

I Love My Librarian!

**Nominations for Greta E. Marlatt**

Dudley Knox Library  
Naval Postgraduate School  
Monterey, California

**NOMINATOR**

Thomas Bruneau

**1. Please tell us in 2-3 sentences why your nominee should win this award. What sets him/her apart?**

Greta provides an invaluable service to upwards of 400 U.S. and international military officers and civilians each year by providing them with tailored presentations to classes, a blog, and weekly distributions of new materials from governments, think tanks, and non-governmental organizations. See, for example, <http://gretaslinks.blogspot.com/>

**2. Please discuss how the nominee has helped you and/or others and made your experience of the library a more positive one. For instance, did the nominee assist you in a research project or enhance your students' learning experience?**

Last year I published *Patriots for Profit: Contractors and the Military in U.S. National Security* with Stanford University Press. I did this while on sabbatical at Stanford University. I could not have written that book if Greta had not provided me with materials from government services (GAO, CRS, SIGIR, etc), introduced me to student theses from the business school here on contracting out, and continued to send me updated materials. In addition, I am now doing research on intelligence fusion centers, and Greta, through the Homeland Security Digital Library (<https://www.hsdl.org/>) is providing me with documents and student theses on this important, but little known topic.

**3. How does the nominee make the college, community college, or university a better place?**

I often say that the Knox Library, and specifically Greta Marlatt, is the only service function at the Naval Postgraduate School (NPS), where I teach and she works in the Knox Library, that actually serves the faculty and the students. By providing the most up to date and objective materials on issues of national security and defense, the faculty and students at NPS, all who come in contact with

her, and she maximizes the opportunities for contact, can write better books, articles, and masters theses. She provides an invaluable service, and sets a very high standard for all who are aware of her.

**4. How has the library, and the nominee in particular, had an impact on students and faculty and the teaching and learning process?**

Greta makes herself available to give tailored presentations on the services of the library, which are extensive through the electronic resources, to at least 400 new students each year. She will also make presentations to short courses at our Center for Civil-Military Relations. Once students and visitors meet her, they seek her out in the Knox Library, and she provides yet more information. She has played a huge role in bring to NPS all imaginable types of electronic resources. And, through her weekly e-mailings and her blog, she keeps all informed of what is new and worthy of note for researchers.

**5. How has the individual demonstrated leadership in the campus community?**

Greta has taken the lead in obtaining the best and most objective electronic resources possible, she has been extremely active in informing all - students, faculty, and visitors - regarding the availability of these resources, and she networks throughout the Department of Defense and the local community in keeping them informed.

## **NOMINATOR**

Richard Goetze

### **1. Please tell us in 2-3 sentences why your nominee should win this award. What sets him/her apart?**

Greta Marlatt provides the most outstanding, user-friendly document research service I have experienced in over thirty years of US government service, and twenty years as faculty member, College President, and Chairman of the Board of a University.

### **2. Please discuss how the nominee has helped you and/or others and made your experience of the library a more positive one. For instance, did the nominee assist you in a research project or enhance your students' learning experience?**

Greta Marlatt provides a weekly listing of material produced by the Congress of the United States, major USG academic institutions, and a plethora of think tanks and interest groups. The scope of subject material encompasses all topics of direct or indirect interest to the many components of the United States government.

### **3. How does the nominee make the college, community college, or university a better place?**

In addition to her normal duties, Greta Marlatt reaches out to students, particularly foreign students who are not familiar with the US educational system, to make them comfortable in their new academic environment. She also embraces visiting lecturers and adjunct faculty members to introduce them in the facilities and services available at and through her library.

### **4. How has the library, and the nominee in particular, had an impact on students and faculty and the teaching and learning process?**

Each week Greta Marlatt offers faculty and students access to bibliographic information which would take each of them weeks to accumulate. The seminar and lecture material that I have developed over the past ten years has been significantly enhanced by the material to which I have been exposed through Greta Marlatt's service. In addition, her work and assistance provides me an opportunity to ensure that my educational offerings contain the most current information and research on my topics.

### **5. How has the individual demonstrated leadership in the campus community?**

Greta Marlatt has maintained an active publications profile in her discipline with approximately 45 papers and bibliographies. Greta is an active member and leader in campus professional associations related to her specialty, and also performs volunteer work with campus related organizations such as the United Services Organization (USO), the American Cancer Society, and the Community Hospital.

