NIST Lab Liaison Analysis Activities

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National Institute of Standards and Technology
Technology Administration, U.S. Department of Commerce
The Lab Liaison Program at NIST

Performance Objective: “To support NIST research, innovation and discovery through the delivery of ISD’s analysis capabilities and the creation and promotion of new ways to package and deliver targeted information.”

• Background

• Goal

• Program Structure

• Activities - Communication, Information analysis, KM, Training, Collection/Program Development
Meet Your 2007 ISD Lab Liaisons

Your ISD Laboratory Liaisons are at your service to help in research-related needs, including assisting in setting up ISDS needs, defining small alerts, and conducting citation and publications analyses.

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Analysis Tools Used

- Citation and publications analysis
  - ISI Web of Science (Thomson Scientific)
  - Journal Citation Reports (Thomson Scientific)
  - Thomson Scientific data sets
  - Reference Manager, EndNote, ProCite

- Collection analysis
  - Sirsi Director’s Station
  - Journal Use Reports (Thomson Scientific)
  - ScholarlyStats
The Evolution of the Lab Liaison Role

1997 – Present
Types of Analysis

1. **Content analysis** – traditional information gathering, analysis, summarizing, and reporting.

**Methodology:**

- Research appropriate sources e.g. WoS, IEEE Xplore, WorldCat, Web resources, NIST in-house databases, etc.
- Organize citations using RefManager, EndNote, or ProCite
- Analyze and extract data if available and summarize
- Package information for maximum usability to customer
Analysis of NIST Authored Papers

Breakdown of NIST Papers Co-authored with Maryland Organizations by Industry Sector (2002-2006)

- Aerospace: 5%
- Biotechnology: 5%
- Building Technologies: 2%
- Defense: 2%
- Electronics: 1%
- Environment: 3%
- Food: 1%
- Healthcare: 24%
- Information Technology: 1%
- Nanotechnology: 10%
- Power/Energy: 1%
- Semiconductors: 2%
- Testing and Measurements: 3%
- Transportation: 1%
- Unspecified: 39%
Types of Analysis
(continued)

2. Publications and Citation Analysis


Methodology:

for the Nano bibliography, WoS and Inspec databases were searched using over 90 search concepts and keywords. Results were combined into a report using RefManager. For the Bio, MEDLINE, WoS, IEEE Xplore, CSA Materials Research Database with METADEX were searched and report is combined into one using Endnote.
Bibliography of NIST Nanotechnology Publications 2000-2004

Allmang & Ouimette, NIST SP -1056
Bibliography of NIST Biosystems and Health Publications 2001-2005

Allmang, 2006, NIST SP-1059
Types of Analysis (continued)

3. Publications Impact Analysis - to identify publishing pattern, impact factor of journals, alternative venues, and publication strategy.


Methodology: Labs publications are analyzed in Thomson Scientific Journal Citation Reports and WoS.

Types of Analysis (continued)

4. Collection Analysis - to ensure that collections reflect customers’ needs by monitoring usage of its books, journals, Interlibrary Loan.


Methodology: Data for above were obtained from the ILLiad (ILL management system) and SIRSI Circulation System respectively.
Customer Satisfaction Surveys, Focus Groups, & Other Instruments

• The use of focus group to assess customer satisfaction with resources in NIST new research areas


• Customer Satisfaction Survey - analysis to be completed by end of FY07
Customer Satisfaction Surveys, Focus Groups, & Other Instruments

- Benchmark Survey - to determine how we compare with our peer libraries; to be completed end of FY07

- Customer Satisfaction with ISD Products - Sample form follows
Customer Satisfaction with ISD Products Survey Instrument

Is ISD Meeting Your Information Needs?

(Identify product name) We would like some feedback on your expectations and satisfaction with the product. Your comments are greatly appreciated. Please take a few minutes to respond to the following questions.

1. How satisfied are you with the product provided?
   - Strongly Satisfied
   - Satisfied
   - Not Sure
   - Dissatisfied
   - Strongly Dissatisfied
   If you were not satisfied with the product, please explain why.

2. Did the product provided meet or exceed your expectations?
   - Strongly Agree
   - Agree
   - Not Sure
   - Disagree
   - Strongly Disagree
   If the product did not meet your expectations, please provide a brief explanation.

3. Will you share this product with colleagues?
   - Yes
   - No
   If yes, how many colleagues?

4. How do you plan on using the product?
   - Applied for a grant
   - Published in a refereed journal
   - Presented at a conference
   - Published in a NIST publication
   - Shared in decision-making
   - Other, please give specifics

5. Suggestions/Comments
   Please provide your name and phone extension, if you would like us to respond to your comments or questions.

   Please send your responses to (your name) at mail stop 2500 or email your response to (your email address).

   Thank you for providing us with feedback.
   The Information Services Division
Questions?

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