

NIST Lab Liaison Analysis Activities



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Rosa Liu
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NIST

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



 **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 RSS feeds, defining email alerts, and conducting citation and publications analyses.

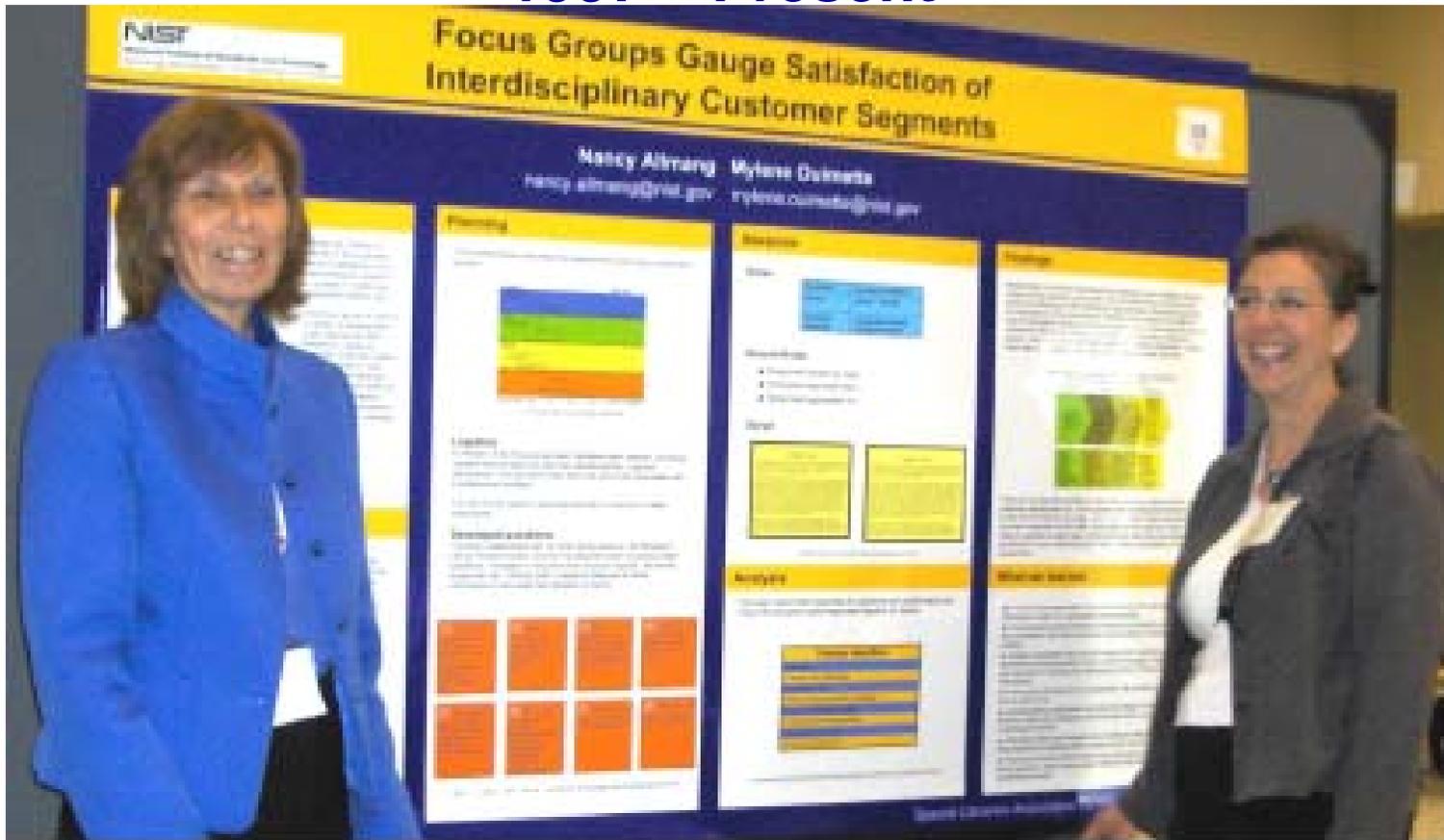
 Nancy Allmang MSEL, Biosystems nancy.allmang@nist.gov, x4189	 Susan Makar CSTL susan.makar@nist.gov, x3054	 Keith Martin ATP, BNQP, ITL, TS keith.martin@nist.gov, x2789
 Mylene Ouimette EEEL, MEL, Nanotechnology mylene.ouimette@nist.gov, x3053	 Jo Ann Remshard ITL, PO, TS Joann.remshard@nist.gov, x6054	 Briget Wynne MEP briget.wynne@nist.gov, x3981
	 Mary Ann Hogan PL, BFRLL, Homeland Security maryann.hogan@nist.gov, x5404	

