





# Fire Service Information and the User Needs

Deputy Chief Jim Murtagh, FDNY



## What was – What can we do

- ◆ Accurate and accessible information is the backbone of any industry, and so it is for the member of the Family of Fire. The scarcity of information that was prevalent 30 years ago has given way to an explosion of modern information resources that can be frightening and overwhelming. How can the members of InFire continue to support and manage this barrage of information, and what do WE, the users expect from you, our information treasure holders.



# What I was told when I entered the fire service in 1967

- ◆ “Read everything you can get your hands on kid”
  - At that time you could
  - today that’s impossible
- ◆ “Don’t waste your time kid – get some experience first – that book learning is only for the test.”
  - That was wrong then and is wrong today



Fire –  
Subject Fields have gotten to big



# Research

- ◆ Very little funding for
  - Individuals
  - Fire Departments
- ◆ Very Little interest in primary research
  - Catch 22



# The Family of FIRE

- ◆ Graphic
- ◆ Systems Approach

# Macro View of Fire Service Problems





# What are we?

- ◆ Fire Fighters
- ◆ Emergency Medical Service
- ◆ Disaster Response and relief Workers
- ◆ Hazardous Materials Response Specialists
- ◆ Fire Prevention – Safety – Protection Specialists
- ◆ ????????





# Online Resources

- ◆ Learning Resources Center – NFA
  - [www.lrc.fema.gov/](http://www.lrc.fema.gov/)
- ◆ FIREDOC
  - <http://flame.cfr.nist.gov/fire/runfiredoc.html>
- ◆ NYS Fire Academy
  - <http://fire.lakenet.org>
- ◆ OneList
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# Specialty Themes

- ◆ Mobile Home Fires
- ◆ Standard Operating Procedures (SOP's-SOG's)
- ◆ Lesson Plans
- ◆ High Rise Safety



# Announcements – E-mail – Web Page - Lists

- ◆ New Publications
  - Hickey's book on fire suppression rating
- ◆ Recent Technical Publications
- ◆ Recent Acquisitions
- ◆ Up-coming events
- ◆ Research Questions being asked of you
- ◆ Recent Law Changes



# Reference Sources

- ◆ Comprehensive Listing of Source Materials
  - With listing of member library that owns a copy
  - Where to purchase copy
- ◆ Listing of Fire Related Materials Collections
  - With Name of Contact Person



# Four parts of Library Research

- ◆ Having an Idea to search for
- ◆ Finding a data source that exists
- ◆ Getting access to the data source
- ◆ Finding new and related ideas and data sources



# How we get our information

- ◆ Face to Face – Telephone – E-Mail – Fax
- ◆ Periodicals - Reports
- ◆ Books
- ◆ CD-Rom Products
- ◆ Seminars
- ◆ Internet



# How do our customers feel about us?

- ◆ Most say we are very good
- ◆ Some decline to say because they don't know or won't say
  - They feel less than satisfied
- ◆ Some say we are not doing enough or something more derogatory than that



# Aim or Objectives of Libraries

- ◆ Support for Students and Faculty
- ◆ Support for Employer and Employees in work related environments
- ◆ Support for Researchers
- ◆ Support for the general Public
- ◆ Support for Concerned Citizens/Groups





# Weaknesses and Constraints

- ◆ Funding: \$\$\$\$\$\$\$\$
- ◆ Staffing: Personnel available to do work
- ◆ Access: being able to get to the holdings
- ◆ Space: Available floor and rack space
- ◆ Location: Physical site of the Building
- ◆ Time: Number and distribution of hours the Library is open and available



## My limited research

- ◆ Called Friends around the country
- ◆ Posted question on Internet List
- ◆ As Students
- ◆ As large group at FDIC Seminar
- ◆ Did some limited library and internet searching



# Market Your Services

- ◆ Your customers don't know what services you provide – they don't know what librarians do
- ◆ Your customers don't know what data you have
- ◆ Your customers don't realize the value of your special collections



# What can you do?

- ◆ E-Mail
  - Ask for other Family of fire members e-mail addresses so yo can introduce yourself.
- ◆ Get an intern to do the project
- ◆ Get volunteers and interested people to help you