The Evolution of a Community of Practice: The JPL Information Providers Network

Teresa R. Bailey and Susan M. Hendrickson
Jet Propulsion Laboratory Library

May 18, 2004
Jet Propulsion Laboratory

- FFRDC that is managed by Caltech and tasked by NASA
- Campus-like environment with over 5,000 employees
- Library Archives & Records Section
- Library Collection: 40,000 books and 1,000 current journals
Creation of the Network

- Library’s strategic plan had a networking goal
- Began by interviewing other “information providers”
- Criteria for membership is non-exclusionary
- Referral directory—They know us, we know them
# Sample – Referral Directory

<table>
<thead>
<tr>
<th>Referral Organization</th>
<th>Contact Person</th>
<th>Phone</th>
<th>Email</th>
<th>Supervisor</th>
<th>Notes</th>
<th>Fax</th>
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<tbody>
<tr>
<td>Audio Visual Library</td>
<td>Sherry R. Rogers</td>
<td>818-354-6585</td>
<td><a href="mailto:srg5@jpl.nasa.gov">srg5@jpl.nasa.gov</a></td>
<td>Sherry R. Rogers</td>
<td>818-354-1711</td>
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<td>Engineering Document</td>
<td><a href="mailto:cereal@jpl.nasa.gov">cereal@jpl.nasa.gov</a></td>
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<td>7:30 AM-FRI</td>
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<td>Infrared Processing and</td>
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Jet Propulsion Lab
California Institute of Technology
Examples of Information Providers

- JPL Rules!
- Engineering Standards Library
- ICIS (Institutional Computing & Information Services)
- Internal Communications
- RPIF (Regional Planetary Image Facility)
Structure

• Self-organizing (not sponsored)
• Nonhierarchical
• Free from rules
• Participative and informal
• Face-to-face communication
• Little red tape
• Interdisciplinary teams that break down departmental barriers
Quarterly Meetings

• Face-to-face communication
• Opportunity to catch up with each other
• Opportunity to demo new products/services
Ann Bednath - DocuShare 3
Jayne Dutra - NASA taxonomy
Teresa Bailey - JPL Information Providers Fair Interest poll
Charlotte Marsh - new ICSI Web site
Jeanne Holm - the NASA wide portal
Kris Blum - new ELIAS Site Registration tool
Julie Cooper - preview of BEACON Archives
Eric Hines - Tour of the recently renovated Library

Quarterly Meetings: Example Agenda Items
Information Provider Fairs

- Library space
- Theme: “Connecting Knowledge: Celebrating the Power of Networking.”
- Challenge: Our content vs. fair planning
- Exercise in product/service communication
2003 Fair Planning Schedule

January 21, 2003—a call-for-participation email
February 14—reminder call-for-participation email
February 21—a final participant reminder
February 26—quarterly JPL Information Providers Meeting
March 5—registration deadline to participate
March 21—deadline for title/organization name for flyer, posters, and announcements
April 30—all-hands meeting of participants to finalize planning
May 21—all-hands meeting of participants to finalize planning
June 2—set-up posters in the Library
June 3—JPL Information Providers Fair from 10 am to 2 pm
Connecting Knowledge—
Celebrating the Power of Networking

10:15 a.m.

Kick-off by Sue Henry,
Deputy Director of the Business Operations and Human Resources Directorate

Sponsored by the Library, Archives, and Records Section 273

 Participating Organizations
• Acquisition Division
• Engineering Document Services
• Enterprise Process and Standards Program Office
• Graphics Services and Documentation Services
• Human Resources Division
• Human Resources, Professional Development
• Institutional Computing and Information Services (ICIS)
• Internal Communications
• JPL Archives
• JPL Library
• JPL Regional Planetary Image Facility
• JPL Rules!
• Knowledge Management
• New Business Systems/Institutional Business Systems/
  HR Information Systems/Staffing
• Office of Safety and Mission Success
• Photographic & Imaging Services
• Product Data Management System (PDMS)
• Proposal Center
• Section 344 Avionic Equipment
Connecting Knowledge—
Celebrating the Power of Networking

Sponsored by the Library, Archives, and Records Section 273

Kick-off by Sue Henry,
Deputy Director of the Business Operations and Human Resources Directorate

10:15 a.m.

