



Technology to the Rescue -- Public Service Improved

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NFPA

inFIRE Conference 2006
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Charles S. Morgan Technical Library

A research collection founded in 1945

- 16,000 books and reports, 200 periodical titles, and various educational media
- All editions of NFPA codes and standards from 1896, proceedings, publications, and videos
- Collection focus on fire research, prevention, and suppression, and the promotion of life and building safety



Library retreat

- Who are our customers
- What are our customers' needs
- What are our service problems
- How can we improve customer service



Who are our customers

- NFPA staff
 - Engineering, publishing, marketing, research
- NFPA members and general public
 - Fire and building services, lawyers, architects, students, consultants, home owners
- inFIRE
- Other libraries



What do they want

- NFPA codes
- Committee documentation
- Journal articles
- General reference
- Research
- Non-NFPA codes
- Photographs

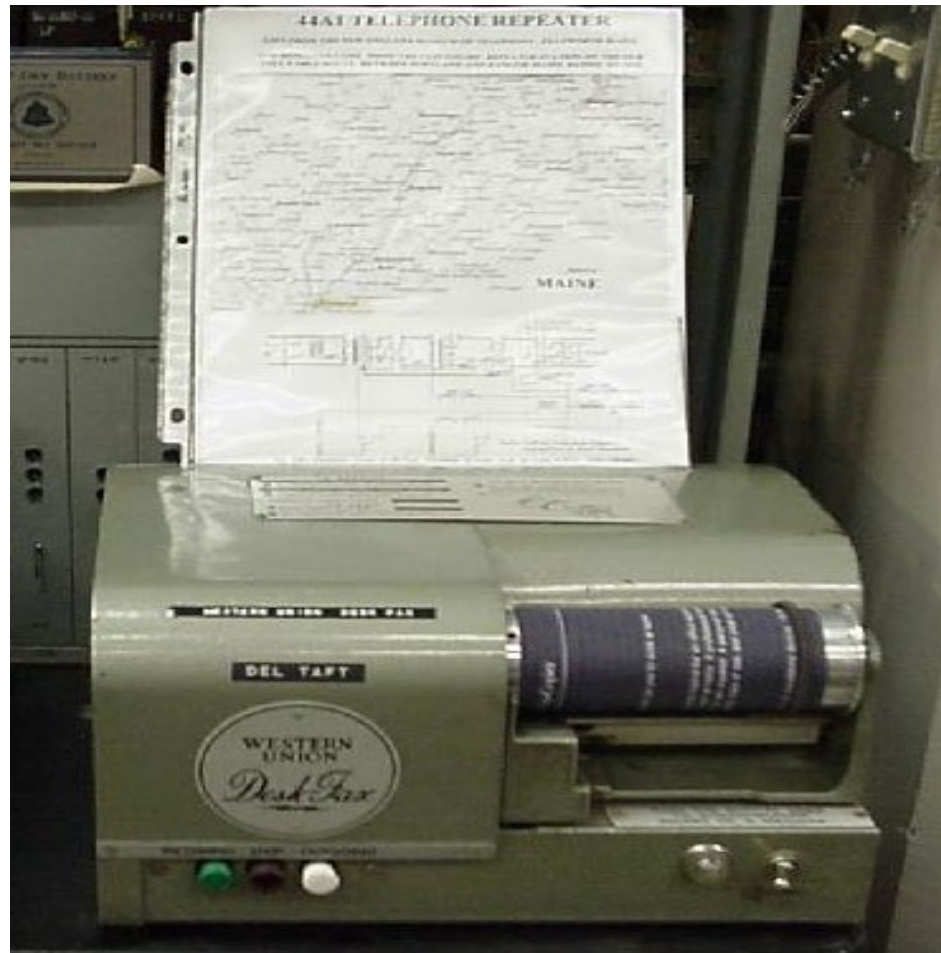


What impacts good customer service

- Slow, unreliable equipment
- Library catalog on the Web
- Library WebPages
- Library pages on the NFPA Intranet



We started with the FAX machine...





