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Letter to Hazel Johnson regarding the NTIS Library Liaison Network, September 1, 1987

Ruth Smith

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September 1, 1987

Ms. Hazel Johnson
Southeastern Chapter
of the AALL (SEALL)
Long, Aldridge & Norman
134 Peachtree Street
1900 Rhodes-Haverty Building
Atlanta, Georgia 30043-1863

Dear Ms. Johnson:

To establish communication with our major user communities and to renew ties to the library community, especially, the National Technical Information Service has encouraged groups such as library association chapters to appoint a liaison as a channel of continuing communication between members of your group and NTIS.

Over the past three years, the NTIS Library Liaison Network has grown to include some 100 user groups, 50 of which are SLA Chapter groups.

User feedback from library groups is especially important. The information you supply about user needs, expectations, and satisfactions helps us to improve ongoing services, make needed changes in policies or procedures, where feasible, and plan for future products and information services.

An informal Liaison Letter like the one attached would be sent to your contact so the Chapter could be informed of NTIS activities and other items of possible interest.

If you are interested in appointing a member of your Chapter as Liaison to NTIS, we would be pleased to receive their name, address, and phone number.

Sincerely,

Ruth S. Smith, Director
Office of Customer Services

Enclosure
Dear Colleague:

This fall promises to be a busy one. The annual conferences are over and we already are looking to many new activities. For example, the following meetings with user groups have been scheduled for the next two months:

September 9-10, Philadelphia, Pennsylvania. DIALOG Update Meeting. Eireann Carroll, Office of Customer Services user education staff, will participate. For more information, she can be reached at (703) 487-4625.

September 17, Seattle, Washington. Workshop on the NTIS Bibliographic Database, presented by Eireann Carroll and Jack Elsbree, Office of Publications and Bibliographic Services. This is part of a continuing series on "Access to Government Databases" sponsored by the Federal Library and Information Center Committee. For more information, contact Chris Zirps (202) 287-1372.

October 12, Fort Collins, Colorado. Meeting about NTIS at the Annual Conference of the Colorado Library Association. For more information, contact Tim Byrne (303) 492-8834.

October 14, Washington, D.C. An "Update on NTIS" will be presented at the Depository Library Council of the Public Printer Meeting at GPO. For more information, contact the Council Chairman, Clyde Hordusky, at the State Library of Ohio, (614) 462-7061.

October 20-22, Anaheim, California. NTIS exhibit at the Online '87 Conference. Eireann Carroll will participate and demonstrate online searching of the NTIS Bibliographic Database.

October 22, East Brunswick, New Jersey (Newark area). Librarians workshop on "Science and New Jersey: The Future is Here" sponsored by the New Jersey Library Association. I will present an overview of NTIS services and products. For more information, contact Margot Siegel, Hunterdon County Library, (201) 788-1444.
If you would like to include a presentation about NTIS in a program next year, let me know. Workshops on searching the NTIS Bibliographic Database can be arranged, but they need to be self-supporting (you pay travel and per diem for the speaker). Speakers for other meetings, conferences or seminars generally can be provided at little or no cost to you. If you are interested, let me know the kind of program you have in mind and/or the general topic to be covered.

White House Conference. The House passed authorization legislation for the second White House Conference on Libraries and Information Service (WHCLIS II). (See Congressional Record, June 8, H. 4278-4283.) It still needs to go through for authorization by the Senate. Then, once funding is approved (a big hurdle), it will be a "go." Under the House approved legislation, the WHCLIS II is to take place not before September 1989, and not after September 30, 1991.

Privatization Update. The two Commerce Department task groups dealing with privatization issued a Request for Interest (RFI) which appeared in the June 10 Commerce Business Daily. The RFI had a brief description of NTIS and then described some of the terms and conditions Commerce is thinking of including in a possible contract. The purpose of the RFI is "to determine whether firms would be interested in submitting a proposal to perform (NTIS) services and to surface any issues or alternatives that should be resolved prior to formalizing a Request for Proposals." About 30 people showed up at a June 16 meeting held to discuss the RFI. Questions concerned the terms and conditions as well as details about how NTIS operates. Fifteen firms responded by the July 1 date listed in the RFI.

A Bill (H.R. 2160) containing language prohibiting contracting out has been passed by the full House of Representatives. Similar language is included in a Bill (S.907) which has passed the Senate Subcommittee on Commerce but, as of this writing, has yet to be considered by the full Senate.

