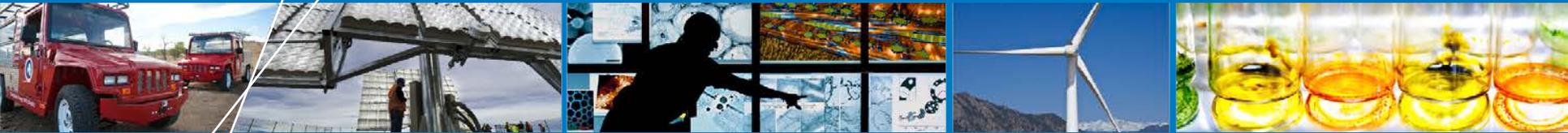


Gauging user interest in non-traditional library resources



**American Library Association Annual Conference & Exhibition
ALCTS CMS Collection Evaluation and Assessment
Interest Group Meeting**

**Tami Sandberg
Jennifer Abbott**

**San Francisco, California
June 28, 2015**

National Renewable Energy Laboratory

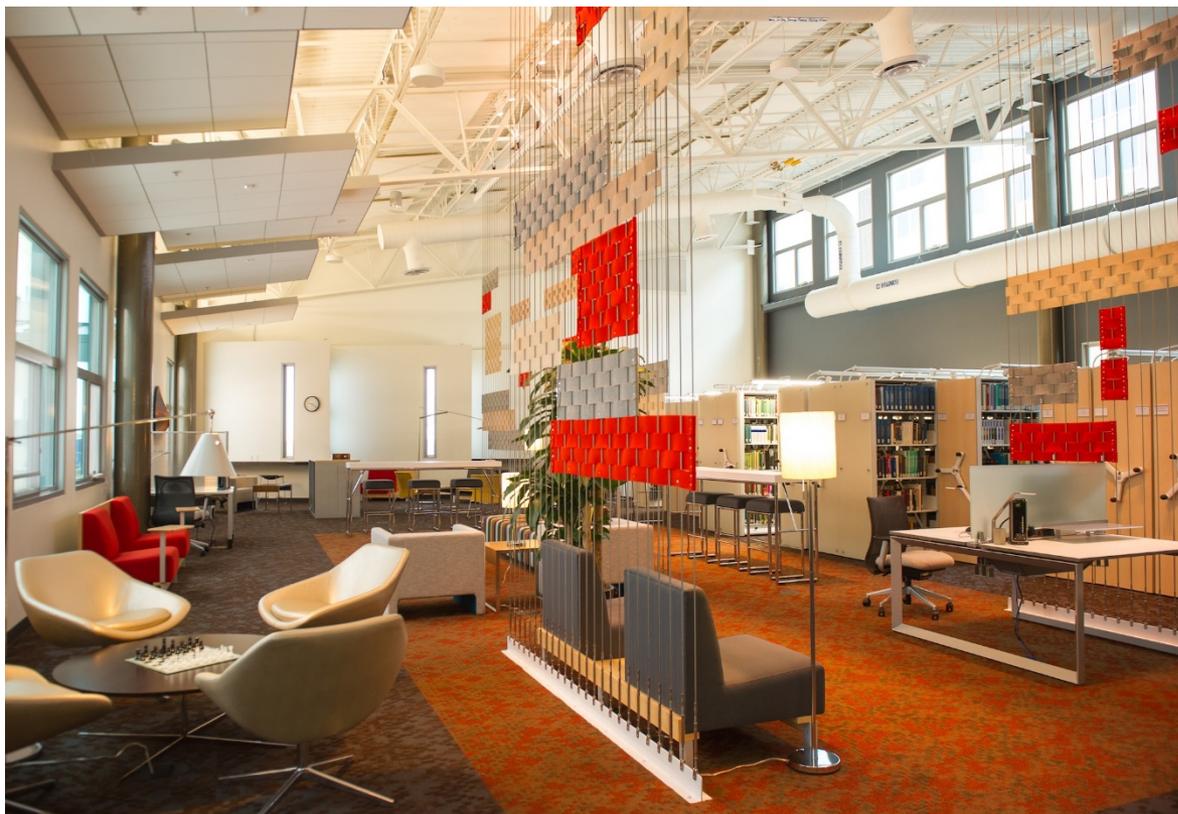
- Primary location: Golden, Colorado
- U.S. Department of Energy's primary national laboratory for renewable energy and energy efficiency research and development
- Staffing: more than 1,500 full- and part-time employees; 800 visiting researchers, student interns, and contractors
- Areas of research include:
 - Biomass/Biofuels
 - Commercial and Residential Building Efficiency
 - Cross-cutting energy analysis
 - Renewable Energy Grid Integration
 - Solar Energy
 - Vehicle Technologies
 - Water Power Technologies
 - Wind Energy



<http://images.nrel.gov/viewphoto.php?imageId=7028174>

Links of interest: www.nrel.gov/innovation AND www.nrel.gov/docs/fy15osti/64071.pdf

About the NREL Library



Staffed by seven FTEs;
additional FTE to be added
shortly

Two library locations

General services:

- Reference
- Interlibrary loan
- Resource Management
- Purchasing

As a small staff we wear many
hats!

