

FLICC Librarian of the Year Award Nomination Form

14+S

**FLICC Library/Information Center of the Year Award
Nomination Form**

This is not an interactive Web form.

Fill out the form, print it via your browser and get required endorsements and signatures. Then fax or mail according to the instructions below.

NOMINEE (PLEASE PRINT:)	
Library/Information Center Name:	George C. Marshall European Center for Security Studies Libra
Name of Director/Head:	Marcia W. Hampton
Agency:	Defense Security Cooperation Agency
Library Address:	Unit 24502
City:	AP0
State:	AE Zip: 09053
Phone:	49-8821-750-2808
Fax:	49-8821-750-2516
Email:	hamptonm@marshallcenter.org
Number and type of Users/Patrons:*	350 campus/4000 alum
Number of Staff (In-house and Contracted):*	9
Total Annual Budget from All Sources (including salaries, acquisitions, and other operating expenditures):*	\$840K
Additional comments or explanations:	
<p>Note 1: Budget figures do not include \$500K in FY06 UFR monies received to fund databases through FY08.</p> <p>Note 2: Budget figures do not include overseas benefits, such as LOA.</p> <p>Note 3: Two part-time employees counted as one.</p>	

NOMINATOR:

FLICC Librarian of the Year Award Nomination Form

Page 2 of 3

Name:	Kathryn E. Davis	
Title:	Systems Librarian	
Organization:	George C. Marshall European Center for Security Studies Libra	
Preferred Address:	Unit 24502	
City:	APO	
State:	AE	Zip: 09053
Phone:	49-8821-750-2565	
Fax:	49-8821-750-2516	
Email:	davisk@marshallcenter.org	
Relationship to Nominee:	Systems Librarian	
<p>Nomination statement (mandatory): I believe the nominee should be Federal Library or Information Center of the Year for Fiscal Year 2006 because (50 words or less)</p> <p>...our library strives to provide the best service to its customers all day, every day. The multi-lingual, multi-cultural staff, despite its small numbers, has jelled into an extremely effective, versatile and model team. Led by a dynamic Director, it has accomplished more in one year that I thought humanely possible.</p>		
Signature:	<i>Kathryn E. Davis</i>	Date: 1 Dec 2006

MANAGEMENT APPROVAL (Organization above the Library/Information Center):		
Name:	Steven Manthei	
Title:	Chief, Information Management Division	
Organization:	Information Management Division, George C. Marshall Center	
<p>Statement of approval: I approve this nomination for Library/Information Center of the Year. Comment: The Library is truly a "Center of Excellence" at the Marshall Center. As Manager, I am well aware of the profusion of initiatives that were successfully implemented by the staff in 2006. Taken in aggregate, these accomplishments are a stellar example of what a federal library should be. Furthermore, I am impressed by how dedicated and energetic the staff is in supporting the MC mission. No other federal library could be more deserving of this award!</p>		
Signature:		
Date:	4 Dec 2006	

INSTRUCTIONS:
<p>Deadlines: All nominations must be faxed no later than January 19, 2007. If a nominator does not receive confirmation of the nomination by January 28, 2007, please contact Anna Bohlin by phone at (202) 707-4822. Fax nominations to the Federal Library and Information Center Committee (FLICC) at (202) 707-4825. Selections will be made in March</p>

Mission Support

George C. Marshall European Center for Security Studies Mission

The mission of the Marshall Center (MC) is to create a more stable security environment by advancing democratic institutions and relationships, especially in the field of defense; promoting active, peaceful security cooperation; and enhancing enduring partnerships among the nations of North America, Europe and Eurasia. Supported bilaterally by the governments of the United States and Germany, the Marshall Center boasts an international staff and faculty, and is distinct from NATO institutions. This unique German-American partnership supports U.S. and German national security strategies and security cooperation guidance in a multi-cultural environment. The MC's College of International and Security Studies (CISS) and the Conference Center conduct a variety of unique programs involving to date officials from 62 countries. All programs are taught in three languages: English, German and Russian.

Marshall Center Research Library Support of the Marshall Center Mission

The Marshall Center Research Library supports the education, information, and research requirements of the Marshall Center. The Library's mission, as articulated in the recently developed Strategic Plan, is "to encourage, facilitate and sustain information access, information literacy, and information outreach" for participants, staff and faculty, and for alumni upon their return to their home countries. In achieving this mission, the Library's strategic vision is for the Library to become:

- The foremost provider of information resources to support the academic and "real world" success of MC participants.
- The foremost provider of information resources to support the teaching, research, networking and outreach of our faculty and the Marshall Center.
- A teaching library engaged in the development of the information research skills of its users.
- A developer and preserver of collections and archives essential to faculty and student research
- A center for independent, resource-based learning that promotes engagement with resources, critical thinking, seeking of knowledge and freedom of information.

