

PD-ABP-745

ESTABLISH AND OPERATE THE  
DOCUMENT AND INFORMATION HANDLING FACILITY

for the

Agency for International Development

Annual Report Number 2

October 1, 1982 - September 30, 1983

Prepared in accordance  
with requirements specified in  
Section 5: Reports of  
Contract No.  
DAN-0232-C-00-1088-00.



Computer Data Systems, Inc.

7315 Wisconsin Avenue • Bethesda, Md. 20814 • (301) 657-1730

CARLTON COMBS, JR.  
Vice President

December 19, 1983

Project Officer  
S&T/DIU  
Room 211, SA-18  
A.I.D.  
Washington, DC 20523  
ATTENTION: Lee White

Subject: Annual Report Year 2

Reference: Contract No. DAN-0232-C-00-1088-00

Dear Lee:

In accordance with the Reports Provision, §5: Annual Reports, of the above referenced contract, CDSI hereby submits an original and 4 copies of a report which describes the work performed during year 2 and presents our overall plans for year 3.

If you have any questions regarding this report, please notify Jim Booth or me.

Yours truly,

Carlton Combs  
Vice President/OIC

CC: lmd

DIHF Annual Report Number 2

Addendum 1

Exhibit 8-1 is revised as follows:

EXHIBIT 8-1

GEO-BUREAU BOXES/DOCUMENTS FILMED

		<u>FY83</u>		
	BOXES	DOCS	FICHE	FRAMES
Africa	228	11966	13986	443278
Asia	80	5676	6231	154242
Total	308	17642	20217	597520

Revised January 4, 1984

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## 1.0 Management

### 1.1 Goal

The overall management goal for FY83 focused on four major areas:

1. Complete systems development activities;
2. Provide improved management reporting to A.I.D.;
3. Refine operations, train users, and encourage use of the Development Information System;
4. Establish preliminary plans to implement Phase III activities;
5. Commence filming of Official Geographic Bureau files.

### 1.2 FY83 Accomplishments

1.2.1 Complete systems development activities. During this report period, many of the DIS design features were completed which now places the entire project in an operational mode. Computer hardware enhancements were necessitated by greater demands of system users and design considerations. By years end, however, DIHF Systems efforts were shifting away from design and development and more to service and product delivery.

1.2.2 Improved management/statistical reporting to A.I.D.

1.2.3 Participated in Briefings/Training Sessions to encourage use of the Development Information System by A.I.D. Bureaus.

1.2.4 Completed Feasibility Study for PPC to Determine Costs of placing A.I.D. Development Information System in all Missions.

1.2.5 Commenced filming of Geographic Bureau Files

In addition, a major expansion of the project got underway leading to the conversion of official geographic bureau project files to microfiche. This agency-wide records management function will provide a long needed link between DIS processing activities and project documentation tracking. (See Section 6 for additional information).

1.2.6

Personnel utilization during the year totalled 75,264 hours of the FTE of 36.18 person years. The percentage of time plus the monthly breakout by major area of work is described in Exhibit 1-1.

Exhibit 1-1

FUNCTIONAL BREAKOUT OF STAFF HOURS FOR FY83

	<u>Mangmnt</u> <u>/Adm</u>	<u>Acquisitions</u>	<u>Processing/</u> <u>Cataloging</u>	<u>Systems</u> <u>Dev</u>	<u>Indexing/</u> <u>Abstracting</u>	<u>Thesaurus</u>	<u>Micrographics</u>	<u>User</u> <u>Services</u>	<u>Publications</u>
OCT	497	173	537	575	832	248	839	714	202
NOV	488	192	589	747	756	423	992	694	165
DEC	616	116	744	710	852	482	1212	629	165
JAN	631	172	724	768	1055	384	1463	882	218
FEB	519	133	757	800	870	477	1397	645	163
MAR	690	228	902	1002	1300	570	1813	834	91
APR	502	195	823	951	1053	568	2047	739	81
MAY	478	257	846	876	1109	363	2309	695	80
JUNE	520	240	997	900	1202	260	2509	632	95
JULY	534	82	857	924	931	212	2154	671	66
AUG	586	104	1028	815	1013	265	2341	671	40
SEPT	502	158	837	849	884	244	1896	508	0
CUM	6,543	1,970	9,641	9,917	11,857	4,496	21,282	8,297	1,261
	9%	3%	12%	13%	16%	6%	28%	11%	2%

Grand Total 75,264 or 33.42 FTE for FY83

Exhibit 1-2 illustrates in tabular form, the comparison of Year 1 and Year 2 levels of performance as opposed to original contract specifications; and estimates Year 3.

