Date: June 29, 2012

To: Chair Steve Albers and Members of the Board of Trustees

From: David Durante, Customer Experience Manager

Subject: Joint Base Lewis-McChord, PCLS Partnership

In an ongoing effort to reach out to our military community we have developed a unique relationship with Connie Lee, Management and Program Analyst at Joint Base Lewis-McChord. Through this partnership we have a library representative staffing a booth at the bi-monthly Newcomers’ Orientation, which around a 100 soldiers and family members are exposed to the services that the library provides. This is a new initiative for the library so no quality data exists, but we are tracking our effectiveness through the number of library cards we’ve issued and the number of people who attend.

Additionally, in conjunction with Connie, we’ve identified other ways that PCLS can better support the Service members that come into the library. The Library’s IT Department purchased CAC readers (a card reader that service members use to scan their ID cards) to allow Service members to access their e-mail in our branches as well as working diligently with JBLM’s IT department in order to keep our public computers compliant with their security measures. Kerry Nielan and Steve Holmes should be commended for their (often frustrating) work in achieving this compliance. For their part JBLM has made their soldiers aware that the Library offers not only instruction in various Internet and software tools but free proctored exams as well, which they view as very valuable as the base has cut almost all funding to their own proctoring services. The Military Connections Website has been a big hit at JBLM and we’ve been seeing a steady uptick of usage, which recently hit 3,000 visits per month. Additionally, our partnership with JBLM has been submitted to the Garrison Commander as an example of “Best Practices” for outside partnerships.

Together we hope that the partnership between PCLS and JBLM will yield improved service to the military and ways to reduce financial impact on our Service members as they return home.

Thank you.
Alcon,

It’s been a while since I’ve discussed the JBLM partnership with you so I wanted to give you an update.

I’ve just completed a briefing to the PAIO Director on the JBLM ACES, Library, PAIO & Pierce County Library System (PCLS) Lakewood Library Partnership. In short, your cooperation from the start was very impressive. Your efforts have exemplified characteristics of a “good neighbor.” And by doing so, PCLS/Lakewood Library has helped support the educational and training needs of the Servicemember.

In my briefing to the Director, he approved the partnership as an IMCOM Headquarters Best Practice. See attached. This Best Practice will be sent forward to JBLM Headquarters as a best practice for other military installations to emulate.

Without your enthusiasm and going the second mile with us, this partnership would not have been possible. We appreciate your purchasing the CAC readers, briefing your services at the Newcomer’s Orientations, establishing AKO accounts, providing instruction and internet and software support in your commitment to meeting the needs of the Servicemember.

In discussion with the PAIO Director he has recommended a Coin Ceremony for PCLS/Lakewood Library. Another email will follow providing more details.

Thank you. I’ll be in touch.

v/r

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Plans, Analysis, & Integration Office
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JBLM-Lewis Main
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Email: connie.td.lee@us.army.mil

Plans, Analysis, & Integration Office (PAIO) Comment Card
http://ice.disa.mil/index.cfm?fa=card&site_id=957&service_provider_id=112868

JBLM Service Providers Comment Card
http://ice.disa.mil/index.cfm?fa=service_provider_list&site_id=957&dep=#DoD

Join Us On Facebook: http://www.facebook.com/JBLM.PAIO
# Best Practices Template (as of January 2012)

**IMCOM Garrison Commanders’ Forum**

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<th>Title</th>
<th>JBLM ACES, Library, PAIO &amp; Pierce County Library System (PCLS) Lakewood Library Partnership</th>
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<td>POC Name</td>
<td>Kathleen Connolly, Gloritha Mercer, Connie Lee</td>
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<td>POC Phone</td>
<td>253.967.7176, 253.968.1310, 253.477.1068</td>
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## Summary

LOE4. Enhance capabilities through partnerships. Army Continuing Education System (ACES) has successfully partnered with JBLM Army Library and surrounding community libraries in support of recreational activities and educational pursuits.

Recent fiscal challenges provided additional opportunities to expand partnerships with the assistance and guidance of the JBLM Plans, Analysis, and Integration Office (PAIO).

Identifying common themes and needs through the Interactive Customer Evaluation (ICE) comment cards, JBLM PAIO, initiated meetings and suggestions to mitigate reduced hours in ACES computer labs; lack of ACES proctors for college level distance learning exams; lack of CAC enabled computers in the public libraries.

JBLM ACES, JBLM Army Library, Lakewood Library, and Pierce County Library System (PCLS) are partnering to ensure Servicemembers are aware of resources and services from both institutions, and to identify collaborative opportunities that help Servicemembers succeed in their educational and training needs.

Together, JBLM & PCLS identified a variety of ways PCLS can better support Servicemembers in their education and training. For example, PCLS is purchasing computer CAC readers to increase Servicemember's capability to login to military sites, as well as offering support and instruction for internet and software applications. PCLS Library also offers free proctored exams by appointment for both individuals and groups.

JBLM Library and ACES assist PCLS in understanding the needs of the Servicemembers, navigating within the military system, and to publicize PCLS services to existing as well as incoming military members by participating in JBLM’s bi-monthly Newcomer’s Orientation. Together the JBLM partnership works to identify what is already offered, adjustments to improve service to the military, and ways to minimize cost impact on Servicemembers.
## Best Practices Template (as of January 2012)
IMCOM Garrison Commanders' Forum

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<thead>
<tr>
<th>Date Implemented</th>
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<tbody>
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<td>Financial Outcome (type)</td>
<td>Additional capability and availability of CAC accessible computers, free proctored exams, internet and software instructions.</td>
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<td>Financial Outcome ($$$)</td>
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<td>Non-Financial Outcomes</td>
<td>Educating Servicemembers on availability of community services provided off the installation.</td>
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<td>Lessons Learned</td>
<td>Community is enthusiastic, creative and cooperative in providing support for the Servicemember.</td>
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<td>URL (if applicable)</td>
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