Particularly challenging to achieving this vision, is the unique need for services and resources in three languages. Currently, fifty percent of the Marshall Center participants arrive speaking only the Russian language or possessing only limited English language proficiency. Furthermore, most come from former Warsaw Pact countries, or from newly developing countries, which do not have the infrastructure or financial means to provide comprehensive library services or access to electronic information resources. Many participants arrive without the information literacy skills necessary to fully utilize the wealth of resources that the Library provides while they are here and continues to provide upon their return to their home countries via resources made available on the Knowledge Portal.

Embracing these challenges in mission support, the Library has embarked on a series of planning, marketing, training, outreach, and service enhancement initiatives in 2006, making significant strides towards achieving its strategic vision. These programs are highlighted in the next section, Creativity and Innovation in Services. Due to the large number of initiatives, they are presented in a bulleted list rather than narrative form so that the sheer magnitude of what has been undertaken in 2006 is readily apparent.

It is important to note that the Library has a relatively small staff: five librarians, one full-time technician, two part-time technicians, and one contractor. Most of the staff is bi-lingual and several are multi-lingual, and are from a variety of cultural backgrounds. This provides a tremendous opportunity for the Library to excel in a multi-cultural environment. In addition, the staff is highly-motivated and very customer-oriented. As a result, all of the initiatives that follow were implemented without additional manpower or funding resources, but rather by realigning duties, introducing efficiencies, and employing staff language skills more judiciously.

Creativity/Innovation in Services

Planning Initiatives

- Developed comprehensive Library Strategic Plan to serve as guide for future direction.
- Started and/or completed 58% of Strategic Plan initiatives in 2006.
- Initiated database decision management program to guide funding choices:
 - Conducted faculty survey on usage and value of individual databases.
 - Implemented plan to "equalize" database usage stats to facilitate comparison.
 - Packaged database usage stats and cost analysis for upper management.

Marketing/Outreach Initiatives

- Contributed article on "Library Transformation" to ALA President-Elect's "President's Initiative Project"; posted on her website at <http://lb.princetonlibrary.org/stories.html>.
- Redesigned library promotional materials using a common theme. (see samples)
- Placed new book jacket covers in main classroom building where students/faculty congregate to encourage interest; students bring covers to Library to get books.
- Updated/enhanced Library webpages on Internet, Intranet, Studentnet, and Knowledge Portal (alumni), increasing content in Russian and German languages.
- Posted comprehensive Terrorism Bibliography in support of terrorism course.
- Delivered to student mailboxes: MC Best Sellers lists in three languages (most popularly read Library titles); List of books used in courses available for purchase from post exchange; Suggested readings for course modules 1-6 in three languages.
- Conducted site visits to Russian language instructors' offices to demonstrate Russian language electronic resources and encourage their use.
- Resurrected/redesigned Library Newsletter, incorporating content in three languages.
- Provided weekly content on Library resources/services to MC newsletter.
- Offered "info@library" day to prepare participants for official field trips (DC, Brussels, Berlin).

Training Initiatives

- Expanded 30-minute facility tour of Library for participants to 1 ½ hour, adding introduction to electronic databases. Over 120 sessions conducted.
- Expanded information literacy program: provided 38 2-hour elective sessions on using databases; and 48 2-hour database introductory sessions (offered in three languages).
- Coordinated with College to make database training mandatory for new faculty; conducted training for new and existing faculty in each of three languages, as needed.
- Offered 6 vendor-provided training sessions on individual databases to staff and faculty.
- Provided 50+ Library/Knowledge Portal briefings to MC Distinguished Visitors, ranging from Members of German Parliament to Four-star Generals; sessions conducted in English, German, or Russian as appropriate.

Service Initiatives

- Provided reference services to students, staff, faculty, guest researchers on-site and remotely to alumni in all three languages upon request. (see sample response)
- Actively researched new electronic databases, both free and commercial, in all three languages, adding a new German language database (IAP Dienst) and Russian language modules to existing database (Eastview).
- Developed English language ICE Feedback form for Library webpages; feasibility of German and Russian versions is being investigated.
- Added weekend hours during peak periods to accommodate students' needs.
- Provided weekend database training sessions for Russian/ English language students.
- Enhanced Library's online catalog:
 - Added Syndetics Solution's enriched content.
 - Provided value-added cataloging with the addition of tables of contents, descriptions, and detailed notes in English, German, and Russian as appropriate.
 - Completed Cyrillic cataloging project, cataloging 22,000 records in Russian.
- Created guest user policy for researchers/scholars to access databases remotely.
- Acquired 120+ new E-books for campus use and alumni use via Knowledge Portal.