<table>
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<tr>
<th>Location/Organization</th>
<th>Poster Title</th>
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<tbody>
<tr>
<td>2 JPL Archives</td>
<td>How to Find Historical Information at JPL</td>
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<tr>
<td>3 Proposal Center</td>
<td>Small Proposals Information System</td>
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<tr>
<td>4 Knowledge Management</td>
<td>Inside JPL</td>
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<tr>
<td>5 Knowledge Management</td>
<td>Providing Access to NASA's Knowledge</td>
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<td>6 Knowledge Management</td>
<td>JPL KnowWho</td>
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<td>7 Knowledge Management</td>
<td>eArchives/Electronic Library Service</td>
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<td>8 Product Data Management System (PDMS)</td>
<td>PDMS Community</td>
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<td>9 Product Data Management System (PDMS)</td>
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<td>10 Internal Communications</td>
<td>Products and Services of Internal Communications Office</td>
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<td>11 Engineering Document Services</td>
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<td>12 JPL Library</td>
<td>JPL Library eSubscriptions</td>
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<td>13 JPL Library</td>
<td>JPL Authors Database</td>
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<td>14 JPL Library</td>
<td>Life Cycle of Proposal Information</td>
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<tr>
<td>15 Institutional Computing and Information Services (ICIS)</td>
<td>IT Services and Tools: Support for Your Daily Work and for the Success of JPL's Mission</td>
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<tr>
<td>16 Graphics Services and Documentation Services</td>
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<td>17 Enterprise Process and Standards Program Office</td>
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<td>18 Office of Safety and Mission Success</td>
<td>Lessons Learned</td>
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<td>19 JPL Rules</td>
<td>JPL Rules!</td>
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<td>20 Human Resources, Professional Development</td>
<td>Developing Yourself at JPL</td>
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<td>21 Human Resources Division</td>
<td>Employee Services and Student Program</td>
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<td>22 JPL Regional Planetary Image Facility</td>
<td>NASA's Regional Planetary Image Facilities</td>
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<td>23 Photographic &amp; Imaging Services</td>
<td>New Display Capabilities: Getting the Word Out</td>
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<td>24 Acquisition Division</td>
<td>Acquisition: Connecting with our Customers</td>
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<td>25 Section 344 Avionic Equipment</td>
<td>JPL Information Links</td>
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Demo Schedule

Demo Room 111-101
11:00 Proposal Center
Small Proposals Information System
11:30 Institutional Computing and Information Services (ICIS)
ICIS home page walkthrough
12:00 Knowledge Management
JPL KnowWho
12:30 JPL Library
JPL Authors Database
1:00 Internal Communications
Internal Communications
1:30 Product Data Management System (PDMS)
PDMS Community & Enterprise

Demo Room 111-111
11:00 Engineering Document Services
A Guide to EDS Capabilities
11:30 JPL Library
IEEE Xplore
12:00 JPL Archives
How to Find Historical Information at JPL
Management Information Processing
Center Project/JPL Jobs!/JERPs and IPAR Projects
1:00 JPL Rules!
How do I find these, let me count the ways... Applying the NASA taxonomy to JPL Rules!
Library Customer Service Area
Wings – Refreshments & Raffles
Demo Rooms
Return on Investment

Each participant must decide what is important:

• Network amongst each other
• Educate existing customers
• Identify new customers
• Reconnect with old customers

LIBRARY, ARCHIVES & RECORDS SECTION

<table>
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<tr>
<th>Name</th>
<th>Badge</th>
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Optional: I would like more information on the following; please have a staff member contact me. [Circle all that apply]

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<td>Document delivery</td>
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JPL Universe – 2001 Fair

The April 26 Information Providers Fair sponsored by the Library, Archives, and Records Section provided a learning and networking event for visitors and participants alike. The theme for the fair—Connecting Knowledge: Celebrating the Power of Networking”—reflected the fair’s purpose of bringing together and sharing the diverse information resources and services available at JPL.

In his opening remarks, Institutional Associate Director Kirk Dawson was highly supportive of the event and recognized its importance. “Clearly, in order to be successful, JPL has to recognize that the information we need is widely distributed throughout the Laboratory, and to make that available requires something like the JPL Information Providers network. As the Lab gets more and more complicated with more projects, more information and new technology, this is a prime way to making sure people can get at what they need to do their job.”

The fair included 27 poster sessions and 10 online demonstrations that provided insights into the resources and services of 23 organizations. “An estimated 300 to 350 visitors attended, and the information providers were engaged non-stop in discussions about their services and resources,” noted Teresa Bailey of the JPL Library, one of the event’s organizers.

For more information visit the fair Web site at http://beacon/infoindex.html or call Bailey at ext. 4-9233.
Feedback About the Network

“I find the Information Providers network a wonderful networking tool,” states Margaret Simpson of JPL Rules! “We in the information field tend to move around within JPL, and it helps us to keep track of and stay in touch with everyone. I also find out about interesting things going on that I otherwise might not hear about. I bring the information back to my boss to share so that she knows what is going on as well.”

“The Information Providers network has helped me keep informed of new and upgraded sources of information. In turn, I am able to provide referrals to customers seeking information as well as expand my understanding of what is happening. Any service we provide to our customers benefits JPL,” says Carol Dumain of the Engineering Standards Library.
Questions?