



Knowledge Repository
DAU Board of Visitors
12 February 2014

DAU's Acker Library to DAU's Knowledge
Repository ...

How a Visionary Team turned Catastrophe into
Capability in One Year...

Defense Acquisition University (DAU)

Knowledge Repository & Acker Library Fire

August 13, 2012



The Butcher's Bill...

- Physical Collection
 - 80% of Printed Assets Destroyed (water and mold damage)
 - Of the 20% salvaged, 75% required significant conservation (e.g. freeze-drying, dehumidification, etc)
- Audio Visual Collection (both historical recordings and the Learning Resource Center)
 - 20% Destroyed
- Archival Collection (non-public document collections)
 - 10 % destroyed (saving this collection was the first goal of the salvage team)
- Infrastructure (Stacks shelves, computers, tables)
 - 100% destroyed
- Library team received a group commendation from President DAU for their herculean salvage efforts

Initial Triage...

- Assets: To storage and/or conservation
 - Remaining Physical assets are now hosted in the old Thayer Library Building , across the main parade field from DAU Headquarters
- People:
 - Two Librarians to Thayer tending the physical collections
 - The balance of staff to new quarters in the old Army Administrative Staff College facility (also across the parade field from DAU)
- Pros and Cons: pro – good facilities; con – off the main DAU campus

What was Left...

- A dedicated Team...
- ...with an Innovative Idea

“These are people with an idea...and ideas are [fire]proof...”

(V, from V for Vendetta)

The Idea – Revolutionizing, not Rebuilding, the Library Function – Enter the Knowledge Repository

- Acker Library had been closely tied (and optimized) to the 20 week Program Managers' Course
 - Supported the significant academic research function required by PMC
- This function shrank significantly when PMC was retired
- Even before the fire, the Library staff had identified the need for a significant change in direction
 - Aimed at improving Library relevancy and value to DAU and the Defense Acquisition Workforce
- The fire destroyed the “old model” ...gave us a clean sheet for the “new model”

What is a Knowledge Repository?

Simply put, a Knowledge Repository is a library that:

- takes advantage of the power inherent in all forms of knowledge capture
- with a structure that maximizes access to this knowledge by the users of that knowledge
- And a Staff, experienced in users support, that
 - Helps users find pertinent knowledge, as well as
 - Helping users become self-sufficient in using the “infosphere”

Knowledge Repository Attributes...

“How we’ll know it when we see it”

- **Information Literacy Enhancer** The KR should assist DAW members in becoming literate across the wide span of Acquisition information sources, and refine/improve that literacy over time.
- **Continuously-Present Partner** The KR should have a virtual presence that is available “anytime, anywhere”, complemented by a physical staff presence that is rapidly responsive to user needs.
- **Focus on Usability** The KR should provide the most pertinent, usable body of information to each user in response to his/her identified needs.
- **Cogent Information “Masser”** The KR should provide the ability to mass information from multiple sources on any query or request, thus providing a holistic, comprehensive response that optimally supports the user.
- **“Across-the-DoD-Enterprise” Networker** The KR should maintain a comprehensive, active network of partners and sources that efficiently provides not only open-source Internet material, but pertinent material not available from open sources (e.g. from restricted collections and subscription sources).

First Step...Augment the Library Team to Create the KR Team...

- Historically, Acker Library has had only one Reference Librarian...not enough for the user-intensive functions required of a KR
- Accordingly, DAU used a support contractor (PTFS) employed by the Library of Congress to augment existing Library manning to KR-required levels in FY13:
 - Five individuals hired (all innovative individuals with Masters in Library Science)
- KR's ability to support DAU/DAW users hugely improved

KR Reference/Research/Systems Team

Mary “Tuke” Klemmt, MLS - Team Lead

- Reference/Research
- MDAP Rapid Situational Awareness
- DAU Situational Awareness
- KR Website Redesign
- Infostream



