SAND2010-6396P

# Corporate Information Management and Services

## The Sandia Technical Library

**NASA/Langley Visit**

**Sandia National Laboratories**

**September 22, 2010**

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**Manager, Technical Library Operations**

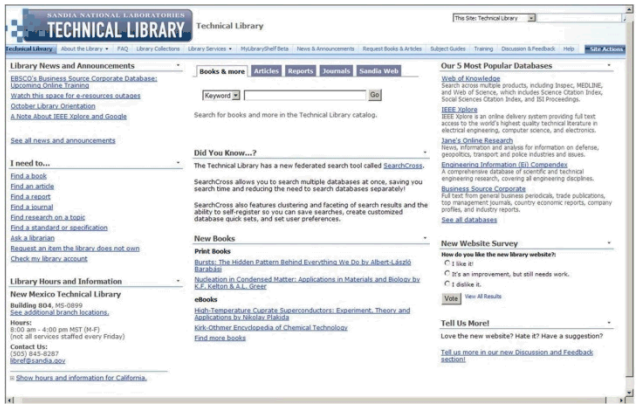
Sandia is a multiprogram laboratory operated by Sandia Corporation, a Lockheed Martin Company, for the United States Department of Energy's National Nuclear Security Administration under contract DE-AC04-94AL85000.

# The Library lives in the context of the total information environment of the Lab

***Government***
NTIS
Government-controlled info
Other labs
Classified Repositories

***Laboratory Community***
People
Sandia wiki
Sandia blog
SharePoint

***Academic World***
Scientific Journals
Conference Proceedings
Books




***Broader World***
Newspapers
Magazines
Subscription websites

***Open World***
Free Websites
Open Community

***The Laboratory***
SAND Reports
R&A Documents
Corporate data
Mission data

# What does the Lab want?

- **I want to know something**
- **I don't want to work very hard to get it**
- **How can you help me?**

- How I like it
  - Convenient to me, hassle free
  - Easy to use
  - Lots of information
  - Familiar with me
  - One-stop-shop for everything I need
  - Available when I need it, in the way I need it

- How I learn
  - Browse/explore
  - Find
  - Ask
  - Collaborate
  - Discriminate
  - Summarize
  - Predict

# Knowledge in the information age

## Situation

- Cheap data storage
- High-speed networks
- Ubiquitous input devices
- High-speed computing
- Sophisticated software
- Unmediated access
- Cheap graphical output devices

## Implications

- Immense amount of information
- At our fingertips
- Engaged interactively and visually
- With sophisticated analytics
- From anywhere

TECHNICAL LIBRARY
SANDIA NATIONAL LABORATORIES

Sandia National Laboratories

# What is the Library we are building?

## Largely electronic

- Expands the border of the library throughout the Laboratory so that you encounter it wherever you are.
- Delivers information you need, where you need it, faster

## "Unlimited" access to information in a timely fashion

- "Every" journal article in the world is available
- "Every" book in the world is available
- Seamless integration of internal and external information

## Tremendously increased capability to find what you need

- Analytic engines that help you to more quickly find what you need, that are customized to your use and anticipate your needs
- Tools and access custom-tailored to the your job, organization, expertise, projects, and security clearance levels
- Access to proprietary data sources that enhance your search

Trained reference staff with sophisticated tools that can help you sort through the scientific research

## A necessary, but small physical collection

- Items with limiting form factors
- Items with limited distribution rights
- Historical collections

## Operates proactively as a resource for the whole Laboratory community

- Enables the emerging programs of the Lab as well as the traditional
- Enables the research community and the development community
- Constantly improves its reach both inward and outward to provide more information to more constituents
- Constantly improves its technology for providing services
- Is relevant in all security domains

# Where the Library is today

## Largely electronic

- 50 database, indexing, and standards resources
- 8,000 online journals
- > 100,000 years of perpetual access to journal content
- > 40,000 electronic books.

