Addressing researchers' current awareness and personal information management needs

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Then the scientific journals went digital. And my system collapsed.

- Olivia Judson
What We’re Hearing
New papers keep coming out everyday which are very close to my research area, but unless I sit and search on Google Scholar for two hours every other week or so, it is hard to keep track of them.
New information comes in many forms other than published manuscripts. I never know how to best store those so that they are retrievable.
Finding anything on my computer is frustrating, I always seem to have to go back... and re-download the papers because I can’t find where I put them...
I try to store electronic copies but there will inevitably be paper copies of some articles and managing a place for both is difficult.
What Are We Doing?
Web Services Steering Committee (WSSC)

• Oversight of web-based services, tools, infrastructure, production
• Informed by two library studies
  - A Multi-dimensional Framework for Academic Support
  - Understanding Research Behaviors, Information Resources, & Service Needs of Scientists
WSSC Subgroups

- Course Integration
- Current Awareness & Personal Information Management (CA/PIM)
- Discoverability
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Our Charge

• Explore opportunities & solutions to help researchers keep current

• Investigate PIM opportunities
  - Existing tools
  - Other libraries’ responses
  - Possible development/partnership opportunities

• Make recommendations
Major Steps in Process

- Literature review
- Other libraries
- Systematic evaluation of tools
- Informal survey of users
Types of Tools Evaluated

- **Current Awareness**
  - Alerts
  - Portals
  - RSS feeds/readers
  - Social networking sites

- **PIM**
  - Baskets
  - Bookmarking
  - Citation managers
  - Document management
  - Note-taking
  - To-do lists/task managers
Survey on CA/PIM Satisfaction, Methods, & Tools

- Informal online survey
  - 212 respondents
  - 38 departments across campus
  - 45% faculty, 51% students, 4% staff
- More respondents dissatisfied with PIM (~21%) than keeping current (~14%)
- Identified 138 tools/services
Top 10 Tools/Services

- Journals
- Endnote
- E-journal TOCs /alerts
- RefWorks
- Google Scholar
- File storage or search on computer
- Internet browsing
- Google
- Library tools/searches
- Listservs
Survey Comment Themes

- More e-content
- Fewer clicks to journal articles
- Managing paper & electronic versions
- Difficulty re-finding materials
- Need for more time
- Faster computers with more storage space
- Self-blame for disorganization
What We Found
Guiding Principles

• Efficient
• Simple
• Stable
• Effective
Don’t Forget

- Interoperability
- Paper *and* electronic
What Do We Do Next?
Recommendations for 2009

- Implementation group & “experts”
- Begin
  - Best practices
  - CA/PIM toolkit
  - Decision trees
  - Staff education
  - Local tool improvement
Longer-term Recommendations

• Decision tree tool
• User education
• Work with vendors
Much Farther Out

- Expertise database
- Getting organized calculator
- esource recommender
  - Based on status, department/major
Maybe Someday

- Metadata for all pdfs
- Uniformity in journal urls
- Army of personal organization elves
Questions?
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