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

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

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

Erin Torres – Administrative Support
- Catalog Maintenance
- Digitization
- Reference support
- Supplies
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
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
  - Subject bibliographies/guides
  - Professional development
  - Information literacy
  - Curriculum support
  - 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
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

Discover books, articles, data and more

Quick Links

- Company/Market Research
- Company Profiles
- DTIC Technical Reports
- Industry Organization Charts
- Other DoD Libraries
- DoD Acquisition P2?

HARVARD BUSINESS REVIEW ON WINNING NEGOTIATIONS
Ten inspiring and useful perspectives to persuade others to do what you want and make successful deals.

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**

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http://dau.libguides.com/kr_mdaps_ssn774
DAU InfoStream Demonstration

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.

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)

WORK AREA 1
- BYOD
- DAU
- 11x17
- Reference Desk
- Lockable Storage
- SERVICE AREA

WORK AREA 2
- DAU
- Reference Desk
- Special Collections
- Retractable Glass Divider

INFORMAL READING – DISCUSSION ROOM
- BYOD
- Special Collections
- Retractable Glass Divider

NOTIONAL DESIGN - KNOWLEDGE REPOSITORY (207 ATRIUM)

CNN CNBC Bloomberg Al Jazeera Fox Weather Channel

DAU

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...
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.
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.”