Marilyn Estes, MLS – Contractor Lead

- Reference/Research
- MDAP Rapid Situational Awareness
- DAU Situational Awareness
- KR Website Redesign
- Infostream Content



Jacquelyn Erdman Paulin, MLS [leave]

- Reference/Research
- MDAP Rapid Situational Awareness
- DAU Situational Awareness
- KR Website Redesign
- Infostream Content



Erin Torres – Administrative Support

- Catalog Maintenance
- Digitization
- Reference support
- Supplies



Rashid Faraby, MLS – Systems

- Electronic Resources - Lead
- SirsiDynix - Lead
- MDAP Rapid Situational Awareness
- KR Website Redesign
- Infostream Website



Darika Chanachote, MLS

- Reference/Research
- MDAP Rapid Situational Awareness
- DAU Situational Awareness
- KR Website Redesign
- Infostream Content



Cassandra Harper, MLS

- Reference/Research
- MDAP Rapid Situational Awareness
- DAU Situational Awareness
- KR Website Redesign
- Infostream Content



KR Acker Archives Team

Thelma Jackson

- Circulation Manager
- Interlibrary Loan
- Catalog Maintenance
- VHS Conversion
- Reference Support



Michelle McDonald

- Gov't Purchase Card Manager
- Copy Cataloger
- Catalog Maintenance
- VHS Conversion
- Reference Support



Ingi House, MLS, CA

- Archives - Lead
- Reference/Research
- DAU Situational Awareness
- KR Website Redesign
- InfoStream Content



Next – Put the Augmented KR into Service

Deep/Complex Research – Enterprise-Wide Requests

- Rapid execution of multiple concurrent research requests (from DEPSECDEF; ASD(A); FAI; DPAP; DCMA; NDU; and Faculty/Staff/Students) – demand growing
- Broad scope of support:

Research guidance	Information literacy
Subject bibliographies/guides	Curriculum support
Professional development	Classroom presentations
- DAU Congressional Tracking
 - Track DAU references in congressional action as requested by Acting DAU President
 - Knowledge of stakeholders influencing DAU funding and legal obligations in fulfillment of DAU responsibilities to the DoD Acquisition Workforce

KR Research Performance Accolades

“. . . DAU Library team provided some more good information related to . . . I would make a commercial for the DAU Library. (smile)” – OSD AT&L Staff

“WOW...thank you!” – ASD(A)

“Thank you for your apparently extensive efforts in trying to find a better copy.” – OSD DCMO

“Amazing work and fast work. Please thank all involved.” – DAU Sr. Leadership

“Appreciate all the efforts of the KR team.” – DAU Sr. Leadership

“Thank you and know how much I appreciated your help in getting through that publishing experience.” – DAU Faculty

“Outstanding. Thank you . . .” – DAU Faculty

“Greatly and genuinely appreciate the "above and beyond“ effort with this . . .” – DAU Faculty

“This is perfect. Thank you.” – DAU Faculty

“Had not seen . . . Greatly appreciated.” DAU Faculty

“Thank you for finding this link. It was just what I was looking for.” – DAU Faculty

Situational Awareness for DAU Leadership

- Augmented Research staff allows the KR to survey the “infosphere” (both inside and outside of .mil)
- Allows a continuous look at the infosphere, to:
 - Find items of particular interest to DAU faculty
 - Establish trends (globally, nationally, and in government) and monitor them
- KR team provides a summary once every two weeks for DAU leadership and faculty situational awareness
 - Example provided in hard copy
- Recent comment (from leadership level) **“I find these very useful and share them with my faculty...keep them coming!”**

Establishing the KR “virtual presence”

