

# **From *Chemical Abstracts* to *SciFinder*: Transitioning to *SciFinder* and Assessing Customer Usage**

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# Presentation Overview

- Transitioning to *SciFinder*
  - Background and general issues
  - Project-specific example
  - Challenges and next steps
- Usage study to examine transition to *SciFinder*
  - Direct training and marketing
  - Managing usage
  - Part of budget planning process

# National Institute of Standards and Technology (NIST)

- About 3000 science and technology researchers
- NIST promotes U.S. innovation and industrial competitiveness by advancing measurement science, standards, and technology
- Information Services Division supports and enhances research activities of the NIST scientific community through a comprehensive program of knowledge management

# Access to *Chemical Abstracts* at NIST

- Print version of *Chemical Abstracts*
  - 1907 – 2009
- *Chemical Abstracts* Online
  - STN International
  - Dialog
- *SciFinder* (web-based)
  - 2009 - present

# Comparison of CA Products

Features	Print CA	STN CA file	SciFinder
Searching	Limited to author, subject, substance, and registry number	Searchable by a multitude of fields; Boolean searching	Searching limited; cannot use CA concept codes, etc.
Results/ Display	Limited to basic citation plus abstract but includes CA accession number	A great deal of flexibility in displaying results	Limited to citation or citation plus abstract
Browsability	Browsable by section; easy to find related articles	Limited browsing capabilities	Limited browsing capabilities
Accessibility /Ease of Use	Cumbersome; requires lookup in printed index vols.	Requires knowledge of online search language	Easy desk top access; natural language searching

# Transitioning to *SciFinder* : General Issues

- Searching
  - Convert complex STN search strategy into “natural language” *SciFinder* search strategy
- Browsing
  - Develop process for browsing records in *SciFinder*
- Displaying results
  - Tailor *SciFinder* citations/results to include desired fields if possible
- Saving search results
  - Move from paper filing system to electronic files

# Transitioning to *SciFinder* : NSRD Project

- Searching
  - STN strategy includes over 50 search terms, limits using CA concept codes, removes certain key words
- Browsing
  - Print CA browsed for relevant papers
- Displaying results
  - STN citations/results include CA accession numbers
- Saving search results
  - STN search results are formatted and transferred to paper index cards

# Challenges

- Helping customers use *SciFinder* effectively while in a limited “support” role
- Customers perceive “old ways” as being better than new techniques or processes
- *SciFinder* is very different than other web-based databases

# Next Steps

- Assist customers with revising complex STN search strategies as accurate, comprehensive *SciFinder* strategies
- Educate customers on *SciFinder* display options and on how to browse *SciFinder* content
- Work with customers to develop new processes for maintaining databases

# Our *SciFinder* “Wish List”

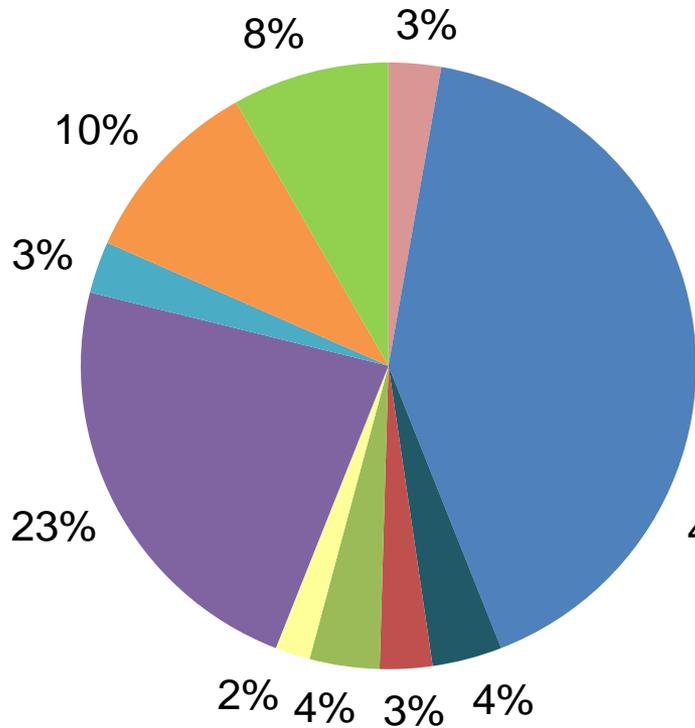
- Advanced search features similar to those of other web-based literature search tools
  - Ability to search using CA concepts codes and other fields to retrieve related articles
  - Flexibility in displaying results
- Semantic searching
- “Googlization”