## "Unlimited" access to information in a timely fashion

- Infotrieve VirtualLibrary 2.0+ Document-Delivery Platform
- ILL services + eBook collections
- Federated search

## Tremendously increased capability to find what you need

- Sandia Scholar beta – an experiment in personalized search
- Federated search with clustered and faceted results and capability to customize database sets
- 100% Library website redesign and migration to SharePoint platform
- Your LibraryShelf
- Reference/research services

## A necessary, but small physical collection

- > 60,000 titles
- Book purchases on request

## Operates proactively as a resource for the whole Laboratory community

- Embedded librarian
- Orientation sessions
- Vendor training visits
- Outreach

# Future work

## Largely electronic
- Mobile

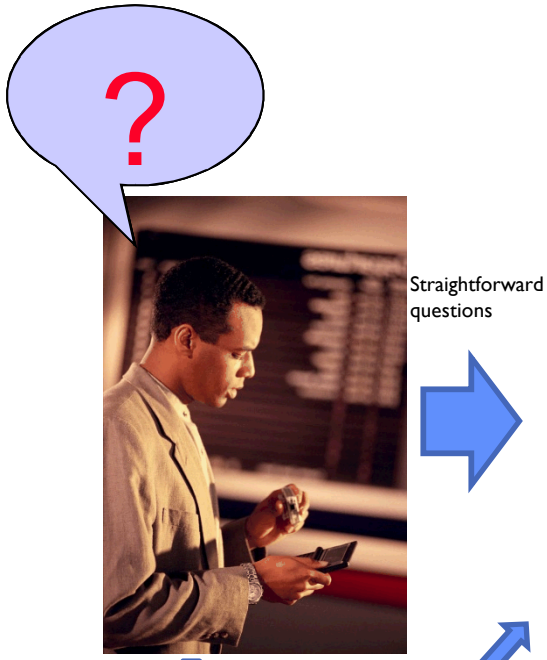
## “Unlimited” access to information in a timely fashion
- Integration of internal and external search (Fast + Primo/PrimoCentral)
- Auto-population of article request form
- Local loads
- Digitization of Library book collection

## Tremendously increased capability to find what you need
- Improved search
- Recommender services
- Reference/research + analytics

## A necessary, but small physical collection
- Seminal works
- Items with limited digitization rights
- Contemporary works

## Operates proactively as a resource for the whole Laboratory community
- Just-in-time training
- Webinars
- RSS, wiki, blogs
- Proactive alerts/searches – beyond traditional reference

# The Technical Library operates in a sea of information useful to the Sandia technical workforce




Easy

Sophisticated

Analytic tools provide the understanding

Mediated information (typically external)

Generated information (internal)

Unmediated information (internal and external)

## Information Space

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Corporate data
Mission data
Records

Enterprise Information Management Systems

***Laboratory Community***
People E-mail
Wikis Desktops
Blogs
SharePoint
Lab News

***Open World***
Free Websites
Open Community
Facebook, Twitter

Web Browser

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# Some Challenges

## What the end-users want

- I want to know something; I don't want to work very hard to get it; How can you help me?
- eContent – I want it all; I want it yesterday; I don't want to pay anything (or much) for it

## What the CIO wants

- ROI
- The right-sized content budget
- Modernize through technology

## What the Library needs to do

- Consolidate, standardize and simplify process & services; with greater efficiencies
- Reduce labor costs
- Provide insight into customer-base
- Provide seamless access to already subscribed to/owned/licensed content
- Expand access to external "mediated" eContent

