

Kelly McKeever, Library Lead for Space and Naval Warfare Systems Center Pacific. (SSC Pacific)

In adherence to SSCPACINST 5070.1E, the SSC Pacific Technical Library maintains a collection of books, periodicals, technical reports, electronic databases and materials that reflect SSC Pacific's mission to, "conduct research, development, engineering, and support of integrated C4ISR, cyber, and space systems across all warfighting domains, and to rapidly prototype, conduct test and evaluation, and provide acquisition, installation, and in-service engineering support."

The Technical Library's mission is to provide the SSC Pacific community with access to information that will be used to support Navy and DoD objectives, and serve as an historical archive. We provide full-spectrum information services to all SSC Pacific civilian, military, and contractor personnel engaged in both Fleet Support and Research and Development.

Service & UX/CX (User/Customer Experience)

In 2017, the SSC Pacific Technical Library focused on improving the customer search experience.

- Internal website migrated from blog page to Confluence Wiki space. Library staff has control over the webpage as space administrators, allowing content updates when needed.
- Implemented EBSCO's Discovery Service and Publication Finder. Improved discoverability of content previously hidden in databases.
- Built a custom search box to integrate into our Confluence website as the main feature on the page. Allows a Google like search experience for customers.
- Implemented an electronic Library Service Desk using JIRA for customer requests.

Innovation & IT

The Technical Library continues to struggle with issues on internal networks that affect the accessibility of our resources. We have several plans for the upcoming year to improve IT infrastructure.

- Update EZ Proxy.
- Obtain SSL security certificates for vendors.
- Obtain funding for dedicated staff for IT support.
- Troubleshoot ongoing issues between two networks used at SSC Pacific and multiple browsers.

Leadership/Mgt & Marketing

Improving outreach and marketing has been an ongoing project.

- Provide library tours to incoming SSC Pacific employees in the New Professional Program.
- Informational handouts of library resources and services at new employee orientation.
- Outreach at poster sessions presented by research and development staff.
- Future goal to provide in house visits and demonstration of library resources.

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