- Existing Library site was a “child of the ‘90s”
 - A lot (a huge amount) of “very small text”, and a dearth of pictures
 - Not horizontally organized
 - Not as user-friendly as the KR concept required to be truly effective for unaided user operations
- A complete redesign was in order
 - Luckily, the KR Systems Librarian (Rashid Faraby) is a superb website designer in parallel with being a superb librarian
 - He designed, in concert with inputs from users and the KR staff, and implemented (in concert with the DAU CIO) a modern and effective “21st Century” website
 - Site went live in mid-September 2013 for DAU use

KR Website Demo

The screenshot displays the DAU Knowledge Repository website. At the top, there is a navigation bar with the DAU logo and a menu including 'About us', 'Services', 'Resources', 'Projects', 'Contact us', and 'Sitemap'. Below the navigation bar, a search section is titled 'Discover books, articles, data and more'. It features a search bar with a 'Search' button and an 'Advanced Search' button. To the right of the search bar is an 'Ask a Librarian' icon. Below the search bar, there is a 'Quick Links' section with a table of links: Company/Market Research, Company Profiles, DTIC Technical Reports, Industry Organization Charts, Other DoD Libraries, and DoD Acquisition P²I². To the right of the search bar, there is a vertical stack of logos for various publications: The Academy of Management Review, FINANCIAL TIMES, HARVARD BUSINESS PUBLISHING, INDUSTRY WEEK, INFOSTREAM, MIT Sloan Management Review, TD TRAINING + DEVELOPMENT, and THE WALL STREET JOURNAL. At the bottom of the page, there is a footer with contact information: Location: Buildings 247 & 270, Phone: 703-805-2293/2447, Circulation/ILL: 703-805-5253/4463, Reference/Research: 703-805-5253/4463, Hours: 0730-1630 Mon-Fri.

<https://daunet.dau.mil/sites/lib/SitePages/daukr/index.htm>

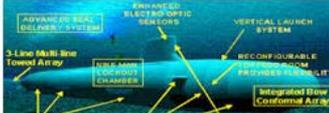
Additional “User-oriented” Tools

- MDAP/MAIS “Library Guides” (Implemented)
 - Answers the need for a centrally organized site (in this case for each MDAP/MAIS) that allows a user to “mass information” from a wide variety of sources (both inside and outside DoD) on the particular program
 - Production underway
 - Currently, 10 program “library guides” are in service
 - 100 will be completed by the end of FY14
- DAU InfoStream (Implemented)
 - Takes the KR website model and allows a user to search for information on DAU across a wide variety of DoD and public websites

Complete Situational Awareness requires knowledge from both inside and outside DoD

MDAP/MAIS “Library Guide” Demonstration

SSN 774

Quick Facts	Virginia Class Submarine	Rapid Situational Awareness
Program Long Name SSN 774 Virginia Class Submarine		Analysis
Program Short Name SSN 774		CSIS CENTER FOR STRATEGIC & INTERNATIONAL STUDIES
Service Name  Department of the Navy		Department of Defense
Program Type MDAP		 Comptroller  Contracts  DAMIR
PNO 516		Legislation CONGRESS.GOV
ACAT ID		Industry GENERAL DYNAMICS LOCKHEED MARTIN NDIA NORTHROP GRUMMAN
Contract Type PM	News & Articles EBSCO Google news ProQuest	
Responsible Office CAPT David Goggins VIRGINIA Submarine Program Office PEO Submarines 814 Sicard Street, SE Washington Navy Yard, DC 20376-7022 david.goggins@navy.mil Phone: 202-781-1294 Fax: 202-781-1294 DSN Phone: 328-1294 DSN Fax: 328-4678 Date Assigned: June 28, 2012	Reports  DTIC GAO	
		

http://dau.libguides.com/kr_mdaps_ssn774

DAU InfoStream Demonstration



Discover Infostream

This project began in February 2011 per request of the President of the Defense Acquisition University (DAU). It was a prototype designed to deliver enhanced situational awareness of DAU through "infomassing" all resources that mention DAU - congressional records, local and national news, articles, books, reports, and anywhere else DAU may be discussed. This website is designed to organize this information by resource, subject area, and timeline.