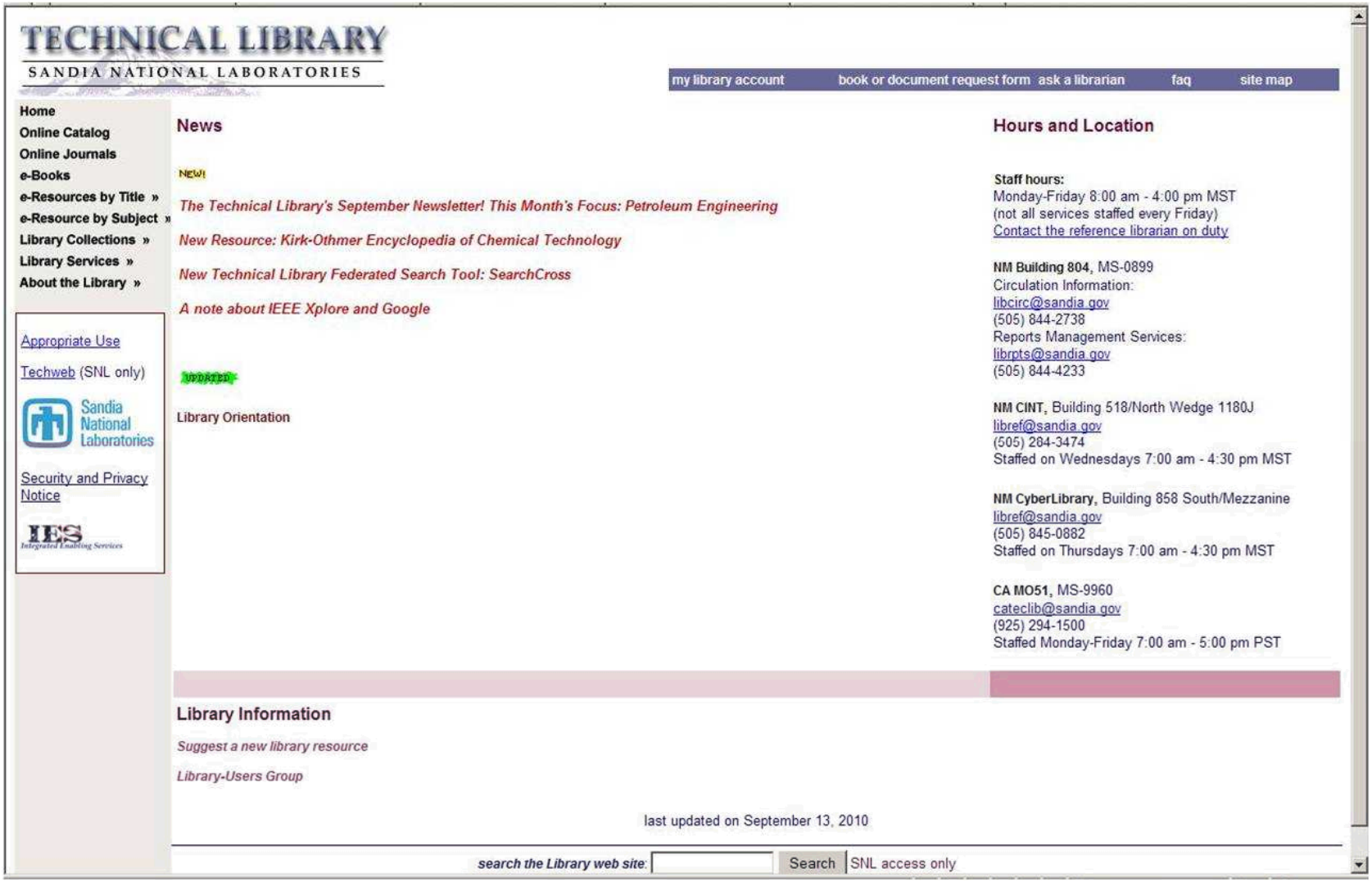
## Costs

## Security

## Integration

## "The Same Page"

# The Old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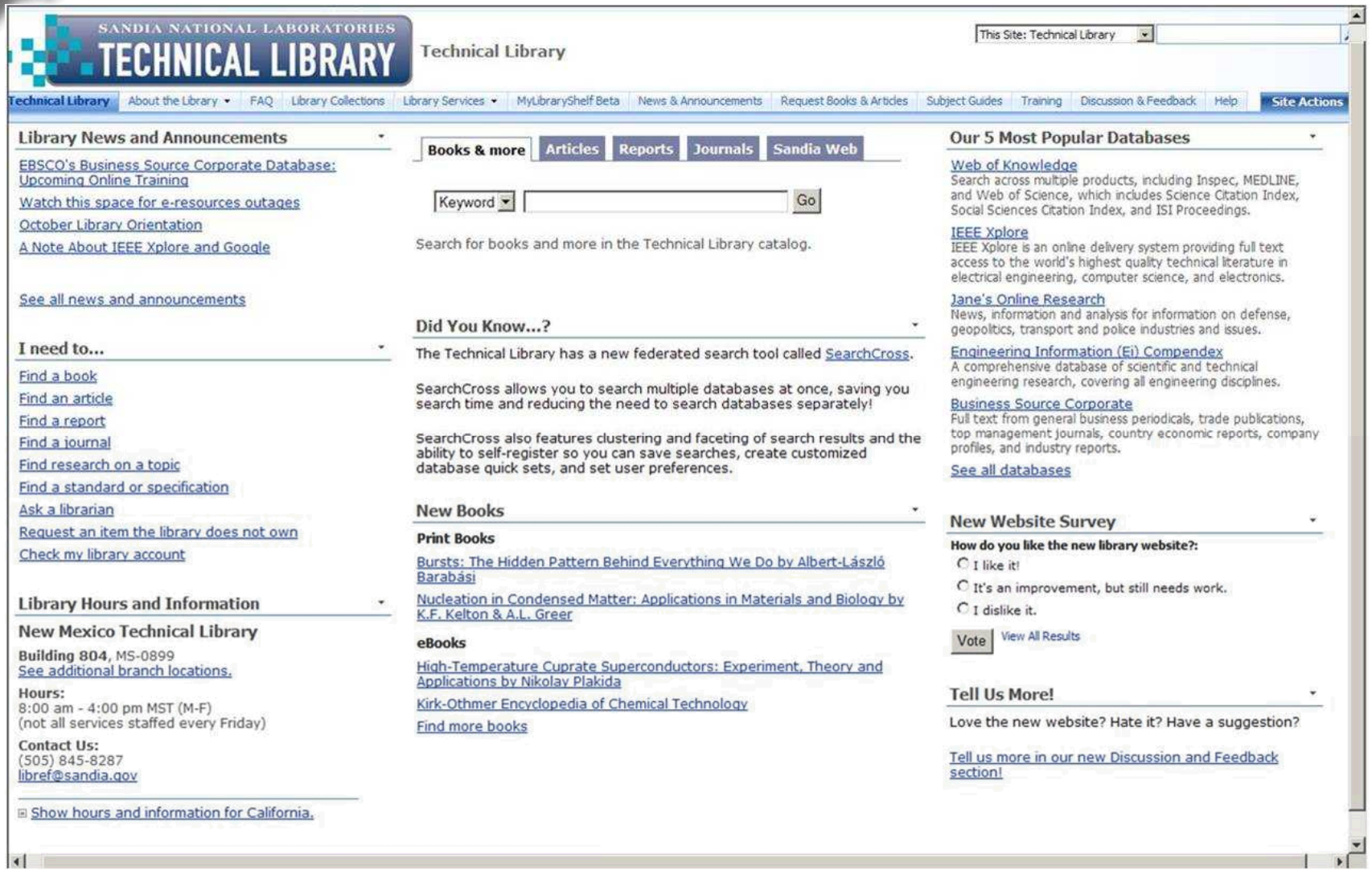
News
NEW!
The Technical Library's September Newsletter! This Month's Focus: Petroleum Engineering
New Resource: Kirk-Othmer Encyclopedia of Chemical Technology
New Technical Library Federated Search Tool: SearchCross
A note about IEEE Xplore and Google
UPDATED
Library Orientation
Hours and Location
Staff hours:
Monday-Friday 8:00 am - 4:00 pm MST
(not all services staffed every Friday)
Contact the reference librarian on duty
NM Building 804, MS-0899
Circulation Information:
libcirc@sandia.gov
(505) 844-2738
Reports Management Services:
librpts@sandia.gov
(505) 844-4233
NM CINT, Building 518/North Wedge 1180J
libref@sandia.gov
(505) 284-3474
Staffed on Wednesdays 7:00 am - 4:30 pm MST
NM CyberLibrary, Building 858 South/Mezzanine
libref@sandia.gov
(505) 845-0882
Staffed on Thursdays 7:00 am - 4:30 pm MST
CA MO51, MS-9960
cateclib@sandia.gov
(925) 294-1500
Staffed Monday-Friday 7:00 am - 5:00 pm PST
Library Information
Suggest a new library resource
Library-Users Group
last updated on September 13, 2010
search the Library web site:
Search
SNL access only

# The New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October Library Orientation
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Find a standard or specification
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Check my library account
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Building 804, MS-0899
See additional branch locations.
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8:00 am - 4:00 pm MST (M-F)
(not all services staffed every Friday)
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Kirk-Othmer Encyclopedia of Chemical Technology
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News, information and analysis for information on defense, geopolitics, transport and police industries and issues.
Engineering Information (Ei) Compendex
A comprehensive database of scientific and technical engineering research, covering all engineering disciplines.
Business Source Corporate
Full text from general business periodicals, trade publications, top management journals, country economic reports, company profiles, and industry reports.
See all databases
New Website Survey
How do you like the new library website?:
I like it!
It's an improvement, but still needs work.
I dislike it.
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Tell Us More!
Love the new website? Hate it? Have a suggestion?
Tell us more in our new Discussion and Feedback section!