Customer Satisfaction

In 2006, the Library made a conscientious effort to gauge customer satisfaction in many areas. Using a wide variety of feedback tools -- student surveys for both the PASS (Program in Advanced Security Studies and PTSS (Program on Terrorism and Security Studies) courses, a newly-implemented ICE Feedback form, comments posted by alumni on the Knowledge Portal, Library's Guest Book entries, e-mails, and verbal comments -- the Library is constantly fine-tuning its resources and services to better serve its customers.

As evidence of the success of this effort, the Library is consistently rated as one of the best aspects of the Marshall Center experience. Satisfaction levels are rising significantly as can be seen in the **accompanying charts** that compare 2006 end of class survey results with 2005 results. From 2005 to 2006, there has been a growing increase in student satisfaction levels. In all areas (Quality of Resources, Quality of Staff Assistance, Quality of Facility/Hours, Quality of Electronic Databases), the highest two ratings, Excellent and Good, are given in over 90% of the responses with Excellent ratings predominating and increasing steadily.

To illustrate how successfully the Library is providing more meaningful and satisfying services and resources, here is a sampling of customer comments:

"Would like to complement Ms. Lahlum's performance.... She provided an excellent database class on 27 Oct focusing on how and where I could research reconstruction efforts. I felt the one hour class was great and I walked away with a much better understanding of what databases to use and how to conduct research. This will benefit me in the PASS class and at CGSC – THANKS."

-- ICE Feedback form comment from current PASS student, 27 Oct 06

"The research library has 'fascinated' me throughout the three months. I was very pleased with its holdings on Islam and security related issues. I took great pleasure in the database training as well. It is in the interests of G.C. Marshall Centre to retain the standard of service of the Library. I really feel a great debt of gratitude to the staff who always found the ways of coming to my assistance, if it was necessary. Thank you for your kindness and help."

-- Guest Book comment from PASS student, Hungary, Ministry of Foreign Affairs, 12 Apr 2006

"I went to grad school at Yale and was a research fellow for two years at Harvard. I worked in the intelligence community in Washington in the 1990s, as well. I have NEVER encountered a library more perfectly tailored to my research needs, nor have I ever met a library staff that is so helpful, friendly, and welcoming"

-- ICE Feedback form comment from GCMC Program Analyst, 14 Jun 06

"If the rest of the Marshall Center ran like the GCMC Library, we would be 'The Global Center of Excellence.' My students love the library and so do I. I find it uncanny how the library staff actually anticipates my needs for both personal research and material for the PTSS. 'If it ain't broke, don't fix it.' This library works."

--ICE Feedback form comment, Director, PTSS Program, GCMC, 31 Oct 06

"These research library people are AWESOME. They do more to make graduates love the MC than anyone else around here."

-- E-mail comment from Chief, Graduate Support Office, 03 Mar 06

With a small, but highly dedicated team, the Library is achieving dramatic results in terms of customer support and is reaching a global community of customers. We know we are engaging participants long after they leave the Marshall Center. Alumni have taken the time to tell us how they cherish Library support, either through using electronic resources provided on the Knowledge Portal or through direct support via e-mail. The Library's reach extends far beyond its physical walls and continues to create satisfied customers around the world long after graduation.

kind of information is collected and from what sources, how often the database is updated, etc.

6. The art of constructing successful search strings begins not with database-specific search instruments (which are not that numerous and difficult to learn, see #4 above for where to find tutorials on their usage), but with a rich conceptual map the researcher must have of the topics in question. Such map will be a source of keywords, which can then be used in actual searching. It is my understanding, for example, that the issue of border security intersects with such topics as drug and human trafficking, illegal immigration, refuge situations, and others. You can narrow down your searches by using any of these terms with the word "borders".
7. "Following the trail of bread crumbs" principles: always use results from the initial search(es) to build up your conceptual map and identify new keywords.

I am also attaching to this message a brief PowerPoint presentation that will demonstrate a couple of actual searches.

I hope you will find this information helpful. If you need any further assistance, please don't hesitate to contact either me personally, or the Graduate Support Office.

Sincerely,

Andrew Adaryukov
Librarian

-----Original Message-----

From: zoran dodevski [mailto:zorandodevski@hotmail.com]
Sent: Friday, October 27, 2006 2:29 PM
To: Golden, Jill
Subject: RE: Feedback - Library databases - Marshall Center

Ki

I'm very pleased to see that some one from Marshall Center is contacting me.

I'm doing some research about using of instruments of National power (diplomacy, economy, military, information,..) as a synergy in in the meters of border security if you have something please let me know.

