

**A R M Y
LIBRARIES**



DDLRS: A Worldwide Consortium

GPO Depository Library Conference Washington, DC October 2006

M. Ann Parham
Librarian of the Army
HQDA G-1

DAPE-ZXI



Background

- 2001: 4 Military libraries participated in Collaborative Digital Reference Service pilot
- 2002: Army-OCLC Pilot tested 24/7 service
- 2002: Defense Digital Library Research Service (DDLRS) established
- May 2003: Started service to 1.77 million users of Army's intranet (Army Knowledge Online)



Target Audience



- 1.77 Million users of Army Knowledge Online (AKO) including:
 - Department of Army Soldiers
 - Department of Army Civilians
 - Department of Army Contractors
 - Other Department of Defense military, civilians, and contractors
 - Family members of AKO account holders



DDLRS



- Open to Department of Defense libraries
- Self governing and policing
- Voluntary leader – No dedicated staff
- Members must
 - Pay OCLC QuestionPoint Fees
 - Comply with DDLRS Policies
 - Comply with The Ten Commandments for Using QuestionPoint (QP)



DDLRS Member Libraries



■ By Type

- Academic – 6
- General - 7
- Technical – 2
- Medical - 0
- Special - 2

■ By Military Service

- Army - 15
- Air Force - 0
- Navy - 0
- Marines – 0
- DOD - 2

■ By Location

- CONUS – 14
- OCONUS - 3



DDLRS Member Libraries



- Academic Libraries
 - Ft. Knox Armor School Library
 - US Military Academy Library
 - US Army Aviation Technical Library
 - Defense Acquisition University Library
 - Combined Arms Research Library
 - US Army Infantry School Library
- Technical Libraries
 - Redstone Scientific Information Center
 - Humphrey Engineer Center Technical Library
- General Libraries
 - Fort Hood Post Library
 - Fort Drum Library
 - Fort Campbell Library
 - Fort Lewis Library System
 - US Army Europe Regional Library
 - SGT Yano (HI) Library
 - Yongsan Library, Seoul, Korea
- Special Libraries
 - National Geospatial Intelligence Agency Library
 - Pentagon Library



DDLRS Partner Libraries



■ By Type

- Academic – 5
- General - 0
- Technical – 0
- Medical - 3
- Special - 4

■ By Military Service

- Army - 9
- Air Force - 0
- Navy - 1
- Marines – 1
- DOD - 1

■ By Location

- CONUS – 14
- OCONUS - 3



DDLRS

Partner Libraries



- Special
 - Navy Department Library
 - Defense Technical Information Center
 - Marine Corps History Library
 - National Guard Bureau

- Medical
 - Walter Reed Army Medical Center
 - Stimson Library, US Army Medical Center & School
 - Madigan Army Medical Center

- Academic
 - US Army Chaplain Center & School Library
 - US Army Field Artillery School Library
 - US Army Air Defense Artillery School Library
 - US Army Sergeants Major Academy Learning Resources Center
 - US Army War College Library



Ask A Librarian Service



- Available via
 - Army's Intranet – Army Knowledge Online (AKO)
 - Individual Member Library Websites
- Format: Email
- Service Standards:
 - Quality Control Checklist
 - Quality Answers: General Standards



Welcome to the QuestionPoint Ask a Librarian service, a web-based reference service that helps libraries deliver reference services via e-mail. The Ask a Librarian service is brought to you by the *Digital Army Library Service* participating libraries and the *Defense Digital Library Research Service*.

Please read the following before you begin:

- It may take 48 hours to receive a reply.
- Asterisk (*) denotes required field.
- Your personal information will not be permanently maintained in any database.

Questions

Ask a Question

*E-mail

Address:

*Verify E-mail

Address:

*Status:

*Reason for

Research:

*May we archive your question and corresponding answer for use in our FAQ? (All personal information will be removed prior to archiving.)