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

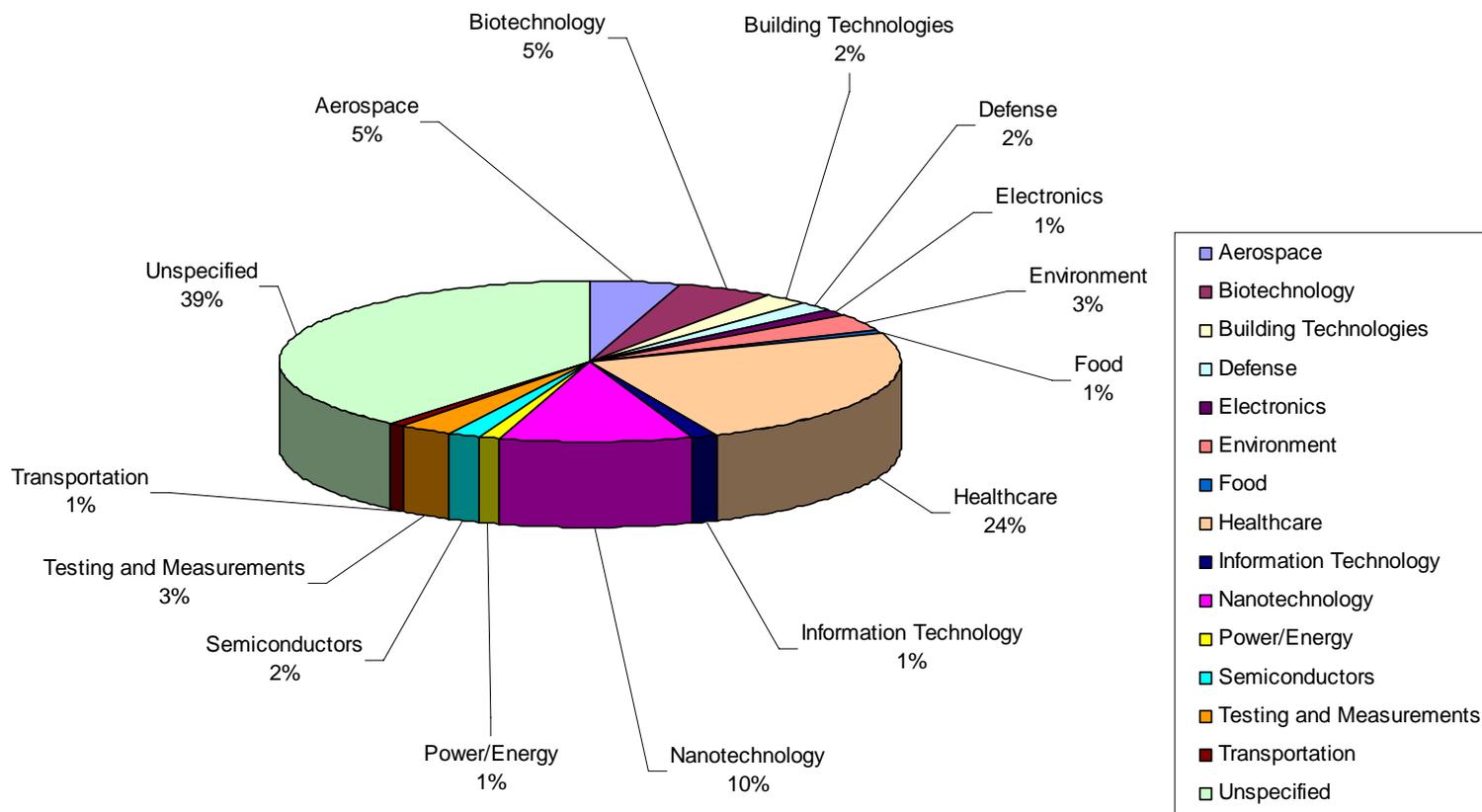
1. **Content analysis** – traditional information gathering, analysis, summarizing, and reporting.

Methodology:

- Research appropriate sources e.g. WoS, IEEE Xplore, WorldCat, Web resources, NIST in-house databases, etc.
- Organize citations using RefManager, EndNot, 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)



Types of Analysis

(continued)



2. Publications and Citation Analysis

- Analysis of the Journal of Research of the National Institute of Standards and Technology, NIST TS Report, 2006.
- Bibliography of NIST Nanotechnology Publications 2000-2004, Allmang & Ouimette, NIST SP-1056, 2006.
- Bibliography of NIST Biosystems and Health Publications 2001-2005, Allmang, NIST SP-1059, 2006.

