Information in this map represents all forms of scientific and technical information, such as the periodical literature, patents and standards. Anyone with an interest in the information is represented by the term clients and can include the general public, students, faculty, researchers, and engineers. Clients are both consumers and producers of information.

The role of information professionals is to facilitate the use and creation of scientific and technical information whenever possible. The main areas covered in the course are teaching, with a focus on information literacy, access to important resources, services offered to clients, such as reference and research help, and access to information with an open access component.