

New Collaboration Methods for Laboratory Liaisons

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PROGRAM'S EARLY YEARS

Liaison Tasks

- Personal library contact
- In-depth research and analysis
- Collection building
- Library orientation, tours
- Training classes
- Resource access
- Awareness of library resources and services

The NIST Research Library's Laboratory Liaison Program has roots going back to 1997. It was launched to meet the information needs of researchers in 11 NIST Laboratories and Programs. At first the program centered around traditional activities such as in-depth research, collection development, and training. Recently the liaisons have developed

some new ways to extend their outreach. The liaisons frequently collaborate to extend the range of services and analyses provided by the program.

NEW WAYS OF COLLABORATING

Liaisons now serve as "embedded" members of three formal scientific working groups—they attend all formal meetings and act as "informatonists," filling information needs as they arise.

Research



Complex search strategies were used to develop a comprehensive Knowledge Management product

Two nanotechnology liaisons developed a comprehensive bibliography of over 1,100 customer-authored journal articles, conference papers, and other publications. They first worked with scientific staff to identify over 90 search terms which they then used in their Web of Science and INSPEC search strategies to identify the materials.

The resultant bibliography has been used as a knowledge management tool (internal to NIST) and a marketing tool (external to NIST).

In another case a working group requested its liaison be embedded on detail assignment to the laboratory for 6 months. One task accomplished at that time was the creation of a database of contact names for information and referral.

Department	Contact name	Phone	Address	Website
...

Database of contact names

In a third case a liaison compiled a list of scientific "roadmaps" and organized them into categories. Roadmaps are documents concerning cutting-edge research areas; they are often used as management forecasting tools.



Identification and classification of scientific "roadmaps" to help decision-makers plan for future program areas

Analysis

A liaison developed an overall publication strategy for one NIST unit to increase the "reach" of its published research results. She studied 4 years' worth of journal and conference literature and used Thomson/ISI's Journal Citation Reports to gauge journal impact; she developed original metrics for conference literature.

ANALYSIS OF ELECTRONICS AND ELECTRICAL ENGINEERING LAB PUBLICATIONS

- Major Publication Venues for E&EEL
 - Top Journals within Electronics/Electrical Engineering
 - Top Journal within Applied Physics
 - Top Journals within Condensed Matter Physics
 - Top Journals within Instruments and Instrumentation
- Analysis of IEEE Journal Titles
 - Top IEEE Journals
 - Other Publication Venues for E&EEL Authors
 - Electrical/Electronics Engineering Journals
 - Applied Physics Journals
 - Condensed Physics Journals
 - Other Physics Journals
 - Optics Journals
 - Instrumentation Journals
 - Associated Other Journals
- Analysis of Selected Conference Proceedings
 - Analysis of Conference Proceedings in Library Collections
 - Analysis of Internet References to Conference Titles

Lab publication strategy

Program development



Support for NIST initiatives

Another liaison wrote a proposal to procure funding for additional access to library resources in a specific area. As a direct result, the library received funds from a lab represented on the area's strategic working group. Funds were to enhance the library's collection in the Bio area and to supplement its PubMed Loansome Doc ILL account.

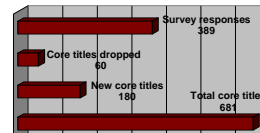
ASSESSING CUSTOMER NEEDS

Core journals assessment

In the winter of 2005 the lab liaisons worked together to perform a NIST-wide customer survey to identify "core" journal needs for those journals that are most crucial to research efforts at NIST.

CORE JOURNAL SURVEY DETAILS

- Basis for survey: 2002 Core Journal Survey
- Users rated titles as core/not core
- Users suggested new titles
- Results used as strategy for journal collection management
- Web-based survey instrument → easier user access
- Digital format → preparation and analysis of tailored reports



Core journal survey results

The Research Library seeks to acquire all core journals. Survey results have provided guidelines for journal subscriptions and substitutions within publisher packages and contract renewal times.

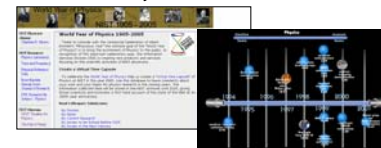
Focus groups

A team of two liaisons conducted interviews to assess the information needs and satisfaction of researchers in 3 specialized areas. Having liaisons moderate the groups provided direct face-to-face time with customers and cut down on the usual requisite lead time and expense of focus groups.



OTHER LIAISON PROJECTS

2005 World Year of Physics at NIST



NIST Virtual Timeline

WHAT WE'VE LEARNED

- Visibility pays off.
- Obtain best customer response with easy accessibility of liaisons and resources.
- See research needs through customers' eyes by attending Lab-sponsored presentations.
- Researchers do not necessarily understand how library staff can offer value-added services. Part of our role is to educate them and entice customers to imagine the possibilities.
- Think outside the box as partners with customers in the discovery process.
- The key is to provide consistently excellent service.