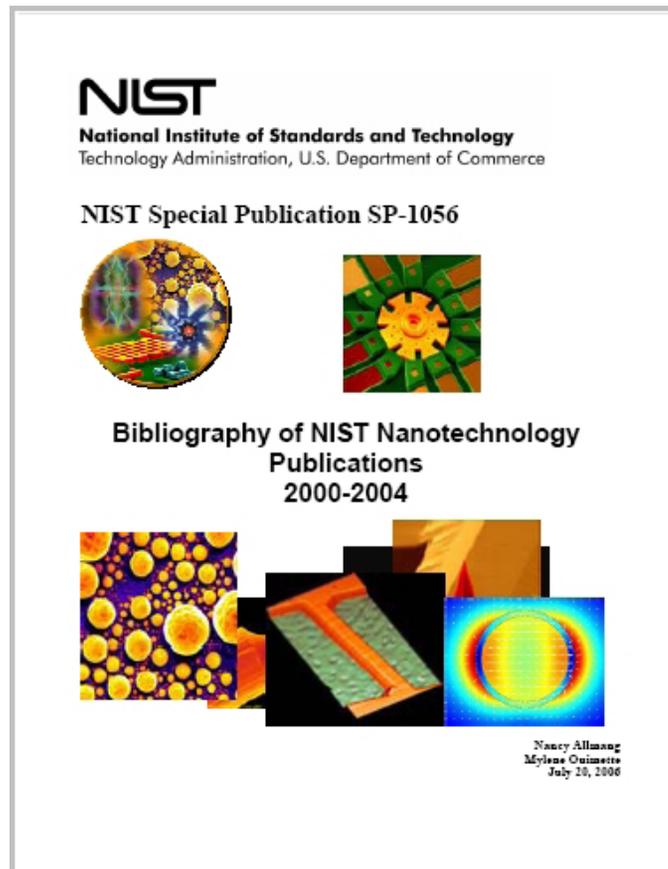
Methodology:

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



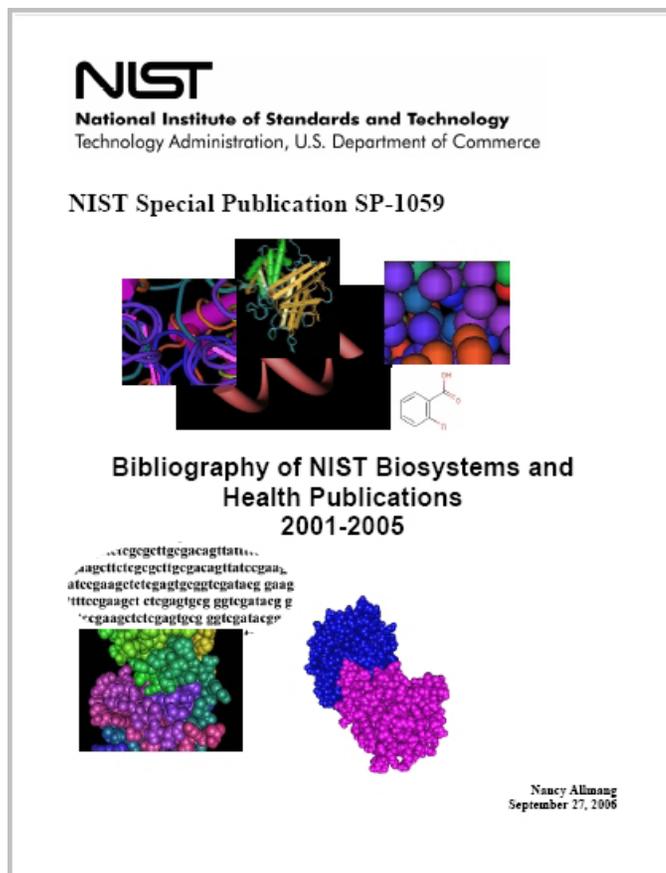
Allmang & Ouimette, NIST SP -1056



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.

Analysis of EEEL Publications 1 Oct 2001 – 25 June 2004, Ouimette, Aug. 2005.
Internal report submitted to Electronics and Electrical Engineering Lab.

Analysis of MEL Publications October 2000 through 2004, Ouimette, Sept, 2006. Internal report submitted to Manufacturing Engineering Lab.

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

Ref: M. Ouimette, “Innovative Library Liaison Assessment Activities: Supporting the Scientist’s need to evaluate publishing strategies,” Issues in Science and Technology Librarianship, Spring 2006.

Types of Analysis

(continued)



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

Liu and Wynne, "Analysis of Interlibrary Loan at the National Institute of Standards and Technology: Lessons Learned, Interlending & Document Supply , Vol.34, No.3, 2006, pp 1150-118.

Hassler, "What are our customers reading? An analysis of the most frequently used subjects of the NIST Research Library Collection based on Circulation. NIST TS Report , June 7, 2005.

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

Ref: N. Allmang and M. Ouimette, “Case Study: the NIST Research Library’s Experience Using Focus Groups in Strategic Planning”, Library and Management Journal , vol. 21, no. 2, Spring 2007.

- 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?

In (date), we sent you (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 to you 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	
Helped 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?

Contact Information:

Rosa Liu

NIST Information Services Division

Research Library and Information Group

100 Bureau Drive Stop 2500

Gaithersburg, MD 20899

rosa.liu@nist.gov

(301)975-2787