# Assessing *SciFinder* Usage

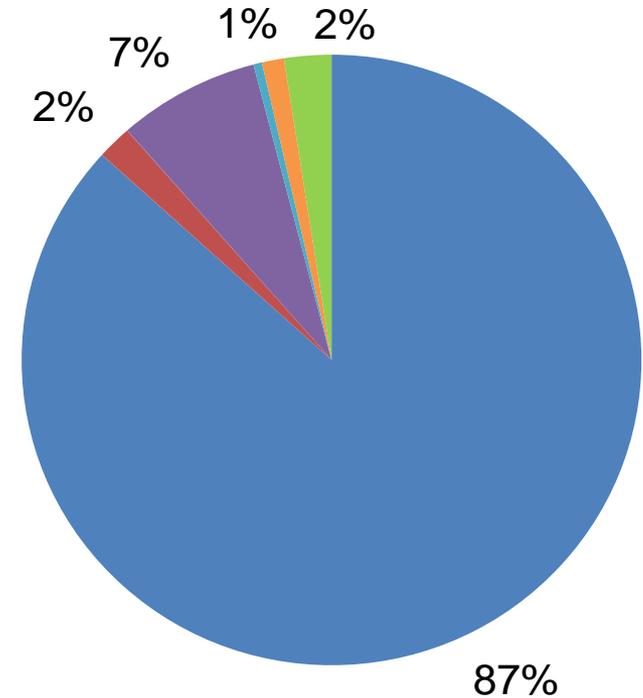
- Verify usage has not decreased (in fact, six to ten times higher usage)
- Direct marketing and training efforts
- Allows librarians to be part of budget planning process