## **NOMINATOR**

Ted Lewis

### **1. Please tell us in 2-3 sentences why your nominee should win this award. What sets him/her apart?**

As a manager and reference librarian with the Naval Postgraduate School (NPS) library, Greta wears many hats but to each entity she works with, it is as if she only wears one – the one that is focused on that particular group. In her role providing support to the students and faculty of the Center for Homeland Defense and Security (CHDS), she is second to none. Because she understands the unique needs of the students in this hybrid program, she makes herself available to them literally almost any time, day or night. Our students work full time in first responder and emergency management positions and as such, their needs are different than the typical graduate student. In addition, their theses are focused on solving real time issues for their organizations and having well honed research skills is essential. She not only meets their needs but often anticipates and provides help before they even ask. She is very passionate about her work and students and faculty regularly sing her praises and comment on what a difference she makes to their research and education experience.

### **2. Please discuss how the nominee has helped you and/or others and made your experience of the library a more positive one. For instance, did the nominee assist you in a research project or enhance your students' learning experience?**

As the Executive Director of the Center for Homeland Defense and Security and a teaching faculty member, I have direct contact with Greta on a regular basis and frequently hear from our faculty and students about her efforts in many areas. She provides regular assistance to me in my personal research providing me quick turnarounds on all my requests as well as often alerting me to new resources related to my areas of interest. When we were working on an important project for the Coast Guard, she was asked to be a part of the project team and she provided support in a number of ways including creating a substantial bibliography related to maritime and deterrence issues. During our project she regularly provided the project team with important and targeted current resources. Her research expertise, regular updates and resulting bibliography were an important addition to the researchers and the bibliography was included as appendix in our final report.

The CHDS Masters program is run as a hybrid program where the students work from a distance the majority of the time but spend two weeks each quarter “in-residence” on campus. Our program runs five cohorts at a time with three meeting in Monterey and two in West Virginia. Greta is heavily embedded in all of them and travels to WV each time those groups meet. She provides important support to their coursework and thesis research time and provides in-class instruction each time they are on campus, whether in CA or WV, on the various library resources and how to do more efficient and effective research. When they are “in-residence,” they sit in class eight hours a day and the students always look forward to the time she is scheduled with them. As well as providing great search tips and research strategies, she always brings chocolate with her and both her time and sugar treats are always greatly welcomed and appreciated – by faculty and students alike! The students love the opportunity of one-on-one research time with her and regularly comment on her seemingly unlimited availability in many senses, her door is always open. As well as being only a phone call or email away when they are at home, she has, on many occasions, stayed in the evenings or come in on the weekends to work with them when they are on campus so they can get as much personal help as possible. She never seems to mind being inconvenienced and often even serves as a listening ear and cheerleader as students struggle to juggle work, families and their studies.

Though she has split duties as NPS supporting a number of programs and curricula, Greta is an integral part of CHDS, serving as the Content Manager for our Homeland Security Digital Library (HSDL) project as well as providing research instruction and support for our faculty and students. After the events of 9/11, due in large part to her knowledge and outstanding reputation across campus, Greta was included in the early discussions regarding the establishment of the Center and in particular the HSDL. She has been a key member of the support team that has seen the Center and the Digital Library evolve into important resources supporting the knowledge and education of our homeland security providers. Under her guidance, the HSDL reached a significant milestone when the 100,000 document was added early this year. The HSDL is a unique and important research tool that is free to those involved in any of the many facets of homeland security work and has evolved significantly through the years due to her efforts.

In her role as Content Manager of the HSDL, she provides guidance to the content team and she has written articles and given numerous presentations around the country to help educate users and potential users about this important tool. As well as presenting at a number of conferences, she has given presentations to several high level officials within the Dept of Homeland Security and the Dept of Defense doing so very passionately but professionally.

### **3. How does the nominee make the college, community college, or university a better place?**

Greta is the heart and soul of the Homeland Security Digital Library and person behind “Ask a Librarian”, which is very successful. Her upbeat attitude and 24 x 7 availability have charmed thousands of students in various programs. She has a reputation for competent and fast responses to all kinds of queries. Amazing!

