



**2020 Large Federal Library or
Information Center of the Year**

Joint Base Lewis-McChord Library System
Washington



FEDLINK Library/Information Center of the Year Award

Selection Criteria Statement (500 words or Less): (covering achievements completed during Fiscal Year 2020; cite specific examples and any supporting quantifiable data.)

1.Mission Support: the extent to which the federal library or information center assisted in fulfilling its organization’s mission during Fiscal Year 2020. (Include brief statements of both the agency and the library/information center missions, number and needs of library users, and an overview of how the library/information center has fulfilled mission-centered efforts.)

The Joint Base Lewis-McChord (JBLM) Libraries focus on enabling mission readiness and increasing the quality of life for Active Duty service members, their families, retirees and all other authorized users of JBLM. This focus is through a wide variety of methodologies and include, but are not limited to: community programming, educational opportunities, and supporting military training. The eligible population that we serve is approximately 200,000 patrons. We have two locations and operate within the Community Recreation Division within the Directorate of Family, Morale, Welfare and Recreation.

Our core function is to be a military force enabler, we enable service members to have the materials necessary to gain the education they need to be successful. We enable opportunities to decompress from the daily grind that is military life. We enable family members to use an expansive amount of opportunities both in person and virtually. And most importantly, we enable service members to deploy to protect our country.

In addition we provide opportunities for families during times of transition. When families are moving to and from military installations, often they are without their household goods; the JBLM libraries fill this gap by providing crucial daily necessities. Some of these items are: wi-fi hot spots, reading materials, movies, 3D printers, cake pans, video games, board games, craft kits, and a wide variety of other things that would be unavailable during this time of need.

JBLM service members are required to do a great deal of online training for the wide variety of jobs that they hold. The units that are assigned to JBLM have an extreme shortage on computers that grant access to the necessary websites needed in order to accomplish those trainings. Without being required to, the JBLM Libraries have stepped up to fill this gap and have provided over 100 computers to accomplish trainings for service members to keep them current on job requirements.

This past year the world has face a new, unique challenge and it forced us to change our business model quickly and effectively. We didn't let our community down; when almost all other libraries in the state of Washington were closed, we were open for in-person service to serve our community. We did this creatively and ensured we kept a focus on keeping our customers and employees safe - this resulted in zero COVID positive cases within the library.

Through all of the above actions we have one main purpose and that is to enable our service members to be ready to deploy at a moment's notice in order to protect our country. Our libraries accomplish this mission everyday through proactive solutions, creative programming, support to families and we do all of this with outstanding customer service, limited budgets and dwindling staff. The team truly goes above and beyond with an unparalleled 'can-do' attitude to serve our community.



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2.Creativity/Innovation: the extent the federal library/information center demonstrated creativity or innovation to meet the agency mission by developing and/or enhancing existing service(s) in Fiscal Year 2020. (Please define the program challenge, describe the resolution, and explain the impact.)

The creativity of the JBLM library staff shines in its programming. During FY20, 439 programs were offered with an attendance of 12,668, despite COVID limiting opportunities of things we could offer. These programs include storytimes, Lego Clubs, STEAM activities, Star Wars Day, Harry Potter's Wizarding Yule Ball, Book Clubs, Book a Tech Expert, movie programs, Winter Reading Program, holiday programs, virtual reality (VR) gaming, and video game tournaments. JBLM Library staff are continually surveying customers to determine their interests. To meet customer demand, new programs were added during the year:

Bilingual Storytime: Provides children the opportunity to learn early literacy skills in a Spanish/English setting; Music and Movement Storytime: Provides an opportunity for children to learn early literacy skills and oral development through music and dance; Teen Film Club: Highly successful group of teens who meet weekly to learn about film making. This group develops their own story ideas, creates a storyboard, acts, records, and edits short films; Kinder-Ready Storytime: Geared toward children ages 3-4 who are preparing for Kindergarten, focusing on educational milestones needed to be successful in their first year of school; Books with Bogan: Individual readers reserve a time to read to a registered therapy dog; participants are encouraged to read, pet, and have a special connection with a therapy dog; Lego Family Night: Families come together to create Lego structures at the Library with Lego kits provided free for kids and families to checkout; eGaming Tournaments: Super Smash Brothers Gaming Tournaments held on the Nintendo Switch console for all ages; four separate tournaments held for different age brackets where players can come together to play and compete against one another to win bragging rights and receive an invitation to play at advanced tournaments.

