's leadership and guidance, during fiscal year 2014 the group accomplished a wide range of educational and support activities for federal library professionals, not only in the United States, but throughout the world. The Group's accomplishments include recruiting Jeffery Lofton to speak about the Library of Congress' *Future Bridge* program at the FEDLINK Spring Expo; hosting a brown bag session at the Library of Congress titled *Tips and Trips of Speaking in Public*; enlisting speakers to present at the Training Institute for Federal Library Technicians, as well doing a presentation for the Institute on searching the deep web for articles; enlisting FEDLINK staff to set up a LTWG Listserv; increasing membership and interest in the group; and keeping the FEDLINK Advisory Board informed about the group's programs and contributions throughout the year. One could say that we have quite a few leaders in our community, and certainly this is true. Nonetheless, what sets Maria apart from other leaders in our community is that she doesn't just give 100% of herself when taking on any task, rather Maria wholeheartedly gives 100% plus of herself in everything she does – she's diligent, unfailingly professional, consistently displays a "can do" attitude, and is highly respected by all, whether her peers or leaders at the highest echelon in our community. As liaison to the LTWG, I had the opportunity to clearly and admiringly observe her in this role over the past few years, and most especially this past fiscal year.

Sincerely,  
Michele Masias, Chief Librarian  
Justice Libraries Staff, Civil and Criminal Division  
1425 New York Avenue NW, Suite 9004  
Washington, D.C. 20530  
202-616-0975



**U.S. Department of Justice**  
Justice Management Division  
*Library Staff*

---

**JAN 15 2015**

*Washington, D.C. 20530*

The Federal Library and Information Network  
101 Independence Ave, SE  
Washington, DC 20540-4935

RE: FEDLINK Federal Library Technician of the Year

Reviewing Committee:

I would like to recommend one of my staff, Ms. Maria Walls, for the **2014 Federal Library Technician of the Year Award**. Maria is the outstanding library staff member that every Library Director hopes to have. She continues to be an asset through her expert technician's knowledge and skills; her distinctive ability to multi-task; her dedication to the Department; and her great desire to continue her professional development through continuing education and detailee opportunities.

Over the past year, Maria's ability to multi-task continued to be critical in ensuring our mission of offering the highest level of quality research and library services to our Department of Justice (DOJ) attorneys and paralegals. Maria has performed at the outstanding level helping to cover the technician duties and the research needs of our patrons at multiple DOJ library branch locations. These branches specifically serve the very diverse and critical research needs of DOJ's Civil and Criminal Division attorneys.

Maria is continually active on staff, eagerly participating in the DOJ Library Staff's 'Library Technicians' Working Group and the FLICC/FEDLINK Library Technicians' Working Group. As a member of our Technicians' Working Group, she eagerly shares her knowledge, skills and abilities with the other library technicians on staff, helping to ensure that library operations and processes are always performed in the most efficient and timely manner possible.

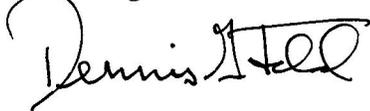
During the period of April through June, 2014, Maria volunteered to cover the duties of my management analyst – away on extended medical leave. This involved not only covering the correspondence and communication of the Director's Office, but serving as the administrator and staff primary point-of-contact for several key automated personnel systems, including the in-house LearnDOJ training system; E2 travel system; the Web T/A timekeeper and payroll system; and the e-QIP personnel security system. In addition, Maria managed, maintained and processed promotions and within-grade increases for federal staff; initiated hiring actions and security re-investigations of current staff and new investigations of incoming federal and contract

personnel. Maria's outstanding work as the acting management analyst, her ability to tackle the responsibilities and duties of this position with minimal training, saved an estimated \$20,000 in personnel costs for the DOJ Library Staff.

From September through November, 2014, Maria once again volunteered to be detailed to another DOJ staff to assist in the completion of administrative duties for the Attorney General's Honors Program. The Honors Program is the largest and most prestigious federal entry-level attorney hiring program and was the starting point for our Attorney General, Eric H. Holder, former Deputy Attorney General, James M. Cole, and many other DOJ attorneys who have contributed greatly to the success and the furtherance of the mission of the Department. Maria, along with two other detailees whom she trained, handled applicant logistics for this important Program, coordinating the interviewing and applicant processing for over 800+ Honors Program applicants and then completing all the paperwork for their travel reimbursement, a tremendous workload. Due in large part to her work, the Department will be welcoming approximately 250 new attorneys who will train and serve in many of DOJ's Offices, Boards, Divisions and law enforcement components. While her work would be difficult to quantify, I would estimate that she has saved the Department approximately \$100,000 in personnel costs in the several years she has volunteered to work on this important Program. She will receive special recognition from the Attorney General of the United States for her work in 2014 at an upcoming special ceremony.

Maria Walls truly continues to go above-and-beyond for the DOJ Library Staff, and whether she wins this award or not, she is one of the most exceptional library technicians working in the federal government today. I am proud to have her as part of my staff.

Best Regards,



**Dennis G. Feldt**  
Director, Library Staff  
U.S. Department of Justice





SBG:sbg

**U.S. Department of Justice**

Civil Division  
202-532-4333

---

*Washington, DC 20530*

January 8, 2015

Awards Committee  
Federal Library Technician of the Year Award

I would like the chance to commend Maria Walls. For the last two years, I have been involved in a major regulatory project that has required a great deal of research. Access to the international and academic resources has been a constant challenge, and Maria Walls has been an invaluable partner in getting me everything I asked for -- from libraries far and wide. I am greatly indebted to her for her diligence and efficiency. Maria has been a valuable behind-the-scenes contributor to this important work.

/s/ Susan Bennett Green  
SUSAN BENNETT GREEN  
Senior Litigation Counsel  
Office of Immigration Litigation  
Civil Division  
U.S. Department of Justice  
Post Office Box 878  
Ben Franklin Station  
Washington, D.C. 20044  
(202) 532-4333  
susan.green2@usdoj.gov