Again thanks

Dodevski Macedonia

UNCLASIFIED
 Results Microsoft Internet Explorer provided by George C. Marshall Center
 File Edit View Favorites Tools Help
 Back Forward Stop Search Favorites
 Address http://proquest.umi.com/pqweb?RQT=305&querySyntax=PQ&searchInterface=1&moreOptState=CLOSED&TS=1162460059&h_public= Go Links
 Research Library Intranet -- Electronic Databases | Help

ProQuest
 Advanced Topics Publications My Research
 Databases selected: ProQuest Newspapers, ProQuest Research Library, Research Library

Results - powered by ProQuest® Smart Search

Suggested Topics About < Previous | Next >

- National security
- National security AND immigration policy
- National security AND terrorism
- National security AND Bush, George W. (person)

Browse Suggested Publications About < Previous | Next >

- Foreign Affairs, New York
- The Atlantic Monthly, Boston
- The Economist, London
- Far Eastern Economic Review, Hong Kong

8008 documents found for: border, W/1 security > Refine Search | Set Up Alert |
 All sources: Scholarly Journals Magazines Trade Publications Newspapers

Mark all > 0 marked items: Email / Cite / Export

- The holes in the fence plan: [HOME EDITION]**
 Phil Angelides. Los Angeles Times. Los Angeles, Calif.: Oct 31, 2008. p. A 19
 Full text Abstract
- TUESDAY BRIEFING: Healthier finger-jickin': [HOME EDITION]**
 Andrew Malcolm and Brian Hamacher. Los Angeles Times. Los Angeles, Calif.: Oct 31, 2006. p. A.2
 Full text Abstract
- National Briefing West: California: Congressman To Study Presidential Bid**
 New York Times (Late Edition (East Coast)). New York, N.Y.: Oct 31, 2008. p. A.17
 Full text Abstract
- Thought Not on the Ballot, Bush Campaigns Like a Candidate in Georgia and Texas**
 Sheryl Gay Stolberg. New York Times (Late Edition (East Coast)). New York, N.Y.: Oct 31, 2006. p. A.20
 Full text Abstract
- DEMOCRATIC NATIONAL COMMITTEE: CHAIRMAN DEAN SENDS LETTER TO MEHLMAN ON 26TH ANNIVERSARY**
 US Fed News Service, including US State News. Washington, D.C.: Oct 31, 2006. p. n/a
 Full text Citation
- VOA NEWS: INDEPENDENTS LIVE UP RACE FOR TEXAS GOVERNOR**

Show all documents Sort results by: Most recent first

Internet

Marshall Center Research Library

Databases by Subject

[19 Oct 2005]

COUNTRY INFORMATION

- **CIAO – Columbia International Affairs Online**
 - Maps, demographic data, annual survey, detailed history
 - **CultureGrams (World Edition)**
 - Cultural focus (including general attitudes, customs and courtesies), maps, history, national anthems, recipes, etc.
 - **GIS - the Global Information System**
 - Country files including historical, political, and defense information
 - **Jane's Sentinel Security Assessments**
 - Country profiles at-a-glance
 - **Stratfor**
 - Brief country profiles
 - **TOL – Transitions Online**
 - Country reports with links to current stories, annual surveys, maps
-

E-BOOKS

- **NetLibrary**
 - Over 3,500 electronic books in the areas of international relations, law, political and military science, etc.
 - Full-text
-

ECONOMIC / FINANCIAL INFORMATION

- **EIU - Economist Intelligence Unit**
 - Annual profiles for 32 Central Asian and Eastern European Countries, providing economic and political status and background
 - Frequently updated reports for 32 Central Asian and Eastern European Countries, covering national, regional and global events with economic impact
- **ISI Emerging Markets**

- Economic and financial information for more than 70 emerging markets in Asia, Central and Eastern Europe, the Middle East, and Africa
 - **Stratfor**
 - Strategic market reports, forecasts, analyses
-