### 1.3 Problems

The continued limitation on project funding, when coupled with the increasing volume of materials to be processed, made it necessary to restrict certain areas of work based upon established priorities. While the focus of DIHF activities still centered on providing support to AID user groups, certain user-related restrictions such as publishing fewer issues of A.I.D. Research and Development Abstracts, and limiting the scope of full materials distribution were imposed.

Completion of the thesaurus was again delayed. This situation brought on the need to engage in a thorough official A.I.D. review performed by intersectoral councils. The completed thesaurus is essential to the effective processing and retrieval of materials and will greatly improve the organization of A.I.D. information.

Budget limitations also restricted personnel recruitment which, when coupled with personnel turnover, has adversely affected work continuity and productivity which while greater than the previous year did not achieve anticipated goals.

While not of a major nature, the internal realignment of Project sponsorship from the S&T Bureau to the PPC Bureau did require a reconsideration of DIHF planning and service delivery policies, project goals and objectives.

The processing of microfiche continued to pose problems due to the change in processing guidelines put into effect at the beginning of the project. These guidelines are at variance from previous guidelines but are designed to improve productivity and efficiency. While the actual quality of the filming has improved considerably over previous efforts, systematic distribution controls and accountability need improvement... an area of work that will receive greater emphasis in Year 3 especially with the increased demand to create complete or partial fiche sets for Missions and LDC's.

### 1.4 FY84 Plans

1.4.1 Implement Phase III in 3-5 Missions and 7-10 Selected LDC Institutions

1.4.2 Emphasize Outreach Efforts, such as:

- \* Current Awareness Services
- \* Special Bibliographies

\* Tape Exchange

\* Create Subsets of Database for Phase III Operations

1.4.3 Continue to Refine Operations, Procedures and Documentation

1.4.4 Continue to Strengthen Development Information System by Filming Additional A.I.D. Official Geographical Bureau Files as funding is available.

1.4.5 Bring an increasing number of relevant project and technical documents under bibliographic control.

1.4.6 Complete the development, distribution and use of the A.I.D. Thesaurus.

1.4.7 Improve, expand, update and complete systems and procedures documentation, manuals and guidelines.

(the next numbered page is 8)

Exhibit 1-2

Comparison of Years 1 and 2  
Performance to Contract  
Specifications; and  
Year 3 Projections

	Contract Per Year	Year 1	Year 2	Est Year 3
<b>PROCESSING</b>				
2.1 New Projects	200	161	409	150
2.2 Institutions	100	---	---	300
2.3 ADDS Updates	600	---	2399	1200
2.4 Documents (PN)	1500	3374	2155	2000
2.5 Projects Retrospective	520	---	581	200
2.6 Documents (PD)	4100	---	2581	2500
2.7 Cataloged Titles	1500	248	156	400
2.8 Abstracts	2700	1621	955	1560
2.9 Documents (Inventory)	Not spec.	---	4058	4500
2.10 Documents, Index Only	Not spec.	---	2397	2500
<b>MICROFILMING</b>				
3.1 Fiche	1500	4328	5955	4500
3.2 Diazos (SETS)		9	10	14
Contract Year 1 (9)	13500	---	---	---
Contract Year 2 (10)	22500	---	19230	---
Contract Year 3 (40)	60000	---	---	80000
3.3 Single diazos	10000	5347	3551	3600
<b>PUBLICATIONS</b>				
4.1 ARDA Copies	7500(x4)	6632(x2)	7000(x2)	7000(x2)
4.2 ARDA/yr	600	645	690	600
4.3 Bibliographies/yr	20/yr	4	---	20
4.4 Bibliography Copies	1000/bib	2000	---	1000
<b>DOCUMENT DISTRIBUTION</b>				
5.1 Diazos	10,000	5347	46,274	43,400
5.2 Reproduction Paper	11,500	6405	8,540	8,600
5.3 On-Demand	21,500	19568	30,818	32,000
Priority-I	500	7355	17,199	18,000
Priority-II	100	6692	6,771	7,000
Priority-III	20,900	5521	6,848	7,000
5.4 Diazos	Sec. 3.2	---	---	---
5.5 ARDA/Issue	7,000	7500	7,500	7,500
5.6 Bibliographies	20,000	8000	---	20,000
5.7 Bulk Titles	50,000	7816	75,359	80,000
25@ 2,000				
5.8 On-Line Searching	520 hrs			