### **4. How has the library, and the nominee in particular, had an impact on students and faculty and the teaching and learning process?**

The NPS library is, as any university library should be, one of the most important parts of the research and teaching experience at the School. The library is known for its courteous supportive staff and for always going out of their way to try to meet the needs of the campus. The library and its staff always receive high reviews and praise whether it is from quarterly student surveys or the annual campus-wide support surveys and Greta’s efforts, often singled out in these surveys, are certainly a big contributing factor. Though my knowledge of her support is largely related to what she gives to the students and faculty in CHDS, I know from conversations with others that her high level of effort and support is experienced campus-wide through the various departments and curricula she supports. Every quarter she is invited into the classroom to talk to the students about library resources and effective search strategies and her reputation of excellence precedes her. Incoming students are often mentored by current students or alumni and they regularly encourage new students (and faculty!) to make a point of meeting her if she isn’t scheduled to talk to one of their classes. Our faculty regularly refer students to her for additional assistance as they are considering their thesis topics and early in their literature review process. She is the “go to” source when seeking difficult to find references or answers and regularly amazes us by both her speed and ability to unearth even the most obscure reference.

She is regularly acknowledged in both student theses and faculty publications for the great support she provides. She is known, within the areas she supports, for her weekly email alerts and for her initiative in keeping faculty and students aware of new resources pertinent to their areas of interest/research. While she focuses on trying to teach the students to be self-sufficient in their research, she also recognizes that ours is a fast paced program and that our students, be they civilian

or military, have important “day jobs” and sometimes they just need an answer or a little hand-holding. While her impact is felt daily by faculty, staff and current students, she is also widely sought through reach-back by our alums as they go forward with their careers and often recommend her to their colleagues when they need help but don’t have a library in their organizations that they can turn to.

In a play on her name and initials, as one faculty will often say as he is introducing her to his class, “Greta the great is truly a GEM and we are fortunate to have her!”

## **5. How has the individual demonstrated leadership in the campus community?**

Greta is well-known throughout the NPS community and is often asked to participate on Center and campus committees. Her knowledge, expertise, integrity, sense of fairness and commitment to excellent are highly valued and set a great example to all who work with her. Though the librarians on campus are not considered faculty, she is even bit as effective in teaching the students in her area of expertise as any faculty member...and perhaps more so than some. She has served as the Library representative on several campus search committees including on the Center’s search committee for a new a Director a couple of years ago.

As well as the outstanding job she does in her role as a research librarian, she also is a member of the editorial board for our Center’s scholarly publication – Homeland Security Affairs journal. She has an exceptional network of friends and colleagues in the US and around the world and is able to draw on them as necessary to help the campus community and in turn she helps them whenever needed. Her willingness to assist anyone any time is not only valuable to the requestor but it also reflects very positively on both the Center and NPS. The impact of her assistance and reputation are literally felt worldwide. She has received many organization coins and patches from students wanting to thank her. The flag and certificate on her wall that was presented to her by senior staff of the International Security Force in Afghanistan (ISAF) in recognition of her personal assistance with research needs by the military in support for the war in Afghanistan show the extend she is willing to go to provide support to anyone who asks.

**NOMINATOR**  
Helen Anderson

**1. Please tell us in 2-3 sentences why your nominee should win this award. What sets him/her apart?**

Dedicated to helping students with their research projects and research skills for almost twenty years, Greta Marlatt has contributed significantly to the educational experience of thousands of graduate students at the Naval Postgraduate School and consequently has helped to improve the quality of research and writing in our nation's military. Her reputation on campus is that she can find anything quickly, and students seek her out because they know that she will assist them with their research, whether it is a paper, thesis, or dissertation. Faculty at the Naval Postgraduate School depend on Greta Marlatt to know about the voluminous resources in national security and to help students and former students locate and use those sources appropriately for highly specialized research.

**2. Please discuss how the nominee has helped you and/or others and made your experience of the library a more positive one. For instance, did the nominee assist you in a research project or enhance your students' learning experience?**

