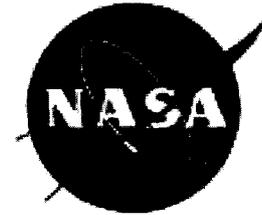


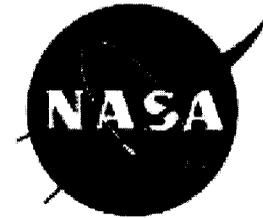
**The Evolution of a Community of  
Practice: The JPL Information  
Providers Network**



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

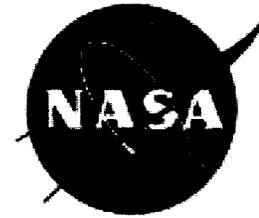
**May 18, 2004**

# Jet Propulsion Laboratory



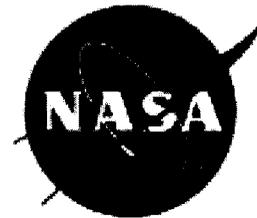
- FFRDC that is managed by Caltech and tasked by NASA
- Campus-like environment with over 5,000 employees
- Library Archives & Records Section
- Library Collection: 40,000 books and 1,000 current journals

# 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



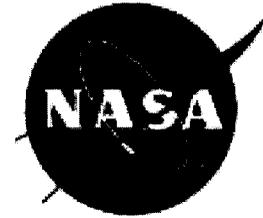
Division/Organization Name	Information Collected under President	Contact Person	Phone	Hours	Location(s)	Email	Fax	URL
<b>Audio Visual Library</b>	JPL produced audio visual materials and videos from NASA centers, PBS, and NASA relating to JPL	Sherril Rowe-Lopez	818-354-6666	7:30 - 4:45 M-F	von Karman 186 A10	sherril.rowe-lopaz@jpl.nasa.gov	818-393-4171	
<b>Engineering Document Services (Vellum File)</b>	Storage and retrieval for JPL documents and drawings	Order Desk	818-354-6222	7:30 - 4:15 M - F	111-B25	mf@a@jpl.nasa.gov	818-393-2489	<a href="http://techninfo/home/ENGDOC.html">http://techninfo/home/ENGDOC.html</a>
<b>Engineering Standards Library</b>	External standards are provided with links to electronic access of standards and standards developers. Vendor catalogs are available electronically using VIZnet	Carol Duman	818-354-8242	7:30 - 4:15 M-F	T1708	carol1.duman@jpl.nasa.gov	818-354-6212	<a href="http://standards.jpl.nasa.gov">http://standards.jpl.nasa.gov</a>
		Jing-Chun Ye	818-354-2403			Jing-Chun.Ye@jpl.nasa.gov		
<b>Infrared Processing and Analysis Center (IPAC) Library</b>	Astronomy books and journals and manuals to support in-house computer applications	Johnnie Higgins	626-395-1605	8:00 - 5:00 M-F	CIT 100-22	jhiggins@ipac.caltech.edu	626-397-7021	<a href="http://www.ipac.caltech.edu">http://www.ipac.caltech.edu</a>
		Louisa Fung	626-395-1957			louise@ipac.caltech.edu		
<b>Institutional Computing and Information Services (ICIS)</b>	Information related to ICIS, including CIS News and News Bytes  NASA Portal Development Team Inside NASA	Charlotte Marsh	818-393-4504		202-204	Charlotte.S.Marsh@jpl.nasa.gov	818-393-4510	<a href="http://icis">http://icis</a>  <a href="http://www.iridene.nasa.gov">http://www.iridene.nasa.gov</a>
		Linda Davis	818-354-9880			Linda.M.Davis@jpl.nasa.gov		
<b>Internal Communications</b>	JPL's internal news and communications	Angela McGahan	818-393-5271		186-131 111-B29	Angela.McGahan@jpl.nasa.gov	818-354-4537	
		Susan Braunheim-Kalogrenkos	818-393-7073			Susan.R.Braunheim-Kalogrenkos@jpl.nasa.gov		
<b>JPL Archives</b>	JPL's historical records from flight projects, R&D activities, and administrative operations from 1930's to the present	Russell Castonguay	626-449-1583 ext. 12	7:30 - 4:30 M-F	Shelton Space Systems/Anteon 145 N. Altadena Dr. Pasadena MS 512-110	rchives@anteon.com	626-449-3950	<a href="http://beacon">http://beacon</a>
<b>JPL Library</b>	Provide access to information, publications, journals, and electronic resources related to science, technology, and management	Reference Desk	818-354-4200	7:30 - 4:45 M-F	111-113	library@jpl.nasa.gov	818-393-6752	<a href="http://beacon">http://beacon</a>
<b>JPL Portal ("Inside JPL")</b>	Gateway to JPL internal resources and applications	Rebecca Nash (Customer Liaison)	818-354-1752		171-300	Rebecca.L.Nash@jpl.nasa.gov or inuodepladmin@list.jpl.nasa.gov	818-354-5629	<a href="http://insidejpl">http://insidejpl</a>
		Brent McVasters (Portal Service Engineer)	818-354-1742					
<b>JPL Rules!</b>	JPL governing documents - Category A documents	Margaret Simpson	818-393-9957			margaret.a.simpson@jpl.nasa.gov		<a href="http://jplrules">http://jplrules</a>
<b>Launch Approval and Policy Planning Group Information Center</b>	Information regarding launch approval processing and NEPA implementation for flight projects, including historical data for both JPL and non-JPL projects	Nien Sun	818-354-1263	no walk-in access	301-472	nien-tung.w.sun@jpl.nasa.gov	818-393-6734	<a href="http://es.jpl.nasa.gov/sec311map/">http://es.jpl.nasa.gov/sec311map/</a>
<b>Lessons Learned Information System</b>	Lessons learned from JPL and NASA projects	Carol Duman	818-354-8242		T1708	carol1.duman@jpl.nasa.gov	818-354-6212	<a href="http://llis.nasa.gov/">http://llis.nasa.gov/</a>
<b>Oceanic and Remote Sensing Library (ORSL)</b>	Published books and journals related to oceanography and remote sensing	Sherril Akbar	818-354-8279	7:45 - 4:30 M-F	300-323	OrslLibrary@jpl.nasa.gov	818-393-6720	
<b>Regional Planetary Imaging Facility (RPIF)</b>	JPL Image Archive, Mission Documentation, USGS maps, Education Outreach	Debbie Martin	818-354-3343	1-5pm (M,W,Th,F) 8am-noon (Tues)	202-100	jplrif@jpl.nasa.gov	818-354-6740	<a href="http://rpi.jpl.nasa.gov">http://rpi.jpl.nasa.gov</a>
		Joel Wolf	818-354-3343					
<b>Small Proposals Information System</b>	Information for use in the JPL proposal process for small and medium technology proposals	Lynne Cooper	818-393-3080		303-310	lynne.cooper@jpl.nasa.gov	818-393-5143	<a href="http://proposals-dev/smallproposals/">http://proposals-dev/smallproposals/</a>

