

FLICC Library Technician of the Year Award Nomination Form

# FLICC Library Technician of the Year Award Nomination Form



Page 1 of 2

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:)	
Name:	Jill Golden
Title:	Library Technician
Agency:	DSCA, George C. Marshall Center
Library Address:	Unit 24502
City:	APO
State:	AE Zip: 09053
Phone:	49-8821-750-2374
Fax:	49-8821-750-2516
Email:	goldenj@marshallcenter.org
Additional comments or explanations:	

NOMINATOR:	
Name:	Kathryn E. Davis
Title:	Systems Librarian
Organization:	George C. Marshall Center
Address:	Unit 24502
City:	APO
State:	AE Zip: 09053
Phone:	49-8821-750-2565
Fax:	49-8821-750-2516
Email:	davisk@marshallcenter.org

## ICC Library Technician of the Year Award Nomination Form

Page 2 of 2

**nomination statement (mandatory):** I believe the nominee should be Federal Library Technician of the Year for Fiscal Year 2007 because (50 words or less)

...she is without a doubt the most impressive technician I have ever worked with in my 30+ years of federal service. I have never met a technician as astute, multi-talented, or self-challenging as Ms. Golden which is why I am so delighted to nominate her for this award.

Signature:

Kathryn E. Davis

Date:

15 Jan 08

**MANAGEMENT APPROVAL—Immediate Supervisor**

Name:

Marcia W. Hampton

Title:

Library Director

Organization:

DSCA, George C. Marshall Center Research Library

**statement of approval:** I approve this nomination for Library Technician of the Year for Fiscal Year 2007.

Comment:

Jill Golden, the only full time library technician on staff, rose to the challenge of providing library support in three languages - German, Russian, and English. She introduced new programs, efficiencies, and enhanced services. The profusion of initiatives she implemented further transformed library services for a diverse clientele from all over the world. Her accomplishments are a stellar example of a versatile, exceptional team member. No other library technician could be more deserving of recognition.

Signature:

Marcia W. Hampton

Date:

15 Jan 08

**MANAGEMENT APPROVAL—Second Level Manager**

Name:

Steve Manthei

Title:

Chief, Information Management Division

Organization:

Information Mgt. Div., George C. Marshall Center

Signature:

[Signature]

Date:

15 Jan 2008

**INSTRUCTIONS:**

**Deadlines:** All nominations must be faxed no later than February 1, 2008. If a nominator does not receive confirmation of the nomination by February 8, 2008, please contact Lizzie Daniels by phone at (202) 707-4813. Fax nominations to the Federal Library and Information Center Committee (FLICC) at (202) 707-4825. The FLICC Awards Working Group will receive and screen applications and submit a list of finalists to the FLICC Executive Board. The FLICC Executive Board will make the final selection and announce at the FLICC Forum in September 2008.

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Updated December 2007



## Commitment to Service Excellence in Support of the Library Mission

The Marshall Center (MC) mission is to promote dialogue and understanding among the nations of North America, Europe, Eurasia, and Africa by conducting a variety of unique education programs on security studies and combating terrorism. Public and military officials from over sixty countries attend these programs, which are all taught in three languages - English, German and Russian. The MC Library plays an integral role in supporting these MC programs by encouraging, facilitating and sustaining information access, information literacy, and information outreach for participants, staff and faculty.

Making this particularly challenging is the unique need to provide library services and resources in all three languages mentioned above. Nearly half of the MC participants speak Russian and have limited or no proficiency in English. Many are unfamiliar with libraries, coming from countries that do not have the infrastructure or financial means to provide quality library services or access to electronic resources. So, the library staff is often required to give highly personalized and extensive assistance to participants.

It is in service to the Russian language speakers where Ms. Jill Golden truly shone. Because she was the only full-time library technician in the library and worked at the circulation desk, she was, more often than not, THE first library staff member to interact with the participants. As such, she was constantly called upon to help them navigate the library, use the online catalog and electronic resources and locate materials on the shelves. Ms. Golden, who is proficient in the Russian language, always welcomed them with greetings in their native language, a warm smile, and a "can-do" spirit, quickly putting the most reserved at ease. She delicately negotiated the cultural differences and customs, ensuring that no unintentional offense was given or taken. She went out of her way to find resources that exactly met their needs. Because of her Russian proficiency, she was often called upon to provide reference service to Russian language participants which she did as well as any professional librarian. Her rare combination of language skill combined with her cultural sensitivities, endless patience and knowledge of library resources made her invaluable at "first contact". Never once were there any complaints from participants (there were over 800 participants in FY07) about how she interacted with them and inevitably, at the end of the courses, she was profusely thanked by them for her assistance.