INTERNATIONAL RELATIONS / SECURITY STUDIES

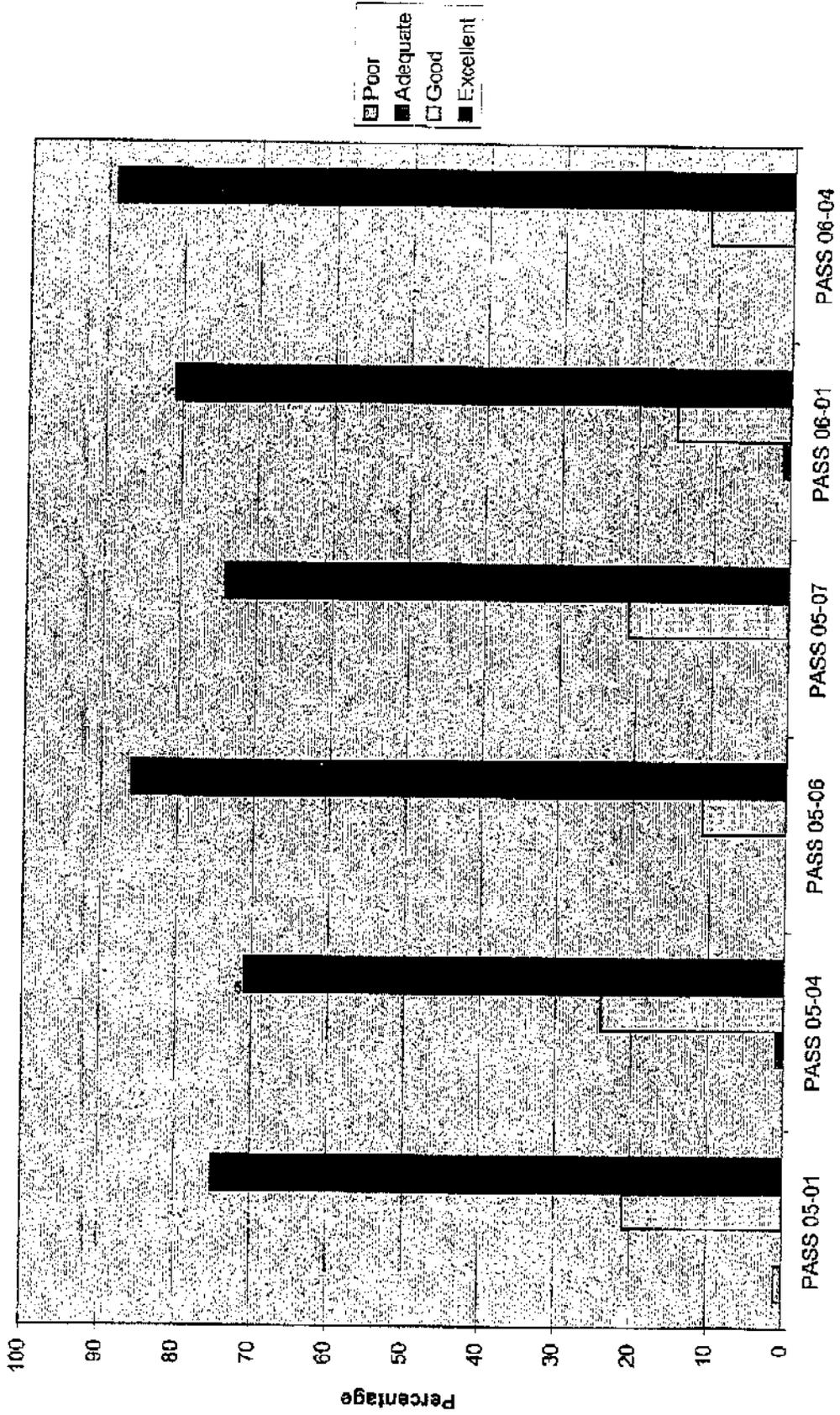
- **CIAO – Columbia International Affairs Online**
 - Theory and research in international affairs (working papers, policy briefs, case studies, etc.)
 - Coverage back to 1991
 - **EBSCOhost's Academic Search Premier**
 - Indexes 8,000 titles with full-text for 4,700
 - Alert feature
 - **Internationale Beziehungen und Länderkunde (IBLK)**
 - Bibliographic index with links to very limited full-text
 - Source material is 50% English, 30% German, 8% French
 - **JSTOR**
 - Full-text backfiles to scholarly journals in history, political science, Middle East studies, Slavic studies, and more
 - **LexisNexis Academic**
 - Full-text access to over 5,600 worldwide sources (national and regional newspapers, wire services, broadcast transcripts, etc.)
 - **NetLibrary**
 - Full-text e-books covering international relations, political science, security studies, plus more
 - **Nexis.com (MC faculty and staff access only)**
 - Full-text access to over 30,000 news, business, and information sources
 - Requires separate userid and password
 - **ProQuest**
 - Citations, abstracts, and selected full-text from over 2,000 popular and academic journals
 - Alert feature
-

LANGUAGES OTHER THAN ENGLISH (ALSO INCLUDING ENGLISH)

