The VDOT Research Library and TRID

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Who’s the customer?
Background: VDOT Mission and Trends

To plan, deliver, operate and maintain a transportation system that is safe, enables easy movement of people and goods, enhances the economy and improves our quality of life.

Focal Point: Deliver the program “on time” and “on budget.”

Trends 2009-present:
- Agency downsized by 40%, trending slightly up now.
- Workforce turnover, large loss of institutional knowledge.
- Quantity of VDOT research reports trending down.
- Employees have new roles and more new responsibilities.
- Some things are just going undone, everything else carefully prioritized.
- Time is everyone’s most precious resource.
- Is it duplicated? Quit doing it.
VDOT Research Library Trends

• Downsized by 60% in 2009, trending up slightly now.
• Staff turnover and loss of institutional knowledge.
• Plans to remodel and expand the library “permanently shelved.”
• “Materials” budgets remain strong, have even increased.
• Cataloging less. TRID for state DOT reports, NTIS for Full Text.
• “Access” versus “ownership” increases exponentially.
• Service excellence: speed, outreach, anticipation, follow-up.
• Trend: Patrons delegate TRID searches to us. Can we delegate too?

Observation: Library catalog is one of many “silos” for our patrons. How can we help patrons search multiple repositories with a single search? What can we automate, aggregate or federate?

Methods we are experimenting with:

1. Search federation through vendor Serials Solutions (SaaS)
2. SharePoint Federated Locations (Build ourselves…coming soon)
3. RSS Daily E-mail alerts (library mediated, SaaS)
Meeting Changing Patron Expectations

Library Collections
• Physical: 46,000 items    Virtual: 765,000 full-text items (8 databases)

Library Services
• “Research Services” - Literature Searches/Research Support/Synthesis
• “Technical Services” - Collection Development/Cataloging/Acquisitions
• “Delivery Services” - Interlibrary Loans/Document Delivery/Digitization

Trends: User Expectations are changing for all libraries. At ours:
• Physical/Virtual Use Ratio – 1 : 16 in FY12
• Any device, any format, any time, any location…with the least “clicks”
• “Full-text” formats: PDF, HTML, WAV, MP3 (audio), .FLV (flash) videos
• Automation (RSS, E-mail alerts, SharePoint)
• What collections/services can limited library staff sustain?
Some Top Management Expectations

**Money:** Does the library save money for VDOT? How much?

**Time:** Does the library save VDOT employee time? Do we increase their productivity?

**Value-Added:** Does the library organize, synthesize and contextualize information?

**Prevents Litigation:** Can the library prevent or minimize impact of litigation on VDOT?

**Amount:** Appropriate quantities? In the desired formats? Disintermediated?

**Proactive:** Do we anticipate VDOT information needs ahead of time?

**Quality Assurance:** Do we assure management valued information wasn’t overlooked?

**The User Experience:** Would our patrons recommend us to a colleague?
Rosenberger’s 8 Laws of Information

1. **Faster** information drives out slower information.

2. **Inexpensive** information drives out expensive information.

3. **Direct-delivered** information drives out non-direct information.

4. **Content-rich** information drives out content-lean information.

5. **Customized** information drives out mass-produced information.

6. **Timely** information drives out untimely information.

7. **User-friendly** information drives out less user-friendly information.

8. **Secure, stable** information drives out less secure, less stable info.

How We Use TRID – “Technical Services”

- We don’t catalog the periodical literature (journal titles, not articles)
- We do catalog technical reports, but acquire/keep very few now:
  - TRID to find State DOT reports (800-1,000/year)
  - Full text either “free” online or through NTIS subscription.
  - TRID or library catalog for FHWA / USDOT / international reports
  - “Other” content (such as P.E. Exam study materials, business)
- We do catalog VDOT publications, especially VDOT research reports:
  - Quantity has decreased: FY09-38, FY10-33, FY11-25, FY12-13
  - Some other VDOT publications.
- Want to “create serendipity” through linkages from TRID to:
  - Our library catalog to reflect holdings (thanks to OCLC WorldCat)
  - Full-text online versions of VDOT Research Reports
  - Lead VDOT patrons to subscription content and library services
TRID Linkages: Demo
How We Use TRID – “Research Services”

• Verify details of a known citation (like date of publication).
• Find a few relevant citations quickly (links to full text, please!)
• Get a “snapshot” of published literature on a topic.
• Spot trends or patterns in the literature:
  • Key publishers or research centers
  • Key authors
  • Trending topics
  • New terminology
  • Gaps in research (Has it been done? Can we improve it?)

• Determine a document’s general “availability” or our library’s holdings.
• Locate an abstract. Helps patron verify they can spend time on it.
• Help a patron connect to peers with relevant knowledge.
• Comprehensive Literature Search: 10-35 hours
• Research Synthesis Bibliography (RSB): 25-45 hours
The Literature Search Service

Cost-Effective Fracking While Reducing Emissions

Exploring Concepts To Streamline

Comprehensive Literature Search: Nitrate Poisoning In Cattle Caused By Consumption Of Tainted Well Water

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Search Strategy: Multiple searches were conducted using terms like nitrate, bovine, cattle, livestock, toxicity, feeding, well water, wells, boreholes, and ground water. Searches were limited to English language resources from credible research organizations (not all peer-reviewed), however, a number of general information sources were found and retained in the ‘Other Reading’ section at the end of this document. Because of the specialized nature of the topic, a number of ‘general information’ citations related to nitrate poisoning of livestock of all types (not just cattle) were included in the hopes they will prove useful background information.