## **Examples of Information Providers**



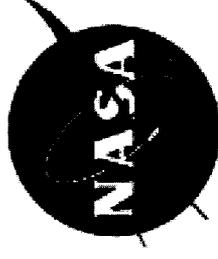
- JPL Rules!
- Engineering Standards Library
- ICIS (Institutional Computing & Information Services)
- Internal Communications
- RPIF (Regional Planetary Image Facility)

# 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**



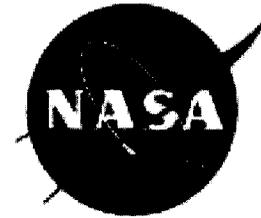
- Face-to-face communication
- Opportunity to catch up with each other
- Opportunity to demo new products/services

## Quarterly Meetings: Example Agenda Items



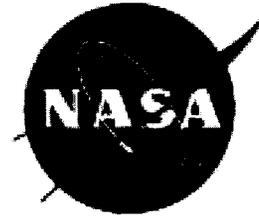
- Eric Hines - Tour of the recently renovated Library
- Julie Cooper - preview of BEACON Archives
- Kris Blum - new ELIAS Site Registration tool
- Jeanne Holm - the NASA-wide portal
- Charlotte Marsh - new ICIS Web site
- Teresa Bailey - JPL Information Providers Fair interest poll
- Jayne Dutra - NASA taxonomy
- Ann Bernath - DocuShare 3

# 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

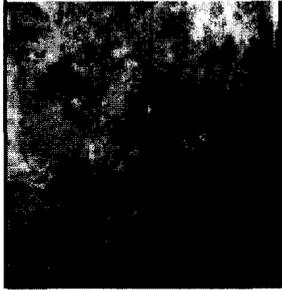
**May 21**—all-hands meeting of participants to finalize planning

