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Finding What You Know. Creating Access to Your Organization's Open Literature Publications. by Marcia J. Rodney

As new employees contact your library, do you find that they are trying to reinvent the wheel? A wheel that was perhaps invented at your company 5, 10, even 30 years ago? We've all tangled with this, and corporate America has spent millions on their knowledge management programs trying to wrestle this particular octopus.

At Ball Aerospace & Technologies Corp. we are currently focusing on a slice of this problem. We are now celebrating our 50th year, and our staff has seen some serious turnover as longtime employees have retired. Newer, younger staff needs to know what our scientists have written and published in the secondary literature over the decades; more about our public bibliography; or if there is a specialist in the cube down the hall. As librarians we're asking how we make this record available to the enterprise. This question raises several more, of course; who holds copyright to the abstracts, who holds copyright to the full text, how can we track down the papers when we're not the primary author, and the questions keep coming. We are working with our Intellectual Property Department, exploring the simplest and most efficient way to store this information, while making it accessible to the enterprise.

Since we chose not to reinvent the wheel, we utilized listservs such as SLA-AERO, SLA-ENG, BUSLIB, SOLOLIB and personal phone calls to explore what other organizations have done to tame this particular tiger. This effort became the basis for a collaborative panel at last year's annual SLA conference in Toronto. In the session held on June 8th titled "Self-Archiving, Information Repositories, and Knowledge Management; What Can Different Types of Libraries Learn from Each Other," participants from government, academic, and corporate libraries discussed their various approaches and obstacles. For those unable to attend and wrestling with the same problem, we thought we'd revisit the original research.

The questions posted to the various lists were:

1. Does your company maintain a central repository or database of internally authored papers and/or posters?
2. What business unit is responsible for this repository?
3. Does the database contain citations, full text, or a combination of both? Do you

link to full text, or provide in another format?

4. What database software do you use?
5. Is this accessible to employees throughout the company? If so, do they use it?
6. Do you retain a hard copy of the papers?
7. How have you addressed copyright concerns?
8. What problems or concerns have cropped up with the database, and how did you address them?
9. How do you get people to submit their papers?

Responses were received from nineteen companies, ranging from small shops of 50 or fewer employees to Fortune 500 companies. Additional pleas for the answers to my questions resulted in responses from an additional fifteen entities, including non-profits, military units, and government offices.

Out of deference to confidentiality, respondents will only be identified by these various categories. The various email lists used cover more than 3,000 librarians specializing in business, engineering, and aerospace. Their responses are summarized in the table at the end of this article.

Not all respondents answered all questions. Some addressed internally published reports, instead of publicly available literature. Some respondents catalogued paper vs. electronic papers differently, and so provided two answers to one question. The numbers in parentheses (#) indicate how many respondents provided the same answer.

As you can see, in many areas there's no real consistency other than that the majority of respondents were either maintaining a repository, or not maintaining one and wanting to know how others did it. Once a repository and database are established there usually is enterprise-wide access, with full-text links when possible. One of the harder parts of this process, expressed by many who would like to establish a repository, is just knowing when internal authors are published in the secondary literature, and then getting an electronic copy of the work. On the plus side many information centers are

Questions	Answers	Comments
1. Have central repository?	Yes (10) Not yet, in scanning progress No, but we're supposed to receive copies (6)	Catalogued in OPAC
2. Who's in charge?	Library (9) Legal/Library combo Marketing (2) Business Development	Me! (several, with the Library reporting to a variety of depts.)
3. Full-text linking?	Citations with links if available (7) Citations only (4)	<ul style="list-style-type: none"> • Full text post-1998 • Full-text post-2001 • If site license available
4. Software?	<ul style="list-style-type: none"> • MS Access (3) • Inmagic (3) • EndNote • EOS/GLAS • LotusNotes (2) • MYSQL • ProCite • DOS-based catalogue • Livelink 	
5. Access and use?	Enterprise (9) Updated lists on Intranet	<ul style="list-style-type: none"> • Not advertised, so people don't find it • A few use it frequently • Light use (2)
6. Hard copy retention?	Yes (9) No (3)	<ul style="list-style-type: none"> • Only have hard copies • Pre-2001 available for loan, post-2001 for archival purposes only
7. Address copyright concerns?	CCC (4) Not sure, think we're OK No (5)	<ul style="list-style-type: none"> • Work with individual publishers when necessary • Reports of CCC with digital rights or transactional reporting
8. Problems?	None (4) Getting people to submit	<ul style="list-style-type: none"> • Fewer now that we're in electronic format • Time to deal with historic copyright issues
9. How do you get authors to submit copies to you?	<ul style="list-style-type: none"> • Company newsletter notices • Check incoming journals • Library receives a copy of approval routing (4) • Company honorarium & award program • Part of corporate practice • Request posted on Intranet • Division secretaries forward copies • Voluntarily provided 	Sending out lists prompts influx of "include my paper too!"

Table: Survey Results

embedded in the approval process for published works, and receive notification that way.

Of particular concern is the copyright issue. Only four of the respondents discussed their CCC license and its amendments, sometimes in concert with agreements with various publishers.

You might also want to explore T-Space, which was discussed by Peter Clinton, Director of IT at the Univ. of Toronto Libraries, at last June's Conference session. T-Space, as described on the UT site, is "an easy-to-use, dependable institutional repository (IR) service that can manage, host, preserve and distribute faculty materials in digital formats. In simple terms, the Library provides long term managed storage and a web based interface for digital materials submitted by faculty." For more information, see <http://www.library.utoronto.ca/its/tospace.html>

For those institutions not looking for the level of precision a major university applies to its access points, you might want to take a look at the NIST *Time & Frequency Publication Database*, available at <http://tf.nist.gov/timefreq/general/publications.htm>. I stumbled across this when looking for a friend who happens to work there. Author, Title, Place of Publication, Year – it doesn't get much simpler than this.

Find out what's appropriate for your enterprise, get buy-in from the appropriate departments, and set up a database that works for you. If you're considering establishing such a repository, I hope you find this feedback valuable. If you're considering a different type of project, I encourage you to make use of the SLA community to get input ... and then let *SciTech News* know what you found out. ❖

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