Yes No

To serve you better, we may need to contact you to clarify your question. Please enter your name and telephone number:

*Question:

*Not needed after:



24/7 Service

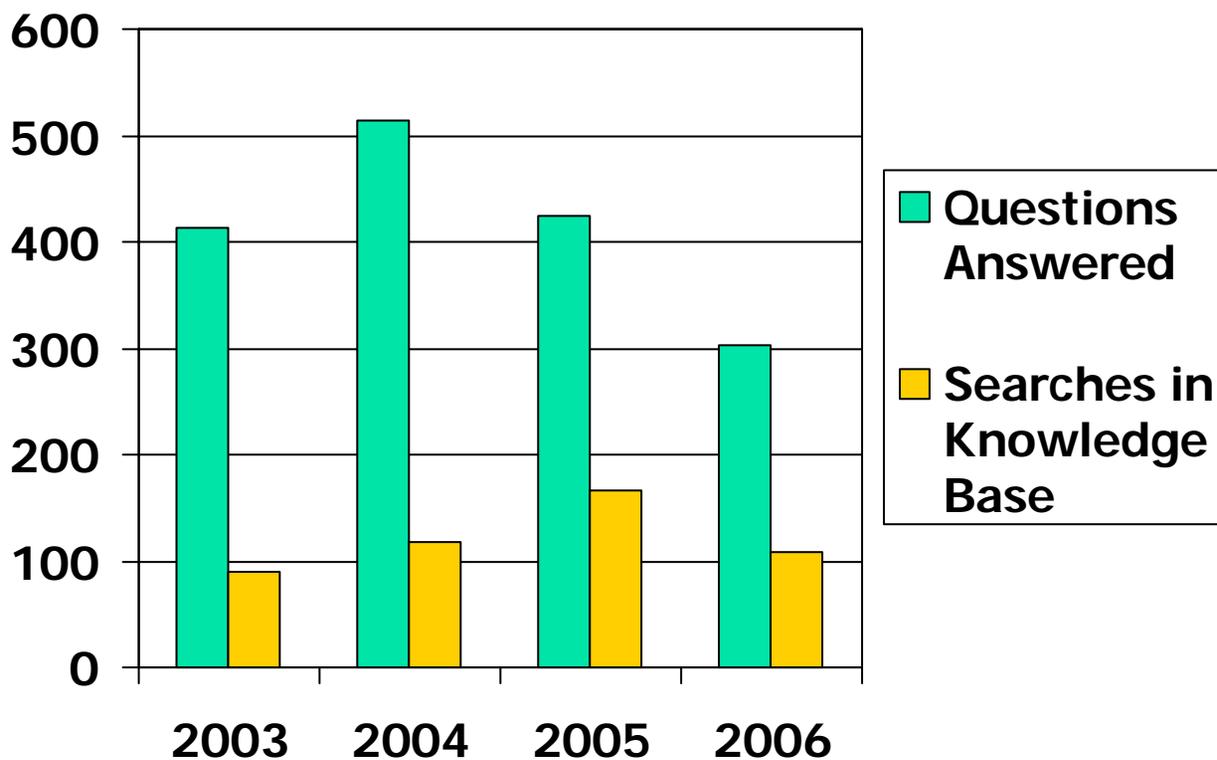


- Supported by worldwide-Army library network
- Libraries select participation schedule
- Questions routed to library “on duty” at time of request
- Librarians refer questions requiring resources or expertise not available in receiving library



Results

Ask A Librarian! 24/7





DDLRS Knowledge Base



- Created and maintained by members
- Add Q&A sets only to DDLRS KB
- Accessible only to members & partners
- Only DDLRS administrator deletes entries
- Standard: Guidelines for Adding to the DDLRS KB



Military Equipment Question



- Q: I need safety messages regarding the M249 SAW, we had several malfunctions as the safety does not work properly... SGT Brown, Tikrit, Iraq
- A: I spoke with Mr. Smith, light machinegun specialist at TACOM, Rock Island Arsenal, and there are no safety messages. He asks that you contact him as he is very interested in your problem. His phone number is DSN 234-9876 and email is bill.smith@us.army.mil.