## 2.0 Acquisitions

### 2.1 Goal

To provide a central point for the acquisitions of A.I.D. documents, ISI reprints, and commercially purchased books and serials.

### 2.2 FY83 Accomplishments

During the past year significant progress was made in refining the acquisitions tracking systems, measuring efforts, and controlling the acquisition of A.I.D. project documentation and commercially available books and journals.

#### 2.2.1 A.I.D Documents

To acquire AID-generated materials previous procedures were continued whereby one copy of all project design documents and reports printed in the A.I.D. printshop are routed to DIHF. In addition, as indicated in our previous annual report, we received and stored in the Kensington warehouse large shipments of items from a number of sources, including:

- \* overseas Missions;
- \* A.I.D. employee and office collections;
- \* Duplicate/extras collection of materials received at the DIC located in Room 1656 NS.

This year considerable effort was spent sorting through these materials and channeling them to either the DOCUMENT or INVENTORY databases, or otherwise organizing them into a queue for easy retrieval and processing.

The progress made in sorting and processing documents from the warehouse helped to resolve problems involving records transferred from the BREF database. These problems involved a combination of missing documentation and either poor quality fiche, missing fiche, or records without a DOCID. We will continue to search our system and compare our holdings against listings of recently produced evaluations and project papers. Because of the time involved in searching for and xeroxing documents obtained from A.I.D. offices, this source will be tapped on a secondary basis. The filming of official geographic bureau records has provided an additional source for documents should our usual channels fail, yet DIHF needs are still unmet in those instances where "official" files are incomplete.

##### 2.2.1.1 Project Design Documents

A special project was undertaken to obtain as many project summaries as were available for all A.I.D. projects included in the PBAR database, which was loaded into the DIS during FY83. The materials obtained included standard A.I.D. design documents

(PROP's, Capital Assistance Papers, Project Papers), miscellaneous documents (ProAgs, Loan Agreements, PIO/Ts), Congressional Presentations (CP), and Annual Budget Submissions (ABS). Searches were made of our own databases (Asia, Africa, as well as DOCUMENT), the Micro III files, various A.I.D. offices. In addition, the CP and ABS collections at Room 1656-State Department yielded 357 CP and 99 ABS summaries. A total of two person-months were devoted to this activity. The following table summarizes our acquisition efforts on this special project.

Table 2-1

ACQUISITIONS SUMMARY  
RETROSPECTIVE PROJECT DESIGN DOCUMENTS

BUREAU	SEARCH TOTAL	LOCATED IN CP	LOCATED IN ABS	OTHER LOCATED	TOTAL NEEDED
Africa	339	82	18	148	91
Asia	194	88	15	58	33
LAC	337	81	36	142	78
NE	111	26	10	40	35
PPC	57	3	0	3	51
S&T	193	35	19	86	53
Other	136	52	1	15	68
TOTAL	1367	367	99	492	409

Projects included in this special effort were tagged on the PROJAUTH data base. As documents were identified from various sources the flag field (T100) was changed to indicate documentation has been found, as follows:

- Y Documentation still needed
- C Located in Congressional Presentation
- A Located in Annual Budget Submission
- M Miscellaneous Document Located
- N Document Located from Other Sources
- P Problem (Includes Narcotics, Security, PVO's, etc.)