Search Strategy: Searches were executed against general library resources in environmental sciences, (animals, water), biological sciences, and medicine (focus on environmental health and toxicology), and some freely accessible databases and search tools, including TRID, WorldCat, TOOLINE, ArticleFirst, Web of Science, Proquest Biological & Environmental Sciences, Biological Abstracts, Biological Sciences, Biosis, Agxiv, Digital Dissertation, ECO, Wildlife & Ecology Studies Worldwide, PubMed, Science Direct, Cabi Direct, ASABE Technical Library, Water Resources Abstracts, Animal Welfare Information Center, CRIS, MEDLINE, OAIster, Proceedings First, Papers Central, Toxnet, SpringerLink, OCLC Ref, GreenFile, the ICA Digital Library and Google.

Citations: Duplicates were removed and citations were sorted alphabetically by: Primary Reading, Secondary Reading, and Other Reading. All citations indicate accessibility, though most will be through interlibrary loans.

Search Strategy: Search requests are literature searches conducted by information professionals at the VDOT Research Library. Resources cited include state DOT reports, peer-reviewed articles from TRID and similar publishers, documents by AASHO, and other timely and reliable sources. If available, links to full text online documents are included. Due to copyright laws and practical considerations, items cited here may not be available online. However, they may be held in the library’s collections and in some cases can be borrowed as InterLibrary Loans. To request an IRL, please contact Ken Winter, Ken.Winter@VDOT.Virginia.gov or call (434) 962-8979.

RESEARCH SYNTHESIS BIBLIOGRAPHIES (RSBs)
The VDOT Research Library also offers a service combining a search request with brief in-depth analysis and synthesis of findings. The RSB is designed to provide a comprehensive search for information on timely topics that is authoritative, confidential, objective and non-biased. This process usually requires 4-8 weeks. To request an RSB, please contact Ken Winter, Ken.Winter@VDOT.Virginia.gov or call (434) 962-8979.
Literature Search: Demo
Leaching Characteristics of Recycled Asphalt Pavement: RAP May Be Suitable As a Fill Material

Prepared by Ken Winter, December 2006

KEY SEARCH TERMS:
- Recycled Asphalt Pavements (RAP)
- Milled Asphalt
- Leachate
- Leaching
- Toxicity
- Fill Material
RSB: Demo
RefWorks Citation Management Tool

http://www.refworks.com

- Web-based application (in the cloud) that helps us harvest and manage citations from databases like: TRID, ASCE, EBSCO, OCLC, and hundreds of databases from other vendors.

- Move citations from TRID to RefWorks with a click or two.

- No cutting and pasting, no re-keying!

- Fast and accurate citation de-duping.

- Output content in hundreds of styles, including custom styles.
RefWorks: Demo
Positive Outcomes of Lit. Searches & RSBs

• Research scientists and engineers use their time more effectively.

• Library staff are more integrated into the research process.

• Increased circulation, Interlibrary Loans, doc. delivery (fulfillment).

• Less duplication, more innovation.

• Save time in the long run as we reference them again.
Federated Search

Simultaneous search of multiple resources through a single search box. The user makes a single search request that is distributed to multiple online resources. Results are unified on a simple results screen.

- Researchers aren’t forced to choose between TRID and library catalog.
- Can save the user’s time and increase their productivity.
- Simplifies the search process for busy users.
- Interface has value-added elements (dedupe, sort, contact us, etc.)
Federated Search: Demo
RSS Daily Alert E-mail Service

Any online source that utilizes RSS for syndication is a potential target. There is no limit to how many feeds you can monitor or how often you can deliver results. We do a single daily alert each morning...all unique.

- Works with any RSS feed.
- Unifies multiple feeds from multiple sources into a single daily alert.
- Converts unfamiliar technology (RSS) into something familiar (E-mail).
- Researchers don’t have to search TRID to find out “what’s new.”
- Can save the user’s time and increase productivity.
- The ultimate “proactive” library service.
What RSS Alerts Look Like

RSS Daily Alert: Brought to You By the VDOT Research Library

NOTE: Microsoft Outlook may display the message "Click here to turn on links. To protect your security, links are turned off in this message."
If that happens, click on the message and select "Turn on links," and feeds will open when you select them.

Subscriptions
VDOT's Tweets
VDOT's News Releases - Statewide
VDOT's Facebook Wall

VDOT's Tweets
1. VaDOT: RT @DonTMr: Don't let your "LOL" behind the wheel become your family's OMG.
   #wdw #TweetSafe
2. VaDOT: Prepare for Memorial Day travel: http://go.usa.gov/jlb #vdot #va
3. VaDOT: RT @ugamagathapa @VDOTNearly got into 2 accidents because temp light at W.
   Braddock @ 4905 is confusing. Looking into it now. Thnx 4 feedback
4. VaDOT: RT @GovernorVA: Governor McDonnell urges citizens to get ready for hurricane season
   http://bit.ly/mZYf1m

VDOT's News Releases - Statewide
1. VDOT PREPARES FOR MEMORIAL DAY TRAVEL - Lane Closures, Work Zones Suspended
   to Ease Weekend Holiday Traffic

VDOT's Facebook Wall

Note: Feeds are delivered Mon.-Fri. If no new content has been added since last harvested, a feed will not appear. The library can not predict or control the quality or quantity of feeds from non-VDOT resources. Please contact us to modify your subscription.

CAN'T FIND AN ITEM LISTED ABOVE? THE LIBRARY CAN DELIVER IT TO YOU. JUST FILL OUT THIS FORM

VDOT Research Library | 530 Edgemont Road | Charlottesville | VA | 22903 | 434-293-1902
Visit Us Online | Ask a Question | Search Our Catalog
RSS Daily Alert: Demo
Final Observations

- There is a difference between “operational” needs and “research” needs.
- When this conference is done, how will we define a successful outcome?
- We participate in TRID because it’s practical and it works.
And Now For Your Questions and Comments?

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