Search Resources Subject Area Timeline Updated December 2013

Search

A word cloud of terms related to the Defense Acquisition University. The most prominent words are 'Defense Acquisition University (DAU)', 'Program Management', 'Budget', 'Acquisition', 'Workforce', 'Contracting', 'Logistics', 'Test and Evaluation', 'Performance', 'Training', 'Business', 'Sequestration', 'Public Contracts', 'Workforce', 'Employee', 'Charter', 'Appropriations', 'Federal Advisory Committee', 'Procurement', 'Virtual', 'Retirement', 'of Visitors', 'Public-Private', 'Firm Fixed Price', 'Oversight', 'Augmented Reality', 'Competitions', 'Strategic Plans', 'Budget', 'Frank Kendall', 'Auditing', 'Certification', 'Requirements', 'Case Studies', 'REAs', 'Claims', 'Assessment', 'Air Force', 'Continental', 'Competition', 'CDA', 'Claims', 'Authorization', 'Acquisition', 'Who's Who', 'Competency', 'Trade', 'Benchmarking', 'Ashton B. Carter', 'Partnership', 'Courses', 'Phyllis J. Roberts', 'Contracts', 'Policy', 'Contract', 'Appointment', 'House of Representatives', 'Best Practices', 'Government Property', 'Department of Defense (DoD)', 'Learning', 'Department of Defense (DoD)', 'Systems Engineering', 'Air Force Acquisition', 'Performance', 'Health Care', 'Defense', 'workforce', 'Acquisition Programs', 'Based Logistics', 'Competition', 'Contract Disputes', 'Defense (DoD)', 'Efficiency', 'Life cycle', 'Award Administration', 'Test and Evaluation', 'Management', 'Outsourcing', 'Earned Value', 'Management (EVN)', 'Life Cycle', 'Intern Program', 'Federal Departments and Agencies', 'Katrina', 'McFarland', 'Military Equipment', 'Logistics', 'Production, Quality, and Manufacturing'.