Journal Article Request



- Q: Need help finding this article: An outbreak of infections with *Acinetobacter calcoaceticus* in burn patients: contamination of patients' mattresses. *J Infect Dis* 1985 Feb; 151(2): 252-8. SSG Tim Wall, Bagdad Hospital
- A: Walter Reed Army Medical Center Library will provide the article.

Question History

Patron:

04:01
2004/09/15

I have been deployed to Iraq and could use some help with common Iraqi Arabic language terms for everyday use. Where can I find such a resource?

Librarian

1:

15:13
2004/09/16

Go to the Defense Language Institute LingNet site and take a look at their "Basics of Iraqi Arabic" on-line course. You might also wish to contact them directly concerning additional training materials. <http://www.lingnet.org/language/default.asp>
Please respond and let me know if this fully answers your question?

Librarian

US Army Armor School Research Library

Defense Digital Library Research Service Team

Patron:

02:24
2004/09/17

Thank you. This website is exactly what I was looking for. Now I just need to get a set of headphones so I can hear the arabic words spoken without disturbing others in the office.



Patron:
07:39 2005/06/21

I'm in Iraq and we have changing command.
Could you please tell me were can I find some
Army song for it.
Thank you for your help.

Librarian 1:
15:38 2005/06/21

Try the following website:
<http://bands.army.mil/music>
If you need additional songs, please, resubmit.

Librarian,
Grandstaff Library
Fort Lewis, Washington



Problems - Resolutions



- Problems:
 - Insufficient Quality Control
 - Knowledge Base Q&A sets becoming dated
 - No Publicity
- Resolution – Establish Work Groups



Questions?





Back-up Slides



Army Library Program Not One Flavor



9 : #Whfkqlfdo

Vf lhqwlvw/#Hqj lqhhuv



; 4 #J hghud#

Vrøghuv/#
Idp lðhv/#
Frqwlqx lqj #
Hgxfdwlrq



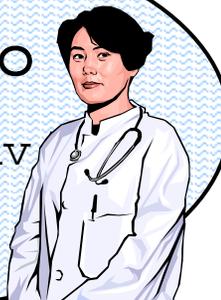
57 #D fdghp lf #

Vwxghqw/
Idfxw|/
Xqlyhuvlv|



6 : #P hg lf do

Grfwruv/#Q xuvhv
K rvs lðov



Søxv#R wkhv#shf ld#
Oleudulhv





DDLRS

Member Libraries



- Ft. Knox Armor School Research Library
- Redstone Scientific Information Center
- Combined Arms Research Library
- Fort Lewis Library System
- US Army Europe Regional Library
- SGT Yano (HI) Library
- US Military Academy Library
- Humphrey Engineer Center Technical Library
- Yongsan Library
- R.F. Sink Memorial Library, Fort Campbell
- US Army Aviation Technical Library
- Defense Acquisition University Library
- National Geospatial Intelligence Agency Library
- Fort Hood Post Library
- Robert C. McEwen Library, Fort Drum
- US Army Infantry School Library
- Pentagon Library



DDLRS Partner Libraries



- Navy Department Library
- Walter Reed Army Medical Center
- US Army Chaplain Center & School Library
- Stimson Library, US Army Medical Center & School
- Madigan Army Medical Center
- US Army Field Artillery Library
- Air Defense Artillery School Library
- Sergeants Major Academy Learning Resources Center
- Defense Technical Information Center
- Marine Corps History Library
- US Army War College Library
- National Guard Bureau



Results

Ask A Librarian! 24/7



Per Month	2003	2004	2005	2006 To Date
Questions Answered	414	514	425	302
Searches in Knowledge Base	90	118	166	109