In addition to providing quality service directly to participants, Ms. Golden routinely watched for opportunities to improve other areas of service. For example, with the 12 week Advanced Security Studies (PASS) course, she compiled weekly "information alerts" on topics related to the syllabus and library services. **(See samples)** These were compiled in all three languages and were delivered personally by her to participants' mailboxes where they were easily retrieved. She identified a need to provide participants with a method of purchasing books used during courses. The library was frequently asked to purchase books for participants but, unfortunately, this was prohibited. And, it was very difficult (nearly impossible) for them to purchase directly from the U.S. Ms. Golden coordinated with the local Post Exchange (PX) to stock course "bestsellers". Since they were allowed to purchase items from the PX, this arrangement resolved a difficult problem by giving them a way to purchase the books locally. Additionally, when participants were preparing to leave for the week long field trip to Washington, D.C., she provided them with a list of D.C. bookstores and addresses where they could make purchases themselves.

As part of a marketing course requirement, she had to create a project plan. She wanted her plan to have a practical application so she chose a much-needed project to upgrade the library's webpages on the student net, our primary web interface with participants. Consulting with the staff, she created a plan which designed three separate but similar language interfaces and developed timelines for testing effectiveness and usability of the interfaces. She received an "A" on the project plan but, more importantly, the library has elected to implement her plan. **(See copy of the project plan.)**

In summary, during FY07, Ms. Golden demonstrated an exceptional commitment to service, using her many skills to the optimal level and ably applying all that she has learned on-the-job and in the classroom in support of library excellence.



## Exceptional Technical Competency

It is difficult to choose only one area of librarianship to highlight Ms. Golden's exceptional technical competency. The MC Library had a very small staff and all were called upon to do more than in their job descriptions. This was especially true of Ms. Golden in FY07. Partly out of necessity and partly due to the fact that she was a quick learner and highly proficient, her duties expanded almost exponentially over the year. She gradually was asked to take on more responsibilities in acquisitions, collection development, reference and cataloging and she excelled in each of them. Indeed, her colleagues have come to think of her as a "Jill of all trades" (pardon the pun) as she could assume any task or project and efficiently master it.

Perhaps the most notable area of technical competency relates to her language skills. Ms. Golden lived and studied in Russia and came to the library speaking Russian fluently, in addition to her native English. Living in Germany and knowing that German was one of the languages supported by the MC, Ms. Golden began to teach herself German on her own time, learning from books and computer language programs. As she became more proficient, she engaged a private tutor to enhance her speaking and reading skills and she practiced speaking with colleagues to further immerse herself in the language. As a result, she became conversant in German entirely through her own efforts. This not only allowed her to provide library services directly to all participants, it also allowed her to answer reference questions, acquire materials and catalog in all three languages. Obviously, this made her an even more valuable asset to the library.

Furthering her pursuit of technical proficiency, Ms. Golden enrolled in a two-year online masters degree program in library science at Syracuse University – at the same time she was learning German. As she was exposed to all aspects of librarianship, new and old, she shared useful websites and search engines with her colleagues, suggested new technologies which the library might implement, and provided information on journal articles of interest. She always applied what she learned to her current work situation and challenged her colleagues to think outside the box and look for ways to improve upon the services and resources the library offered. In recognition of her achievements and future potential as a librarian, she was awarded an ALA scholarship towards her masters degree program. **(See scholarship award)**

In addition to improving her language and library skills, one area where Ms. Golden exceeded expectations was in acquisitions. Initially, she primarily did data entry and simple ordering. But, it quickly became apparent that she could perform acquisitions duties at a much higher level. She was given the responsibility for ordering materials online from Blackwell, primarily in the English language. This was expanded to include responsibility for placing credit card orders and providing feedback to the Director on the materials budget. Utilizing her language skills, she identified German and Russian sources to purchase materials from and began to order materials in these languages. In fact, she became the first MC library technician to order materials in all three languages. In addition, she questioned the labor-intensive process of manually transferring order information from Blackwell online into the integrated library system. She coordinated with the Systems Librarian to totally automate the process, saving untold man-hours each year. Furthermore, she had a clear understanding of the collection and was able to identify relevant additions to the collection. One such example occurred when she determined a need for DVDs on terrorism subjects, in direct support of MC's counter-terrorism studies, and identified, located and purchased a well-rounded and definitive selection of DVDs on the subject.

Not only did Ms. Golden demonstrate impressive technical competency in FY07, she proactively sought to improve herself personally and professionally by learning on-the-job, teaching herself a new language, and starting an accredited library science degree program. She continuously tested her new found skills by applying them to her job and encouraged her colleagues to expand their horizons as well by sharing what she had learned. This goes well beyond technical competency, entering the realm of creative and innovative thinking.