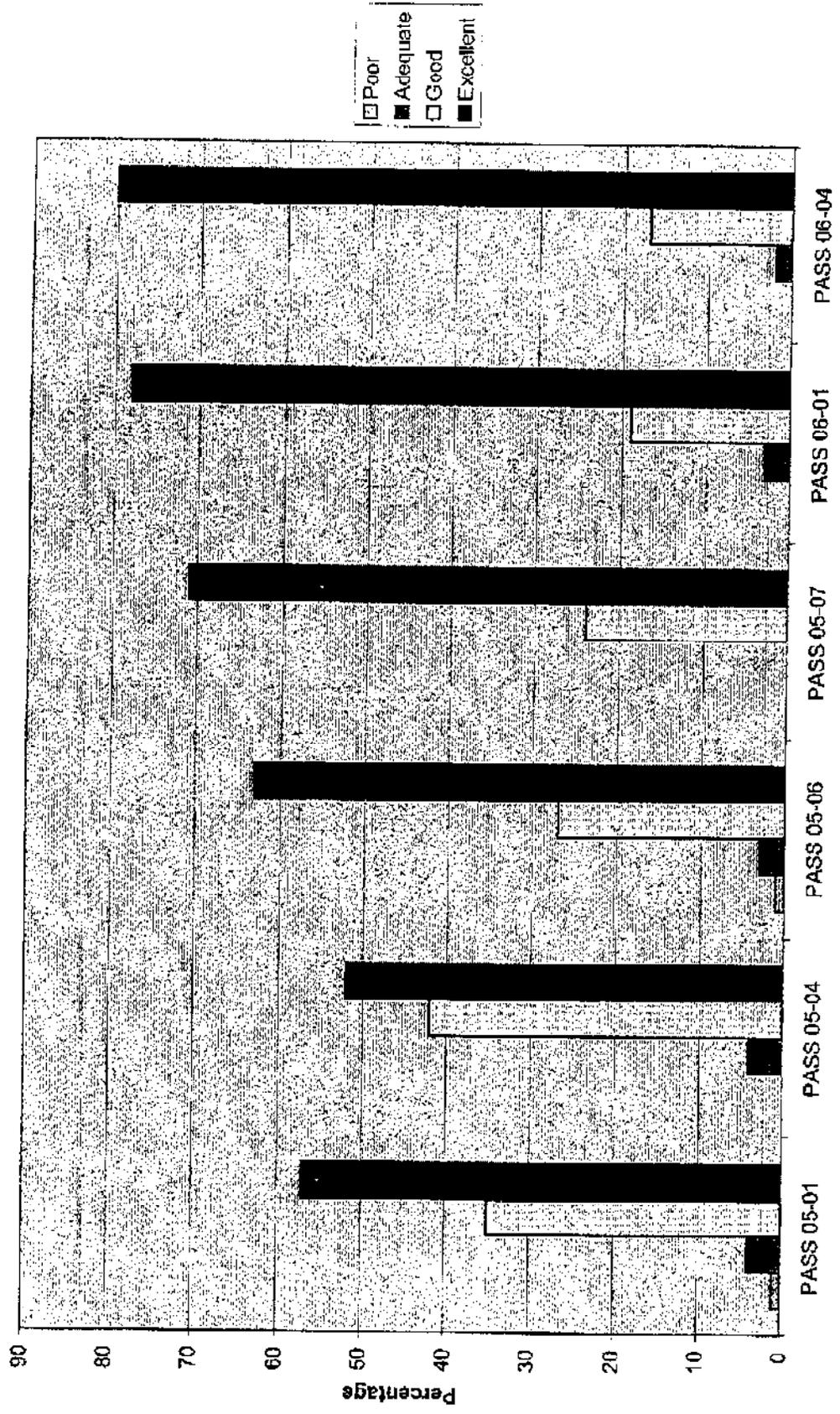
- **C.E.E.O.L. – Central and Eastern European Online Library**
 - German, Russian, and many others