**June 2**—set-up posters in the Library

**June 3**—JPL Information Providers Fair from 10 am to 2 pm

# **C**onnecting Knowledge— Celebrating the Power of Networking

JPL Information Providers Fair



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

Tuesday,  
June 3, 2003

10 AM to 2 PM

JPL Library,  
Customer  
Service Area,  
west end of  
Building 111  
Room 104

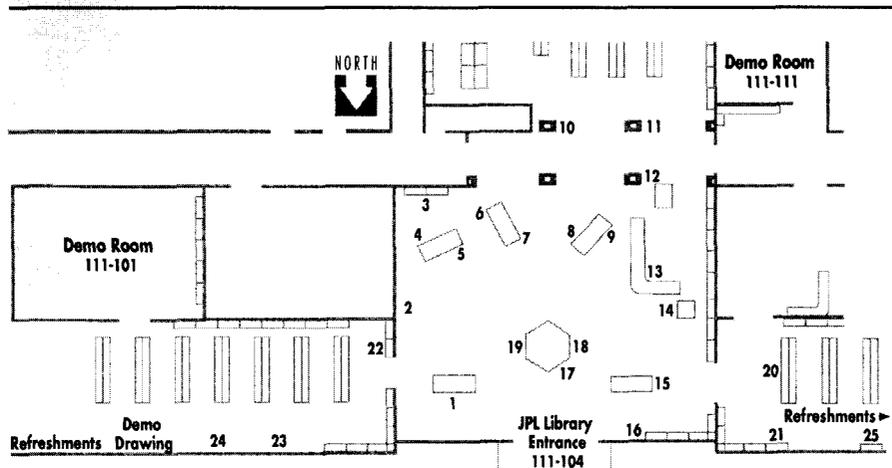
Refreshments  
and Raffles —  
Everyone is  
welcome.

# Connecting Knowledge— Celebrating the Power of Networking

Sponsored by the Library, Archives, and Records Section 273

10:15 a.m. Kick-off by Sue Henry,  
Deputy Director of the Business Operations and Human Resources Directorate

Information Providers Fair



## 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*
- 12:30 New Business Systems/Institutional Business Systems/HR Information Systems/Staffing  
*Management Information Processing Center Project/JPL Jobs!/JERPS and IPAR Projects*
- 1:00 JPL Rules!  
*How do I find thee, let me count the ways... Applying the NASA taxonomy to JPL Rules!*