## Flexibility

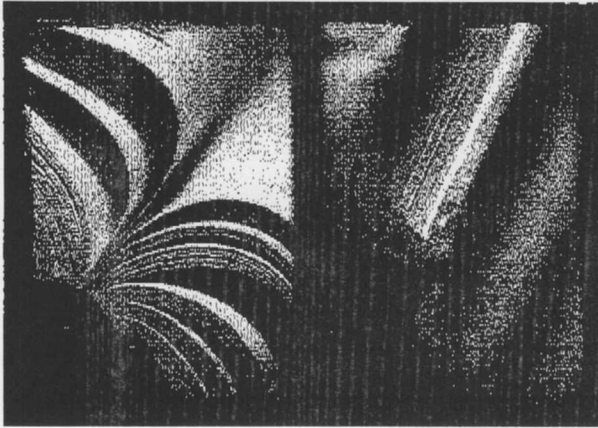
As the sole full-time library technician, surrounded by professional librarians, Ms. Golden had many "bosses" directing her work or seeking her assistance. She had to balance these additional taskings with her normal workload, determine priorities, and execute them all in a timely manner. She managed this balancing act with great aplomb and efficiency, making it all seem effortless. Specific examples of her ability to be flexible and integrate additional work into her duties follow:

- On short notice, often on the same day, she was requested to prepare topical displays on specific subjects in preparation for library briefings for distinguished visitors or in support of specific courses. Although quickly pulled together, she was able to create displays of appropriate materials in multiple formats and languages. An indicator of how right on target her display selections were can be illustrated by how frequently the distinguished visitors would remark positively on particular display items. Another example was her display for the security studies capstone project on the impact of climate change in national security. Ms. Golden prepared three separate language displays on this subject in record time in support of a last minute decision to have extended hours during the capstone project.
- In FY07, two of the three reference librarians (English and Russian) were actually attending the securities studies course making them unavailable to work in the library for a 12 week period. Ms. Golden, with her language proficiency, was able to step in and provide in-depth reference assistance in both languages during their absence.
- After requesting and receiving training in cataloging, she gradually assumed most of the copy cataloging absorbing the additional work seamlessly into her other duties. She also served as a backup for the Interlibrary Loan librarian, conducted library tours on short notice, and was the backup for serials check-in.
- The Library often opened for extended hours when courses were in session. Ms. Golden was always among the first to volunteer to work the additional hours on an evening or weekend. This willingness to rearrange her schedule enabled the library to provide multi-language support during the extended hours.
- When the Library developed a more efficient and customer-friendly procedure for identifying, processing and featuring books recently added to the collection, Ms. Golden enthusiastically supported the changes and took the lead in handling the public service side of the new procedures. Without specific guidance, she developed a plan for how to monitor and integrate new books that had been on display for a length of time with the regular collection. She offered some astute suggestions on how to improve the procedures even further, all of which were implemented.

Ms. Golden was, and still is, one of the most remarkable and talented library technicians in federal service. She demonstrated a thirst for learning and self-improvement and was actively engaged in all areas of librarianship. She excelled in a multi-cultural, multi-language environment, providing as little or as much assistance as needed to customers based on their library experience and expertise. Her sensitivity to cultural differences made her just the right person for "first contact" with customers. Moreover, she not only adapted well to change, she embraced and contributed positively to it. She was willing to take on any task, pursued new skills, identified problems, sought solutions and performed well-beyond what is expected of a library technician. As a result, the Director has given her great latitude in all aspects of her work. Her versatility and enthusiasm made her a tremendous asset to the MC Research Library and makes her very deserving of the Federal Library Technician of the Year Award for FY07.

## Supporting Document 1:

Sampling of handouts  
prepared for students



## Where can I purchase books in Washington, DC?

- Barnes and Noble:** A large American chain store with over 150,000 books. The collection includes current affairs, politics, bestsellers and more. They also carry music, movies, magazines and gift items.  
[www.bn.com](http://www.bn.com)

**Locations:**

555 12<sup>th</sup> St. NW (On the corner of 12<sup>th</sup> & E)

3040 M. St NW (Georgetown)

**Hours:**

Mon-Sat 0900-2200,

Sun 0900-2000

Daily 0900-2300

- Borders:** Similar in size to Barnes and Noble, which means very large (over 100,000 titles). The collection includes current affairs, politics and bestsellers.  
[www.borders.com](http://www.borders.com)