...and our digital projects

- NFPA codes
- NFPA Journal
- Non-NFPA codes



...then moved to the desktop





Library catalog

- Poor records
- Missing records
- Non-existent NFPA records
 - NFPA codes
 - Other agency codes
 - Reports
- Large cataloging backlog
- Old technology



Respectfully quoted : a dictionary of quotations requested from the

Record type is reference, unsorted

001 Record_#	111
050 __ a LCCallNo	PN 6081 .R435 1987
245 10 a Title	Respectfully quoted : a dictionary of quotations requested from the Congressional Research Service
c AuthStmt	edited by Suzy Platt
650 __ a SubjHead	Quotations, English

Materials, Add or Edit

Charles S. Morgan Technical Library

Log out

Home

Materials

Add or Edit

Reports

Import

Export

Inventory

RFID

Patrons

Circulation

Setup

Maintenance

Search in: Title Find: respectfully

Add

Delete

Print

Links

Bookbag

View: MARC Fields:

Tag	Description	Ind	Subfield	Contents of Field
001	Control No			86600157
003	Control No ID			DLC
005	LastTransacti			20060503134316.0
008	Data Elements			860508s1989 dcu 001 0 eng
010	LCCN		a - Recor	86600157
020	ISBN		a - ISBN	0844405388 (alk. paper)
040	Cataloging Src		a - Origi	DLC
			c - Trans	DLC
			d - Modif	DLC
050	LC Call No	_4	a - Class	PN 6081
			b - Item	.R435 1987
082	Dewey Class	00	a - Class	081
			2 - Editi	19
086	GovDoc Class	0_	a - Name	LC 14.2:D56
245	Title	00	a - Title	Respectfully quoted :
			b - Remai	a dictionary of quotations requested from the Congressional Research Service /
			c - State	edited by Suzy Platt.
260	PublicationInfc		a - Place	Washington :
			b - Name	Library of Congress :
			b - Name	For sale by the Supt. of Docs., U.S. G.P.O.,
			c - Date	1989.
300	Physical Desc		a - Exten	xxvi, 520 p. ;
			c - Dimen	26 cm.
500	General Note		a - Gener	Includes indexes.
650	Subj:Topic	_0	a - Topic	Quotations, English.
700	AE:PersName	1_	a - Perso	Platt, Suzy.
710	AE:CorpName	2_	a - Corpo	Library of Congress.
			b - Subor	Congressional Research Service.



Prisma's Swedish-English and English-Swedish dictionary

Record type is reference, unsorted



001	Record_#	102
050	a LCCallNo	PD 5001 .P75 1989
245	10 a Title	Prisma's Swedish-English and English-Swedish dictionary
650	a SubjHead	Swedish language--Dictionaries--English
650	a SubjHead	English language--Dictionaries--Swedish

LCCallNo 050 a

Example: Z 699 4 M2 C72



Status	Branch	Location	Barcode
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IN		REF	103
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Materials, Add or Edit




Charles S. Morgan Technical Library

Log out

-  Home
-  Materials
-  Add or Edit
-  Reports
-  Import
-  Export
-  Inventory
-  RFID
-  Patrons
-  Circulation
-  Setup
-  Maintenance

 Search in: Find:

 Add  Delete  Print  Links  Bookbag 

View:	MARC	Fields:			
Tag	Description	Ind	Subfield	Contents of Field	
001	Control No			lss05844347	
005	LastTransacti			20060503134308.0	
008	Data Elements			891020s1989 mnu d 00000 eng d	
010	LCCN		a - Recor	89051074	
020	ISBN		a - ISBN	0816617341	
040	Cataloging Src		d - Modif	UPRA	
050	LC Call No	_4	a - Class	PD 5001 .P75 1989	
245	Title	00	a - Title	Prisma's Swedish-English and English-Swedish dictionary /	
			c - State	[developed by the publisher's dictionary editors, Eva Gomer and Mona Morris-Nygren, in collaboration with Erik Durrant ... et	
260	PublicationInf:		a - Place	Minneapolis :	
			b - Name	University of Minnesota Press ;	
			a - Place	Stockholm :	
			b - Name	Bokförlaget Prisma,	
			c - Date	1989.	
300	Physical Desc		a - Exten	622, 613 p. ;	
			c - Dimen	21 cm.	
650	Subj:Topic	_0	a - Topic	Swedish language	
			x - Gener	Dictionaries	
			x - Gener	English.	
650	Subj:Topic	_0	a - Topic	English language	
			x - Gener	Dictionaries	
			x - Gener	Swedish.	
700	AE:PersName 1_		a - Perso	Gomer, Eva.	
700	AE:PersName 1_		a - Perso	Morris-Nygren, Mona.	
740	AE:DiffTitle	0_	a - Diffe	Swedish-English and English-Swedish dictionary.	