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

JPL

Tuesday,

June 3, 2003

10 AM to 2 PM

JPL Library,

Customer

Service Area,

west end of

Building 111

Room 104

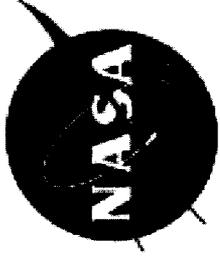
Refreshments

and Raffles —

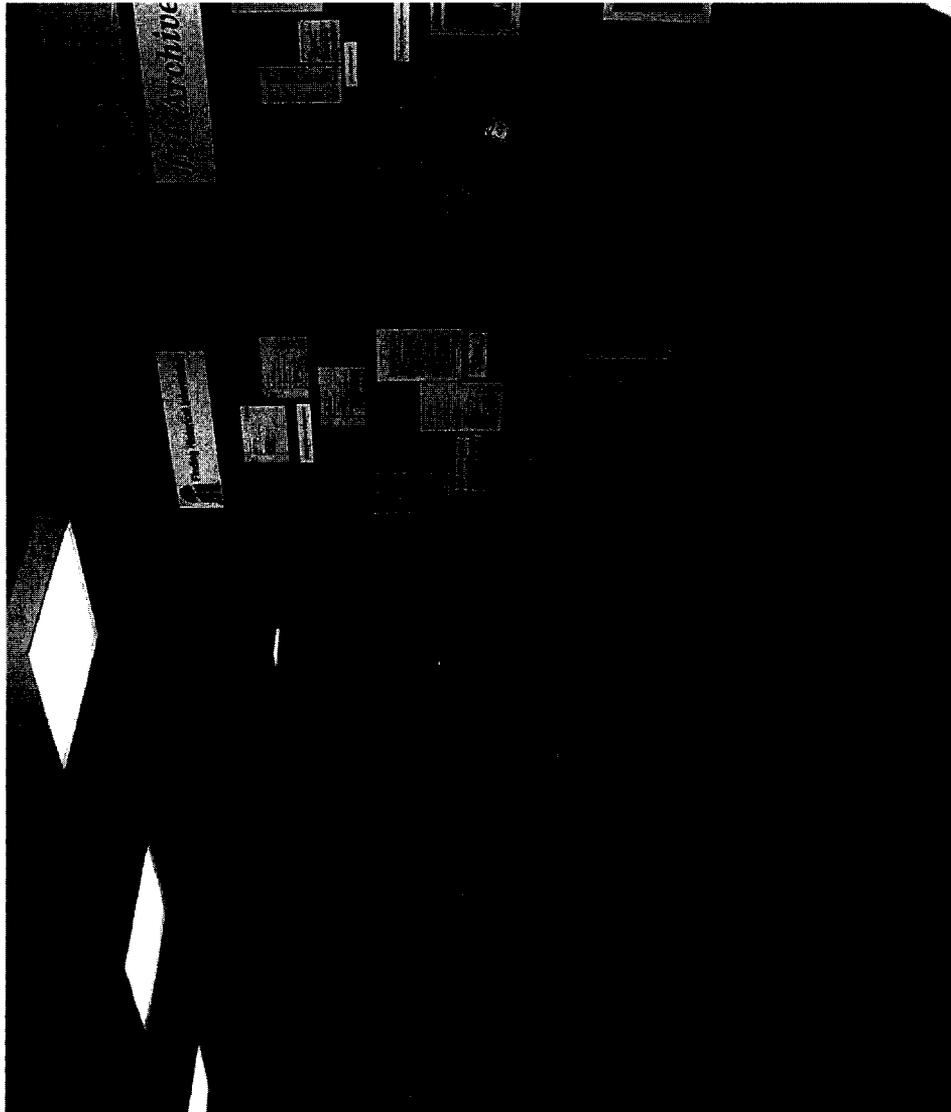
Everyone is

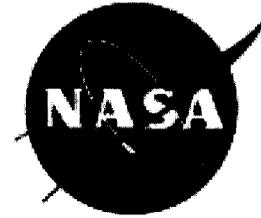
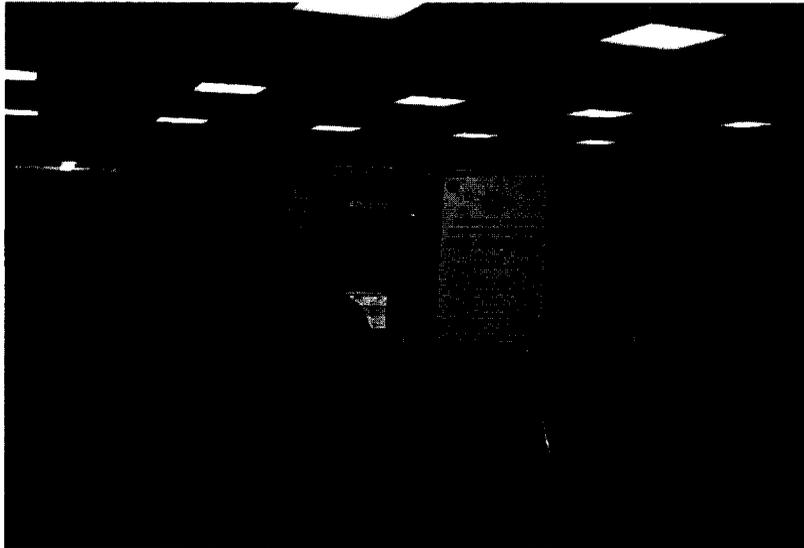
welcome.