# Users vs. Usage

## Users



## Usage



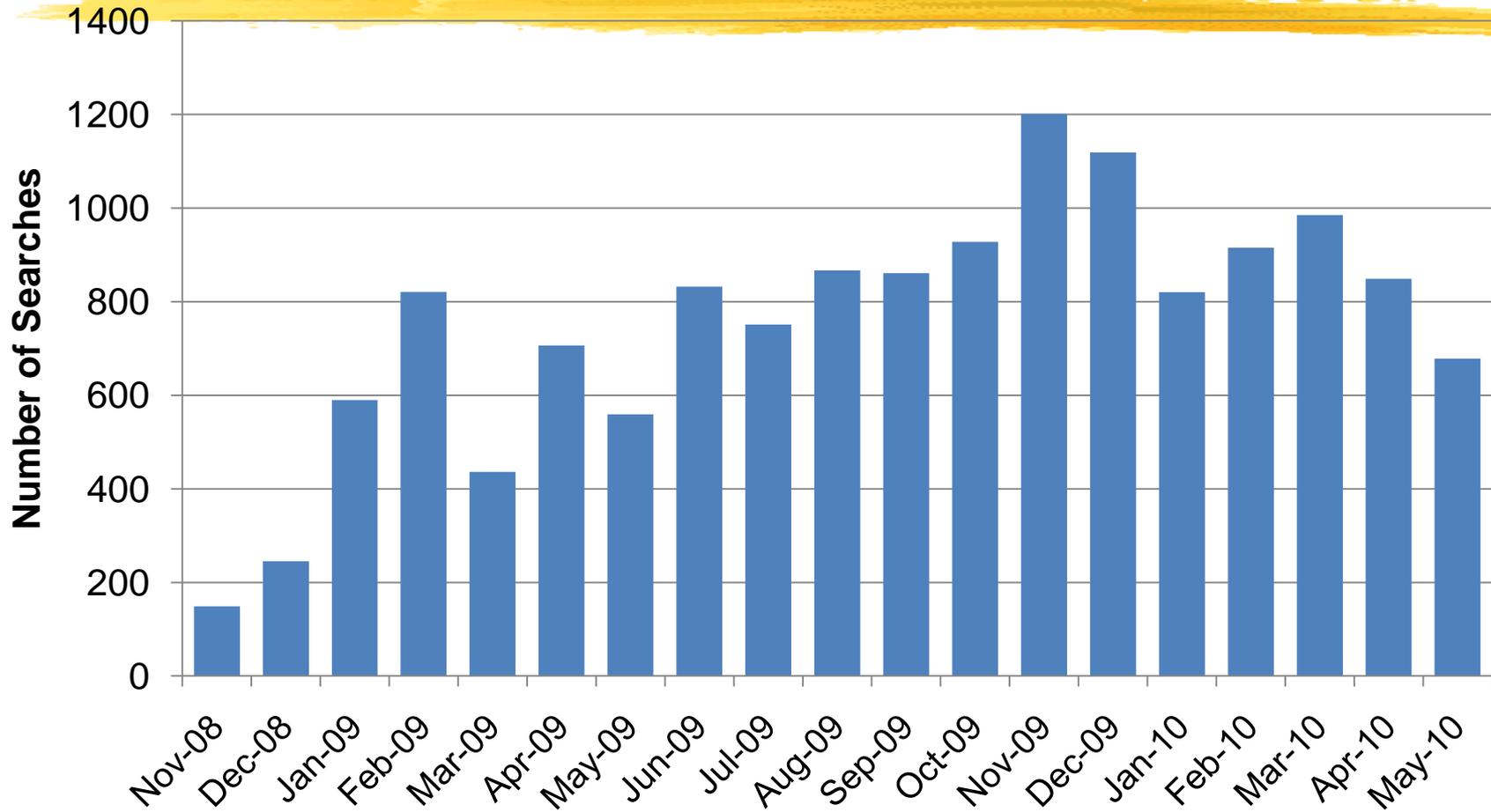
- Building & Fire
- Chemistry
- Director
- Electrical Eng.
- Information Tech.
- Manufacturing
- Materials Science
- Nanoscale Tech.
- Neutron Rsch.
- Physics

# Extent and Distribution of Access

- One seat for *SciFinder*
- Only approximately 60 percent of accesses are successful
- Used entire day on over 40 percent of the weekdays
- Average 200 uses a month now at 60%; anticipate 320 uses a month if all accesses were successful