NTIS Planning. This spring 31 members of NTIS staff participated in an off-site planning workshop. The workshop this year focused on strategic planning for customer services. A unique feature of the workshop was a session at which five users provided feedback and interacted with the managers as part of the planning process. Terry Beck, Institute of Textile Technology, Charlottesville, Virginia; Don Eising, IBM, Gaithersburg, Maryland (NTIS liaison for IBM Librarians world-wide); Susan Hayes, Gould, Inc., Fort Lauderdale, Florida (NTIS liaison for the Florida Information Retrieval Systems and Technology Group); Barbara Hulyk, Detroit Public Library (NTIS Library Ordering Program); and Sandy Rose, Library Manager, Naval Surface Weapons Center, Dahlgren, Virginia. This session was a highlight of the meeting. Our Director, Dr. Caponio, wants to schedule more such feedback opportunities in the future.
Another beneficial outcome of the workshop was that four working groups were established to develop and implement initiatives for customer service in the areas of subscriptions, full text reports, bibliographic tools, and computer products. These groups will meet throughout the year to ensure that the initiatives are carried out.

**QuikORDER.** A recent enhancement of the QuikORDER service allows customers who wish only to place orders to bypass the information about availability, etc. This faster log-on procedure was suggested by users and was adopted as an improvement. If you have a Deposit Account and have not tried this service, ask for the form to apply for a user code. There is no additional charge for QuikORDER service. When you have tried it, we would appreciate hearing from you about any problems or successes you encountered in using the system. This information will help us make it work better for all users. Thanks in advance.

**Liaison Network Grows.** Welcome to the most recent additions to the NTIS Liaison Network. Medical Library Group of Southern California and Arizona is represented by Elizabeth Wood, Norris Medical Library, University of Southern California, Los Angeles. The Librarians Association of the University of California — San Diego is represented by Joanne Donovan, Central University Library, UC/SD, La Jolla. This brings to 110 the number of library/information groups now participating in the network.

**Recent Titles of Interest.** (Add $3 per order for handling.)


- **PROCEEDINGS: NATIONAL WORKSHOP ON PESTICIDE WASTE DISPOSAL.** Environmental Protection Agency, Office of Pesticide Programs and Office of Solid Waste. (PB87-153318/NAT, $18.95 pc, $6.50 mf)

- **FIRE SAFETY IN BOARD AND CARE HOMES.** National Bureau of Standards Center for Fire Research and the Department of Health and Human Services. (SHR-0103214/NAT, $18.95 pc, $6.50 mf)

- **FEDERAL TECHNOLOGY CATALOG — A GUIDE TO NEW AND PRACTICAL TECHNOLOGIES, 1986.** Center for the Utilization of Federal Technology. (PB87-125688/NAT, $27 paper copy only)

- **USE OF VIDEO DATA ACQUISITION FOR STRUCTURAL INSPECTION.** University of Washington, Civil Engineering Department. (PB86-223823/NAT, $13.95 pc, $6.50 mf)

- **PUBLISHED SEARCH MASTER CATALOG, 1987.** NTIS. (PB-186/NAT, free)
COMPUTER FRAUD. Results of a survey conducted by Ernst & Whinney for the National Commission on Fraudulent Financial Reporting. (PB87-184909/NAT, $13.95 pc, $6.50 mf)

CHEMICAL & TOXICOLOGY FILES PC DEMO DISK. National Library of Medicine. (PB87-143327/NAT, $15)

CODES FOR NAMED POPULATED PLACES, PRIMARY COUNTY DIVISIONS, AND OTHER LOCA TIONAL ENTITIES OF THE UNITED STATES (9th update). National Bureau of Standards. (FIPS PUB 55-2/NAT, $11.95 pc, $6.50 mf) Also available on magnetic tape as PB87-142436/NAT, $500 (9-track, 1600 bpi, odd parity, 132-character record, ASCII and EBCDIC versions available.

STANDARD INDUSTRIAL CLASSIFICATION MANUAL, 1987. Office of Management and Budget. (PB87-100012/NAT, $30 paper copy only)

NTIS PRIVATIZATION STUDY RESPONSES TO APRIL 28, 1986 FEDERAL REGISTER NOTICE REQUEST FOR PUBLIC COMMENT. (PB86-211240/NAT, $10 pc, $6.50 mf)

PUBLIC WORKSHOP TO DISCUSS ALTERNATIVES AND ISSUES ASSOCIATED WITH PRIVATIZATION OF THE NATIONAL TECHNICAL INFORMATION SERVICE. (PB87-164570/NAT, $18 pc, $6.50)

Order from: National Technical Information Service
5285 Port Royal Road, Springfield, VA 22161
Telephone orders: (703) 487-4650

I look forward to hearing from you.

Ruth S. Smith, Director
Office of Customer Services

Distribution:
NTIS Library Liaison Network
NTIS Library School Contacts
F. Haynes, NTIS
W. Finch, NTIS
F. Roberts, NTIS