**Supporting Documentation # 2:
Survey Results**

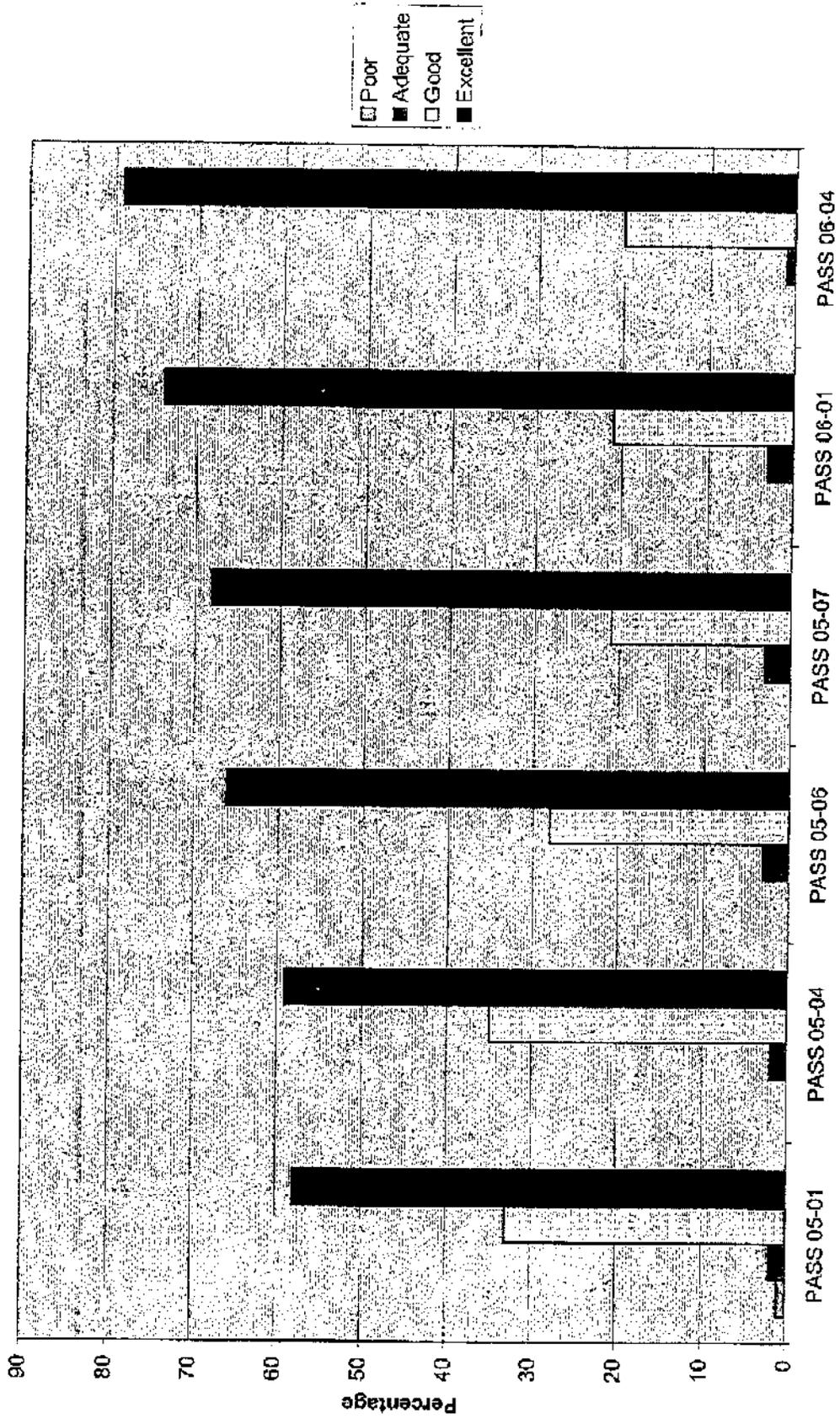
Student Life Survey Results:
Quality of Library Staff Assistance



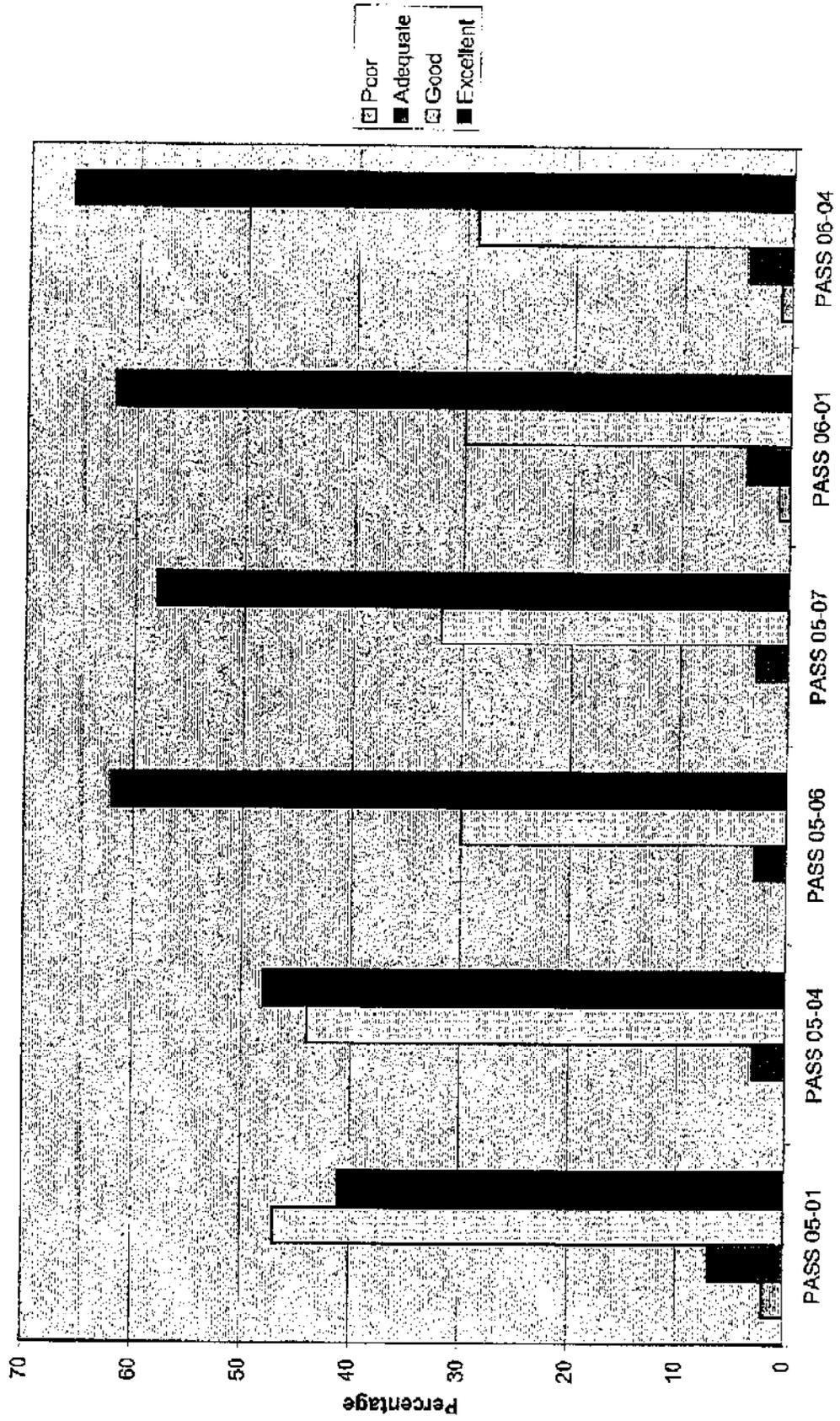
Student Life Survey Results:
Quality of Library Resources