Welcome

Search

[Simple Search](#)
[Advanced Search](#)

Browse

[Visual Navigator](#)
[New Materials](#)
[Popular Titles](#)
[Recommendations](#)

Library News

[Bulletins](#)
[Calendar](#)

Log In

VISUAL NAVIGATOR

Home



[Browse by Topic](#)



[NFPA & NBFU CODES](#)



[NFPA Meeting Papers](#)



[NFPA Videos](#)



[Codes \(Non-NFPA\)](#)



[NFPA
ROP & ROC](#)



[Firewise](#)

Welcome

My Lists

Search Results - 139

[Erase My Lists](#)

Search

[Simple Search](#)

[Advanced Search](#)

Browse

[Visual Navigator](#)

[New Materials](#)

[Popular Titles](#)

[Recommendations](#)

Library News

[Bulletins](#)

[Calendar](#)

Log In

FIREWISE






[Home](#) ▶ [Firewise](#)

View: [LIST](#) / [bibliography](#)

Your search returned 139 records
Records 1 through 10 are listed below.
Click on a title for details.

Show Summaries: [YES](#) / [no](#)

Sort by: [CALL](#) / [author](#) / [title](#) / [type](#)

Book Bag	Call No.	Author Title	Type	Available
<input type="checkbox"/>		Case study : home improvement: a firewise approach [microform] / Chuck Vance, David Halstead, Will M		1 available
<input type="checkbox"/>		Firewise communities/USA recognition program [microform] / Judith Leraas-Cook,		1 available
<input type="checkbox"/>		Highlights : from the National Wildland Urban Interface Roundtable / Wildland Firefighter.		1 available
		Highlights fromthe National Wildland Urban Interface Roundtable which included discussions on wildland/ urban interface fire.		
<input type="checkbox"/>		Mitigation emerges as major strategy for reducing losses caused by natural disasters / Board on Natu		1 available
		Introduces readers to the emergence of mitigation and response as approaches to reducing the impacts of natural disasters, as the result of international attention.		
<input type="checkbox"/>		Nationally recognized firewise communities [microform] / Michelle Steinberg.		1 available



NFPA Intranet

- NFPA historical codes
- NFPA Journal and indexes 1965-2006
- Outside databases
- Library catalog—protected records



Inside NFPA

External database resources



This topic



Current Location

- ✓ Home
- ✓ Departments
- ✓ Library

External database resources

Actions

- Alert Me

The NFPA Library is pleased to announce that access and funding to the following databases has been provided by arrangement with the Southeastern Massachusetts Library System and the Board of Massachusetts Library Commissioners.

Newsbank Portal: Access full text articles from the Boston Globe, the Boston Herald, the Cape Code Times, and more.

Log In: SP-NATFIREP-MORGAN

Password: SP-NATFIREP-MORGAN

Proquest Portal: Access full text articles from the Patriot Ledger, New York Times and Wall Street Journal.

Log In: 0MVWM7MWN6V

Password: Welcome

eLibrary Portal: Access full text articles and pictures from a broad variety of sources, including business, communications, government

Log In: SUBSOUS25

Password: CHILD25

netLibrary: Access thousands of electronic book titles in a variety of subject areas, including computer application manuals, business, health, and literary criticism.

User ID: SP-NATFIREP-MORGAN



External WebPages

- Updated pages
- Incorporated images from the Archives
- Added a news section
- Expanded FAQs



Search

GO

[Home](#) > [Research & Reports](#) > Charles S. Morgan Library

Research & Reports

- > [Fact sheets](#)
- > [Fire statistics](#)
- > [One-Stop Data Shop](#)
- > [Charles S. Morgan Library](#)

- [Services](#)
- [Visitor information](#)
- [News from the library](#)
- [Archival document delivery](#)
- [Interlibrary loan program](#)
- [Holdings](#)
- [Search the library catalog](#)
- [FAQ/facts and lore](#)

- > [Fire Protection Research Foundation](#)
- > [Fire investigations](#)
- > [Resource links](#)

Charles S. Morgan Library

The Charles S. Morgan Library supports the research and maintains the archives of the National Fire Protection Association. Located in the NFPA headquarters in Quincy, Massachusetts, the Morgan Technical Library represents one of the largest fire science libraries in the world. The library was established in 1945, and was later named after Charles S. Morgan, a former President of NFPA.

The Library's collection reflects the interests and activities of members, NFPA committees and staff. Resource materials collected from national and international sources include more than 15,000 books and reports, 200 periodical titles, and educational media such as curricula, videos, games and brochures. The archives include NFPA documents dating from the Association's founding in 1896.

NFPA members and non-members can contact the library with research questions about NFPA codes, Proposal and Comments Reports, booklets, reports brochures, fire investigation reports, and journal articles. The library is open to the public Monday- Friday 8:30 am - 5 pm and is closed on national holidays.



About the Morgan Library

The NFPA library is open to the public Monday-Friday, 8:30 am - 5:00 pm (EST). Although no appointment is necessary, it is advisable to pre-arrange a visit if traveling from out-of-state. Materials are not available for loan except through participating [Interlibrary Loan networks](#).