# Total Usage – Searches

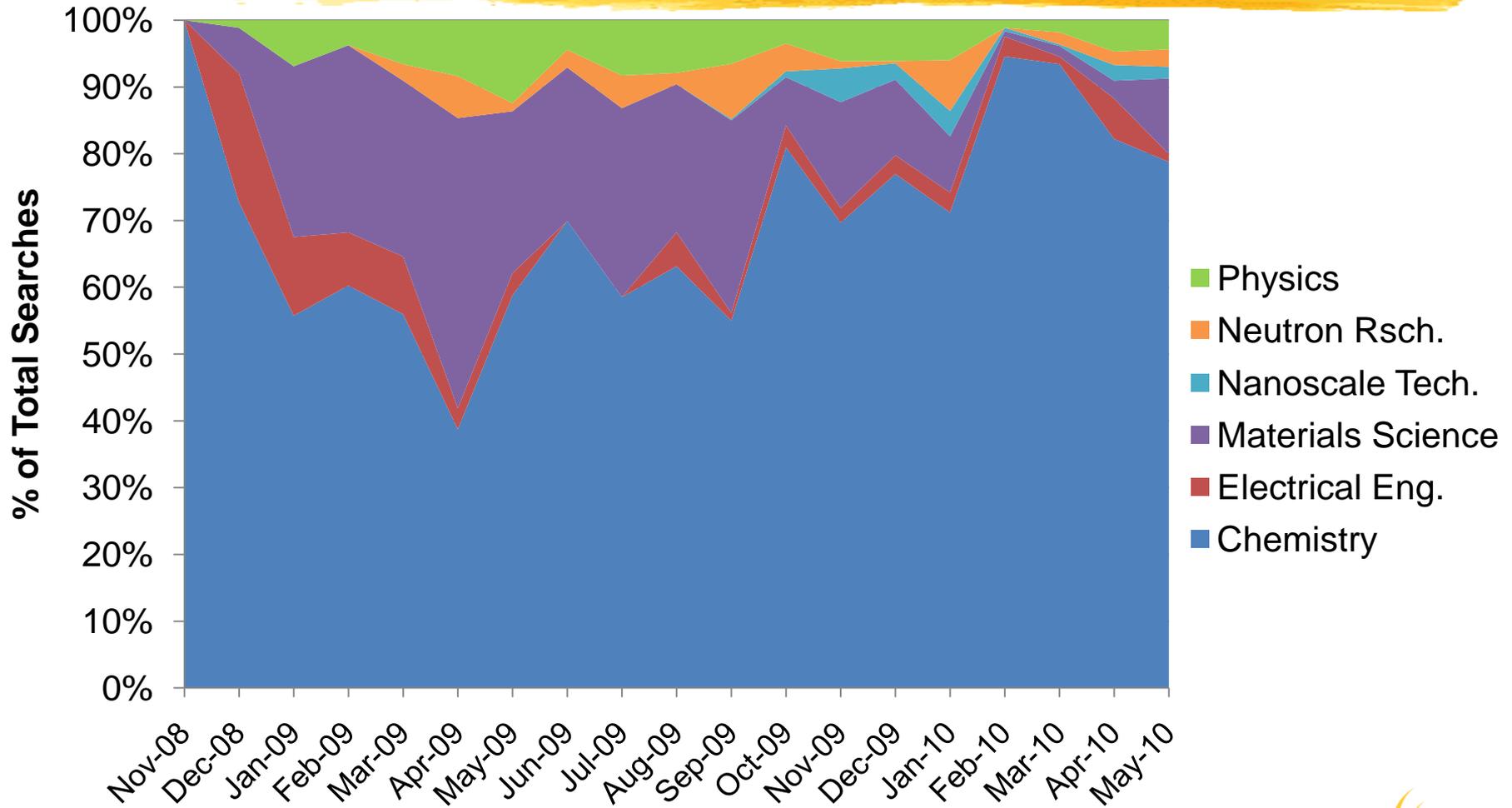
November 2008-May 2010



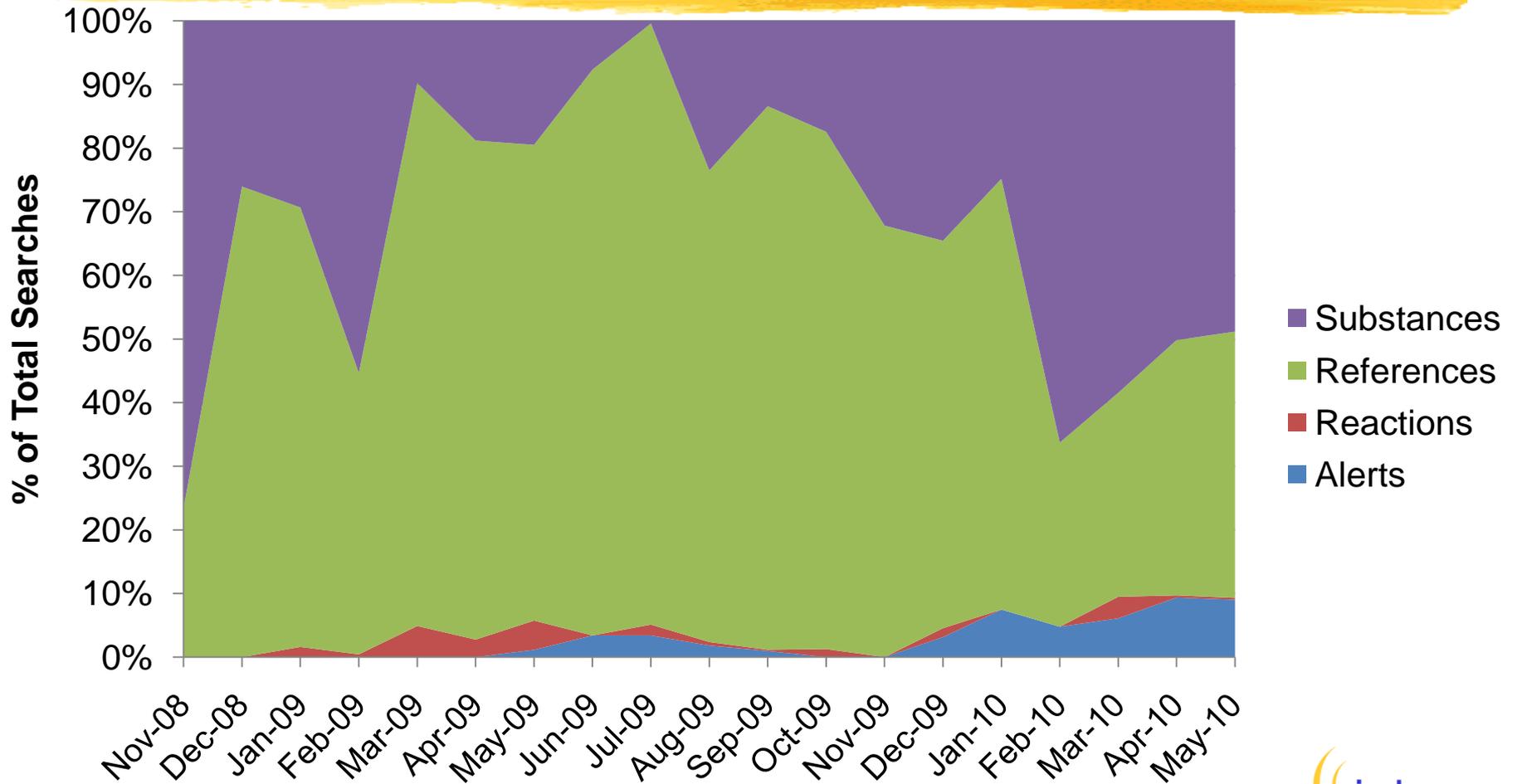
# Distribution of Usage

- One customer responsible for half of all usage
- Top 10 percent of users responsible for 84 percent of usage

# Searches by Lab



# Searches by Database



# Usage Data Conclusions

- Heavy usage by a few customers and seat is constantly occupied
- Registered users in many labs, but actual usage from primarily Chemistry lab
- Access issues may be limiting number of users
- Searching using two primary databases

# Future Work and Solutions

- Interview registered customers that are not using *SciFinder*
- Follow up with all customers
  - Training and marketing
  - Searching efficiency and effectiveness
- Conduct training
- Conduct a follow-up study

# Questions?

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**[http://bit.ly/SciFinder\\_ACS2010](http://bit.ly/SciFinder_ACS2010)**

**Note: The identification of any commercial product or trade name does not imply endorsement or recommendation by the National Institute of Standards and Technology.**