<http://images.nrel.gov/viewphoto.php?imageId=6455844>

Market Reports/Data

Overview

- Content:
 - cost of energy, conventional and renewable
 - supply chain analysis for various technologies
 - policy impact on renewables and energy in general
 - market barriers to renewables
- Audience:
 - Analysts
 - Deployment
 - Researchers in specific technology areas (e.g., solar, wind, biofuels)
- Costly
- Restrictive licensing
- Package deals or one-offs
- Cost-sharing

Market Reports/Data

Major subscriptions

- Navigant: cross-cutting industry market research including renewables
 - Site-wide access; reports posted to LibGuide
 - Subscription includes analyst access
 - Example titles: *Advanced Batteries for Utility-Scale Storage and Building Energy Management Systems*
- Chemical Economics Handbook (IHS): Market analysis for the global industrial chemical industry
 - 30 named users
 - Registration completed through the library
 - Cost-share with several research centers
 - Licensing forbids downloading and posting reports/data even internally



Market Reports/Data

Major subscriptions (continued)

- SNL: news and data about the U.S. power industry including power plant data, energy pricing, and company information
 - Site-wide access
 - Subscription includes analyst access
 - First-time users must register using an NREL email address
- Greentech Media (GTM): solar market analysis
 - Site-wide access; reports posted to LibGuide
 - Example titles: *Global PV Pricing Outlook* and *PV Module Scorecard*
 - Cost-share
- Make Consulting: regional and global wind market analysis
 - Site-wide access; users must register for account through library
 - Subscription paid for by the wind research group
 - Example titles: *North American Wind Power Outlook 2015* and *Global Wind Market Outlook Update 2015*



greentechmedia:

Market Reports/Data

Collection Development:

- Budget = biggest constraint
- Patron driven collection development
- Purchase reports/data that are likely to have a wide audience
- Time-sensitive content
- Staff appreciate having the similar data/subject matter from multiple publishers
- Duplication of resources from multiple publishers is rare
- Publisher quality varies
- Rely on our own knowledge and the recommendations of staff when making purchasing decisions.

Market Reports/Data

Vagaries of Usage:

- Metrics not always readily available
- No unified/consistent usage data
 - GTM and Navigant: Web analytics from our LibGuide
 - CEH: quarterly usage stats; quantify # of reports requested through online platform
 - SNLi: not generally distributed to subscribers; track the frequency with which registered users log in to the platform. No record as to what portions of the platform are used.
 - Make: can tell us who has an account; no usage statistics available
- Some subscriptions include access to analysts (e.g., Navigant, Greentech Media); how do we quantify this added value?
- Reports/data are often shared among staff making any analytics/metrics we can gather less reliable and complete
- Rely heavily on anecdotal evidence

Cost per use is inadequate

Standards

- Unlike market reports reference staff have less direct contact with content
- Our understanding of who, why, and how standards are used is far less complete and mostly anecdote-based
- We do know that:
 - Researchers use existing standards to aid in the development of new standards
 - Reference standards in technical reports
 - Assist in updating existing standards
 - Review standards to ensure the safe handling of chemicals
 - Facilities personnel routinely review building and fire codes
- Collection development driven by patron demand

Standards

Collection development-then vs. now

- Print vs. Electronic
- Desk copy vs. Library Copy
- Current electronic subscription include access to ASHRAE, ASTM, IEC, ISO
- Like market reports/data, standards come with restrictive licensing agreements (both print and electronic)
- Staff across the lab are rarely aware of these restrictions

Standards

- **Vagaries of usage**

- Circulation stats are of limited use since print standards are routinely shared amongst group members
- Until fairly recently our primary e-standards vendor provided little in the area of metrics
- IEEE-only vendor with COUNTER stats
- Certain areas of the lab require only occasional access to standards but still require ready access to the content

Cost per use is inadequate

Future Assessment Plans

Currently developing a survey to better understand standards usage across the laboratory.

Potential distribution paths: email, one-on-one interviews, focus groups

Looking for a more systemic way to capture anecdotal evidence like this:

“I would say for me, generally speaking, what we’re interested in relative to standards are providing additional information/knowledge relative to the “correctness” of many of the long-held physical/engineering assumptions that are usually present in the standards. What we do often provides extra value, as the data is often publicly available.” *Engineer, wind turbines*

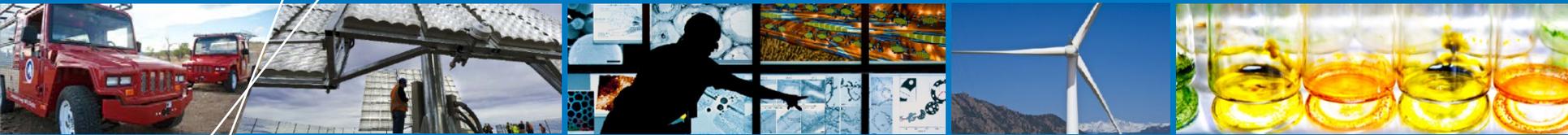
“In the offshore wind energy field, we use IEC standards for defining design requirements for wind turbines, specifically in relation to safety and atmospheric conditions. We use API standards to fill in the gaps that the IEC standards are missing, such as the necessary requirement for building offshore platforms to withstand hurricanes.” *Engineer, offshore wind group*

“I use the standards primarily to review building codes or fire codes in conjunction with site assessments and for chemical storage & use. Additionally, I use ANSI and CGA for many subject specific safety related requirements.” *SERF Facility Manager*

Future Assessment Plans

Survey Goals:

- Who uses standards?
- How are standards used?
- Who in the lab contributes to the development of new and existing standards?
- Do individual staff members still purchase standards on their own?
- Do staff member have a preference: print vs. electronic?



Tami Sandberg
Manager, NREL Library
Tami.Sandberg@nrel.gov