In March of 2020 when staff were preparing for the COVID closure, they pre-recorded and edited multiple storytimes and scheduled them on Facebook so storytimes could continue without interruption while the library was closed, providing early literacy continuity for young children. Staff quickly realized programming would not return to normal soon and began developing virtual programs, such as Lego Challenges, Living Literature, and an entirely virtual Summer Reading Program. Nearly 700 children, teens, and adults earned prizes and learned about Bigfoot, cooking, genealogy, and more.

Staff creativity is not limited to programs. New services and initiatives include:

- Addition of Early Literacy computer in children's room
- Addition of a mural in the teen area, painted by a local artist
- Staff 3D printed over 300 "ear savers" for masks for MWR employees
- Hosted JBLM Newcomers Brief where new spouses and family members can learn about what JBLM has to offer
- Partnership with the Washington State Library to provide the Discover Pass for checkout (free access to state parks.



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3.Demonstrated Outcomes: the extent to which the federal library or information center served the needs of its defined user group(s) in Fiscal Year 2020. (Include impact statements and/or quantifiable data such as statistics, testimonials, cost savings to the institution, program changes, projects completed, etc.).

Over 235,000 customers visited the JBLM libraries in FY20, borrowing over 109,000 items, more than any other Army MWR library in the world! Public computers were utilized over 103,000 times with over 13,000 technology assists offered by staff. In FY 20, \$112,000 was spent on materials. However, the American Library Association's Value Calculator demonstrates that over \$1.3 million dollars was potentially saved by our patrons by utilizing the collection.

Patrons continually praise staff for their hard work and dedication, either informally or via the Army's ICE (Interactive Customer Evaluation) system. It's easy to see that the libraries are positively changing our customer's lives. A few comments received during FY20 include:

"Ms Brenda in the book patch library is wonderful. The kinder ready Storytime program is great for the kids and gets them excited for school. She accommodates the scouts in the community, and we appreciate her so much."

"All of the JBLM libraries are a real treasure: Grandstaff, McChord, and Book Patch. The librarians are helpful. The children and adult book selection are excellent. I'm thankful for such a fantastic resource to the community. It is the most important resource to my family and me!"

"I am the spouse of an Active Duty Army Servicemember. I am so grateful to the staff at the McChord Library. They are always so kind and professional. They always assist me when I cannot figure out something with the computer. I was able to complete my bachelor's degree in 2019. I am sure it would have been much harder without a supportive staff. They requested books via the interlibrary loan for me. I have saved so much money utilizing this service. The staff is very knowledgeable. They have great personalities. I was so happy the staff arranged a way for patrons to pick up library books during the closure. It really helped me with my graduate level courses. I am very dependent upon their skills. They are the best!"

"Grandstaff Library Bookpatch is the BEST children's library ever. Brenda, Julianne, and the caring librarians are amazing. The librarians take care to make each child feel special and appreciated, and provide activities and engagement that goes far beyond any library experience my family has had anywhere else. These wonderful people are truly fostering a love for reading and learning that makes my children thrilled to participate in the activities. Because of Brenda, Julianne, and the other dedicated staff, Grandstaff Library Bookpatch is the BEST part of JBLM. Thank you for the Bookpatch. Thank you for Brenda. Thank you for Julianne."

"We thoroughly enjoy the boys club every month and Books with Bogan!"

"I needed help with scanning and mailing it and the staff walked me through the process, they're awesome!"

"The wi-fi modems are awesome!!!"