Greta Marlatt sets a high bar for other research librarians to emulate. In addition to being available to help frustrated graduate students who stop by her desk in the library, she regularly attends classes to instruct students in how to use the library and its resources. She has several prepared presentations, which she updates frequently, but she willingly designs a specialized presentation for any faculty member who wants one for a particular course. Greta gives a two-hour research presentation on sources in national security to all of my classes every quarter. The students find the presentation extremely helpful, and, because she makes her PowerPoint available to them, later on they are able to refer to it to find easily something that she referenced in her presentation. Greta always begins her presentation by passing out candy, and then she tells the students some anecdotes about her helping former students. These true stories—such as the one about a student who needed to find a quotation in a red book but did not remember the title or author of the red book—let the students know that Greta is happy to help them, no matter how they got themselves into a citation predicament. When she gives her classroom presentations, no question is trivial or stupid. Following the classroom presentations, I have seen her stay an hour-and-a-half longer in the classroom to help a student learn how to use a footnoting program—just one of the many examples of her going above and beyond. One of my students was looking for the source for a quote in French over a weekend and told me that shortly after emailing Greta, Greta replied with the source. Students know that Greta is the go-to person who is always willing to help them. Plus she has an incredible track record. Students tell each other and their faculty about how Greta helped them find a particular source. When a faculty member mentions to a student that more primary sources will help a research project or Master's thesis, we often hear in return, "I'll go talk to Greta." Two of my former students had no thesis proposal as the deadline approached this past quarter. Both of them went to Greta with a vague topic; she helped them locate resources that led both of them to good research questions and thesis statements. She did not actually save their "lives," as they later described to me their gratitude to Greta, but she certainly got them on track with their projects. One of my current students went by her desk right at 5 p.m. to ask if he could see her the next day about his paper. He told me that she stayed late and helped him right then. Frankly, I was not surprised because getting a student on track by explaining how to use data bases or how to locate government documents is what Greta will do—no matter what time it is. She helps students find resources, but, more importantly, she teaches them how to find resources.

### **3. How does the nominee make the college, community college, or university a better place?**

Greta Marlatt makes the university a better place by sharing her expertise with everyone from entering graduate students to the highest level of the university administration. She works with the students and faculty, but she also assists the staff of the university president with research needs. As the Collection Development Manager for the university library and also the Content Manager for the Homeland Security Digital Library, she is directly responsible for providing resource collections for important national security research. She has authored many bibliographies and guides to aid researchers on our campus. In addition to what she does to help make the Naval Postgraduate School such a highly regarded research institution, Greta makes the Naval Postgraduate School a better place by being the kind and compassionate person that she is. She is non-judgmental towards the students no matter how last-minute their research questions are. She actually teaches them how to search data bases to locate credible, but instantly available, internet sources when they have a paper due the next morning and the library is already closed. It is no wonder that the students love her!

### **4. How has the library, and the nominee in particular, had an impact on students and faculty and the teaching and learning process?**

The Naval Postgraduate School demands high-level research from its students, and the library staff is an integral partner with the faculty in this research process. The library staff at the Naval Postgraduate School as a whole is professional and dedicated, and therefore it would be difficult for one librarian to stand out. Greta's dedication and expertise, however, distinguish her as worthy of recognition. By teaching lasting research skills, Greta has an impact on students while they are pursuing their degree. She also has a further impact on them after they return to their military duties, where they continue to use what they have learned. Faculty rely on her to help achieve the educational mission of the institution. The institution is fortunate to have her willing to bring the library into the classroom.

### **5. How has the individual demonstrated leadership in the campus community?**

Greta Marlatt had demonstrated leadership within the entire campus community. She assists students, faculty, and administrators who are in and outside of her assigned areas of support. While working on this nomination, I mentioned Greta's name to people across campus, and the words that they used to describe her were "professional," "awesome," and "incredible." Greta sends out an email every Sunday night to the campus community listing new resources that she has located. She must spend all weekend working on these lists, as they are lengthy. Anyone who wants a copy of any of the resources is invited to send her an email, and she returns the requested documents. Researchers outside of the students and faculty at the Naval Postgraduate School can be on her list. The students save Greta's lists and send her emails even months later when they want copies of these resources for a research paper or a Master's thesis. Greta has undertaken a leadership role with the university library's website and maintains resources online for the entire academic community. Since our alumni also have access to these materials, her impact on the work of our nation's career military officers, some of whom are many years removed from their graduate education, is immense. Her impact can be seen as extending well beyond our campus and our nation's military, however. Some of our students are members of the military or civilians from countries that are our nation's global partners. Her patience in working with these high-level international scholars on research topics, such as civil-military relations in their countries, can have a profound global impact. We at the Naval Postgraduate School are so thankful that Greta Marlatt is our librarian, and we are grateful for her leadership. We love our librarian!