# 2003 Information Providers Fair



# Kick Off





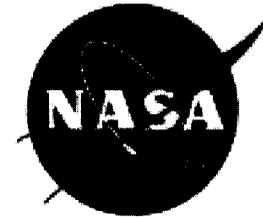
## Library Customer Service Area



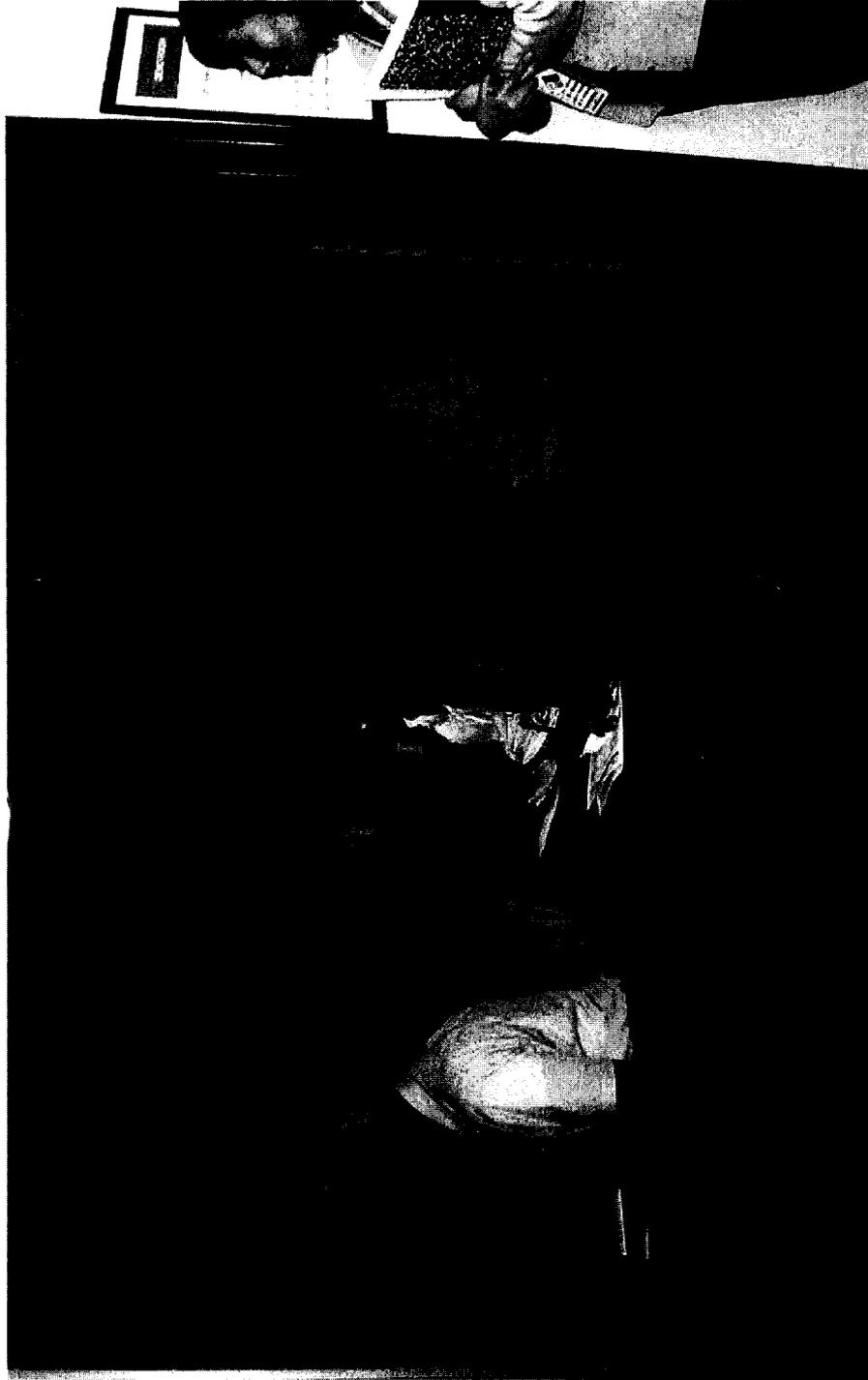
# JPL Regional Planetary Image Facility



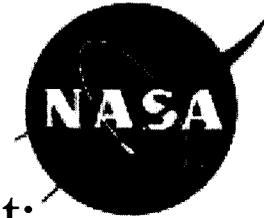
# Wings – Refreshments & Raffles



# Demo Rooms



# Return on Investment

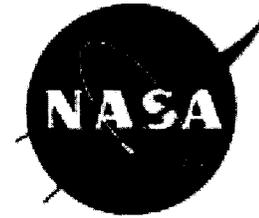


Each participant must decide what is important:

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

	<b>LIBRARY, ARCHIVES &amp; RECORDS SECTION</b>		
	<b>Name</b> _____		
	<b>Badge</b> _____	<b>Phone</b> _____	
Optional: I would like more information on the following; please have a staff member contact me. [Circle all that apply]			
Archives	Electronic Resources	Records	
Consultation Services	Interlibrary Loan	Research services	
Document delivery	JPL Authors Database	Other	

# JPL Universe – 2001 Fair



## Info fair helps communicators spread the word

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



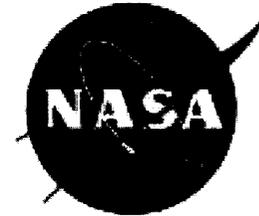
Richard Hasegawa / JPL, Photo Lab

*JPL staff check out posters and displays in the Library during the Information Fair.*

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/infindex.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?