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1 Batterymarch Park
Quincy, MA 02169-7471
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Fax: +1 617 984-7060
E-mail: library@nfpa.org



Impact of changes

- Faster turnaround
- Better product delivery
- Wider access to resources
- More time to tackle new projects



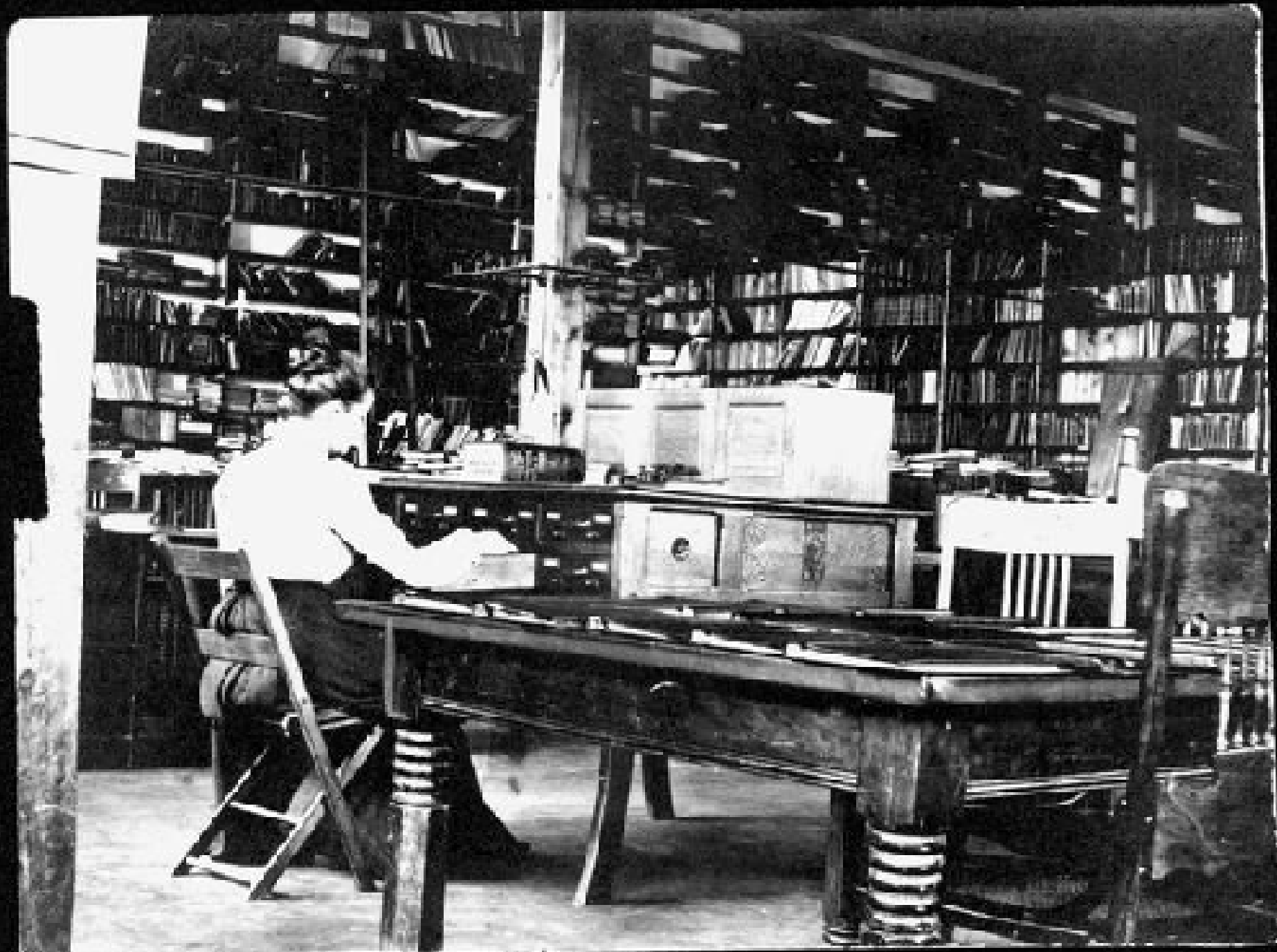
Next steps-New projects

- Digitize ROPs/ROCs
- Research area within the library
- Association-wide image software
- Expand features of library catalog
- Prioritize collections for inclusion into the library catalog
- Tool for measuring customer satisfaction



inFIRE

- Regular acquisitions lists
- ?
- ?
- ?
- ?





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www.nfpa.org/library