Student Life Survey Results:
Quality of Library's Electronic Databases



Student Life Survey Results: Quality of Library Facility and Hours



Marshall Center Research Library

Identity and Marketing Program

Current Periodicals Publication



Research Library



Current Periodicals

www.marshallcenter.org

Library Brochure Side 1 English



Research Library



Interlibrary Loans (ILL)

- The library borrows books and other library materials which are held by libraries outside your government and from government sources. Please ask for interlibrary loan service at the circulation desk or use the email address below:
 - ill@marshallcenter.org

Special Notice

- Academic journals and other library materials purchased by the library are not available for loan.
- Federal copyright laws under Title 17, U.S. Code apply to the International Peace Center.
- Materials that are damaged must be reported.
- Failure to follow guidelines may result in loss of borrowing privileges.

Library Staff and Telephone numbers:

- Circulation Desk - DSN 4402 4433
 - Library Director - DSN 4402 808
 - Systems Librarian - DSN 4402 3633
 - Reference/Online Services Librarian - DSN 4402 156
 - Russian Reference/Cataloging Librarian - DSN 4402 418
 - German/Reference Librarian - DSN 4402 281
 - Librarian (Contracted) - DSN 4402 043
 - Librarian (Contracted)/Circulation Librarian - DSN 4402 720
 - Acquisitions - DSN 4402 374 and 4402 349
 - Reservations - DSN 4402 015
- Commercial phone number from outside Germany
+49 88217 502 - 808 (last three numbers of extension)
library@marshallcenter.org



Hours of Operation:

Monday - Thursday from 0800 - 1800
Friday from 0800 - 1700

www.marshallcenter.org

Library Brochure Side 1 Russian



Research Library



Цпросроченные материалы:

- Утеранные или поврежденные материалы должны быть заменены. Уведомления об истечении срока абонемента высылаются каждые два месяца. Читатели не имеют права брать по абонементу дополнительные издания, если у них на руках находится более 30 просроченных материалов. Исключение может быть сделано только с разрешения директора библиотеки.
- Невероят материалы может привести к отмене абонемента.

Межбиблиотечный абонемент (ILL):

- Книги и периодические издания, отсутствующие в фондах библиотеки, могут быть получены по временное пользование из других государственных или частных библиотек. Заявки на услуги по межбиблиотечному обмену принимаются в отделе выдачи или по электронной почте:

- ill@marshallcenter.org

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- Отдел выдачи – DSN 4402-463
- Специалист по компьютерным системам – DSN 4402-565
- Англоязычный библиограф – DSN 4402-356
- Русскоязычный библиограф и каталогоизатор – DSN 4402-418
- Немецкий библиограф – DSN 4402-781
- Библиограф (англоязычный) – DSN 4402-643
- Межбиблиотечный абонемент / Читательский абонемент – DSN 4402-720
- Отдел копирования – DSN 4402-504 и 4402-340
- Отдел периодики – DSN 4402-615
- Для заявок из заграничьи:
Отдел выдачи +49-8621-7502-463
Директор библиотеки +49-8621-7502-808
library@marshallcenter.org



Часы работы:

понедельник – четверг 08:00 – 18:00 и
пятница 08:00 – 17:00

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