**Locations:**

18<sup>th</sup> and L Street NW

600 14<sup>th</sup> Street NW

5333 Wisconsin Ave NW

**Hours:**

0800-2100, Sun 1000-1800

0800-2100, Sun 1000-1800

0900-2200, Sun 1000-2100

- KramerBooks & Afterwords:** The store is small, but the selection of nonfiction titles is large. The bookstore is open 24 hours on weekends. A café and bar are also located inside.  
[www.kramers.com](http://www.kramers.com)

**Location:**

1517 Conn. Ave., NW

\*Take Metro to Dupont Circle,  
Exit at Q Street

**Hours:**

0730-0100 daily,

24 hours on weekends



- **Olsson's Books & Music:** A Washington DC independent bookstore. It has a small but well edited book collection.  
[www.olssons.com](http://www.olssons.com)

**Locations:**

1307 19th St., NW  
418 7th St., NW

**Hours:**

1000-2200, Sun 1200-2000  
0900-2100, Sun 1130-1930

- **Politics & Prose:** A famous Washington, DC bookstore that hosts interesting readings and lectures. Check their website for the schedule. They also sell a large range of fiction and nonfiction titles.  
[www.politics-prose.com](http://www.politics-prose.com)

**Location:**

5015 Connecticut Ave NW  
\*Take Red Line to Van Ness,  
One mile north on Conn.

**Hours:**

Mon-Thurs 0900-2200  
Fri-Sat 0900-2300  
Sun 1000-2000

**Where can I find  
the largest  
library in the  
world?**



- **The Library of Congress, Washington, DC:** Spend an hour or two at the world's largest library, home to over 130 million items on 850 kilometers of shelves. Visit the **Jefferson** building to see exhibitions. Currently on display are drafts of the American Declaration of Independence, the Emancipation Proclamation, the first map of the American continent and the Gutenberg Bible.  
[www.loc.gov](http://www.loc.gov)

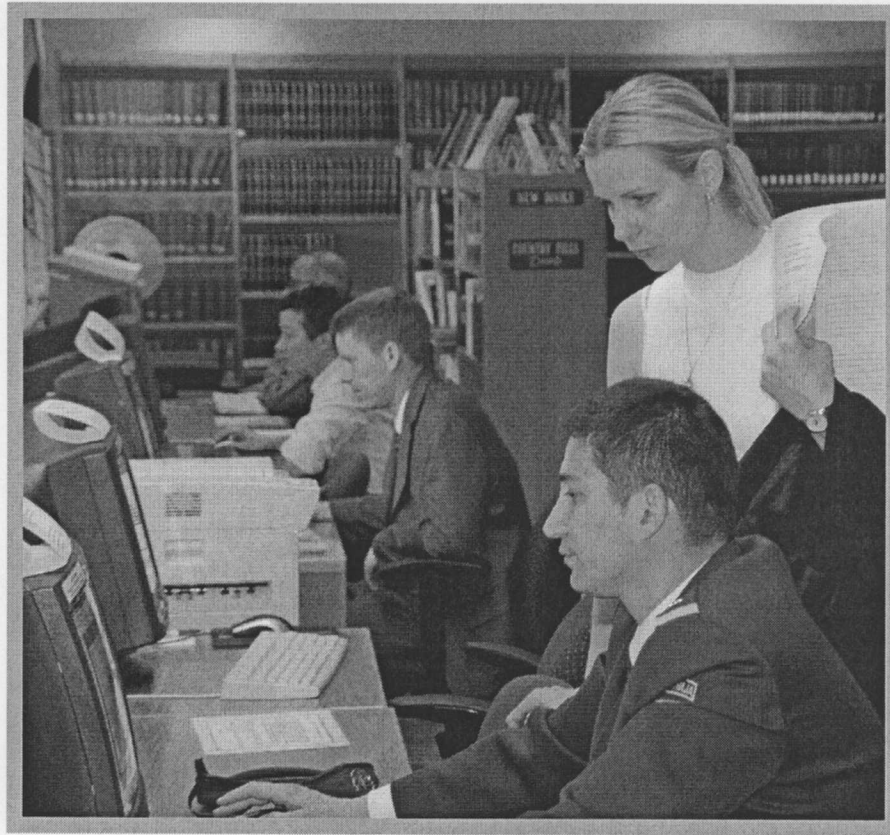
**Location:**

Jefferson Building  
101 Independence Ave. SE  
\*Take Orange/Blue Line  
To Capitol South

**Hours:**

Mon-Sat 1000-1700

## Improving Information Access at the Marshall Center



*A Project Plan for the Library's New StudentNet Portal*

Jill Golden  
Marshall Center Research Library  
December 2007