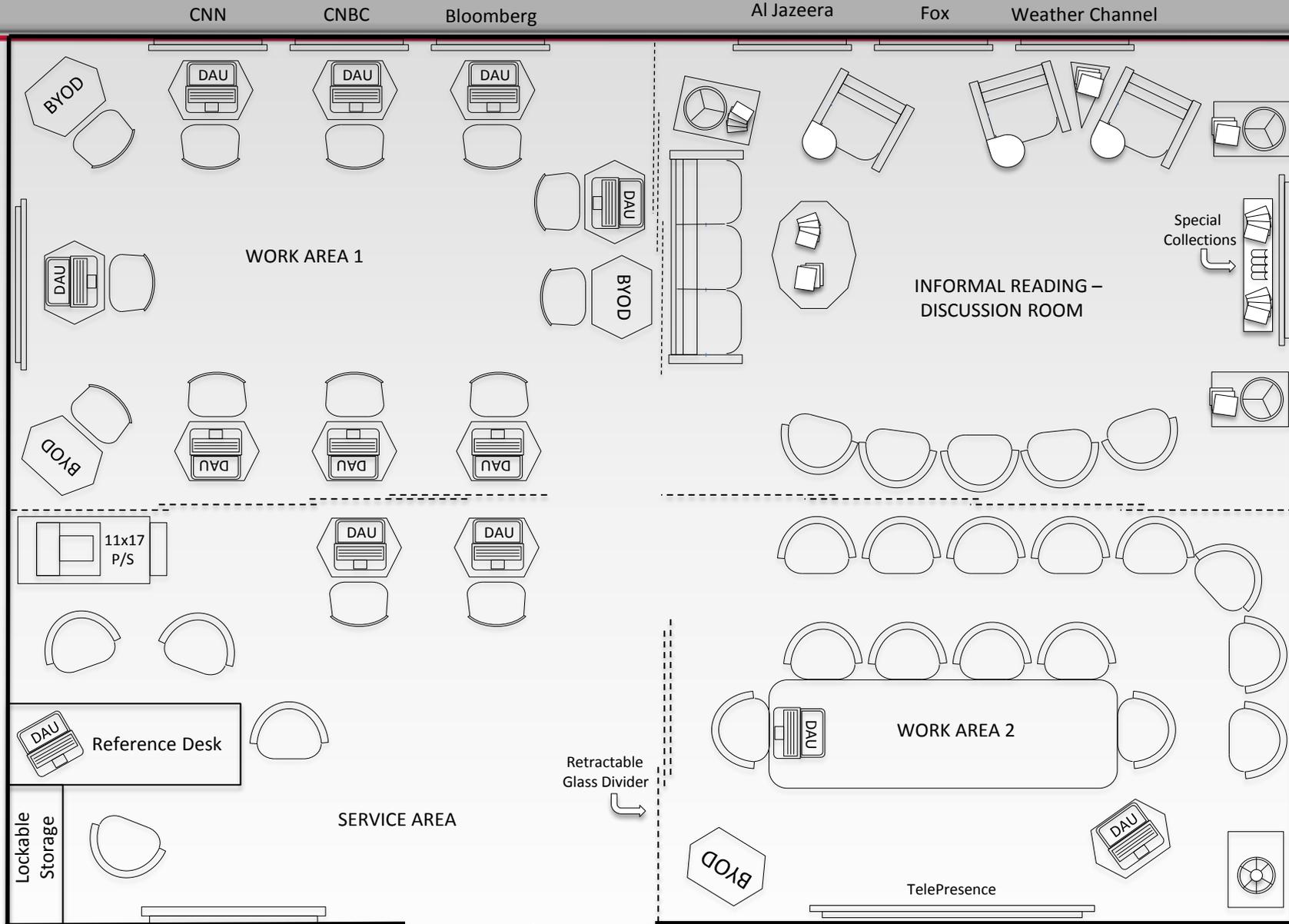
Location: Buildings 247 & 270 Phone: 703-805-2293/2447 Circulation/ILL 703-805-5253/4463 Reference/Research Hours: 0730-1630 Mon-Fri

<https://daunet.dau.mil/sites/lib/SitePages/daukr/infostream.html>

KR “Foothold in the Quad”

- **The KR will begin using the first floor atrium in the newly rebuilt Bldg 207 as the KR “foothold in the Quad”**
- **Being designed to provide users the ability to rapidly fuse information with projects, at the individual or small group level**
- **In parallel, will allow the KR to pilot innovative tools and equipment in parallel with DAU Information Systems**
- **Intent – create a “knowledge accelerated” workplace**

NOTIONAL DESIGN - KNOWLEDGE REPOSITORY (207 ATRIUM)



Notional KR 207
Not to Scale

The Future of the KR...

...is limited only by the imagination and the energy of the users and the KR team...

KR Mission/Vision

Mission

Knowledge Repository will provide products, via both physical and virtual environments, and exceptional user-oriented service, that satisfies the 21st Century Defense Acquisition Workforce's need for user-defined, job-oriented knowledge and situational awareness. By providing this, the KR will enhance individual and Workforce ability to provide the warfighter necessary capability within allocated resources.

Vision

A Defense Acquisition Workforce fully knowledge-enabled by the focused power of information, and enhanced in its ability to agilely support the warfighter's capability needs, both now and in the future.

KR Value Proposition

Value Proposition: “The DAU Knowledge Repository provides timely, focused support to the Defense Acquisition Workforce. It does this via centrally-organized access for the Defense Acquisition Workforce (via virtual and physical environments) to DoD/Federal Acquisition-pertinent information. This includes (but is not limited to):

- Information generally available on the Internet
- Additional information from restricted access or subscription sources, and
- Dedicated service to support user-specific needs in a timely manner.”