2.2.1.2 Project Evaluation Documents

Specific acquisition efforts with regard to project evaluation documents have focused on comparing Bureau-prepared-summaries of project evaluations received against data base holdings. If an evaluation has been published and not received, the Bureau office is contacted and a copy is requested. This minimal effort is mandated by the lack of personnel resources to do a comprehensive acquisitions effort. These efforts are also inconclusive in that all Bureaus may not issue summary reports or reports may not be received by DIHF. We have relied on A.I.D. to provide the documents and to do the comprehensive analysis of holdings and have cooperated with A.I.D. to process all evaluation documents

promptly, since we recognize the importance of evaluation documentation to the total project picture.

### 2.2.1.3 Research and Development Documents

Research and development documents resulting from AID funded projects comprise the majority of documents received for processing. It is important to note that roughly half of the R&D documents received are subsequently identified as duplicates of documents already on the data base. The high percentage of duplicates impacts significantly on the number of new documents actually processed onto the data base as described elsewhere in this report. Another significant factor is the currency of the material received. A.I.D. Research and Development Abstracts (ARDA) announces publications published since 1980. Therefore, current materials tagged for publication in ARDA receive priority processing, as described in Section 3.

### 2.2.2 ISI Reprints

DIHF continued to route the weekly Current Contents issues to those A.I.D. personnel on the distribution list.

A deposit account contract was managed throughout the year to facilitate the placement of ISI orders. There was an increase in the number of reprints requested as seen below:

	FY82	FY83
ISI reprints	1550	2969

The volume of requests exceeded the allocated budget for this service and the ordering service was suspended in June 1983. The issues of Current Contents are still being routed. The future of this service for FY84 remains in question.

A current awareness data base, SCAN, was maintained throughout the service to track requests and to provide better management data on the number of articles requested, requestors, A.I.D. office, journal titles requested, etc. These data were previously unavailable for evaluating the quality of the service and measuring its cost-effectiveness.

Exhibit 2-1 provides detailed information on the level of ISI ordering activity during FY1983.

### 2.2.3 Purchased Commercial Books

DIHF continued to act as A.I.D.'s agent for the purchase of commercially published materials. Books and other reference materials were ordered for the Development Information Center, ESOS, and the Population Office of the S&T Bureau.

Exhibit 2-1

ISI OATS ORDERS, FY 1983

	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT
1. Orders Placed	319	452	131	4	607	297	425	403	331	0	0	0
2. Orders Received	302	417	121	2	597	263	386	280	309	0	0	0
3. Orders Not Availab	17	35	10	2	28	30	30	23	22	0	0	0
4. Orders to Date	1,869	2,640	2771	2777	3384	3681	4,106	4,509	4,840	4,840	4,840	4,840
5. Orders FY 83	319	771	902	906	1513	1810	2235	2,638	2,969	2969	2969	2,969
6. Costs	\$1,737	2,398	696	13	3763	1735	2509	1,657	2,009	0	0	0
7. Cost to Date	\$10,126	12,523	13,219	13,233	16996	18,731	21,240	22,898	24,906	24906	24906	24,906
8. Costs FY 83	\$1,737	4,135	4,830	4,843	8607	10,342	12,851	14,509	16,517	16517	16,517	16,517

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During FY84 an increased number of books will be ordered to update the DIC reference collection and for use in preparing the Farming Systems Research Bibliography.

Exhibit 2-2 presents statistical information on the volume of book ordering during FY83. The drop-off in ordering was the result of budget restrictions.

#### 2.2.4 Serials Renewals Through Vendors

Journal titles received by the Development Information Center were renewed through the subscription agents Ebsco and Faxon or placed directly with the publisher. Journal titles received by DIHF for secondary bulk distribution to Population Office J-lists were also renewed (Exhibit 2-3). Claiming of missing issues and requesting new journal titles for the libraries were performed as requested. Many journal titles are also received on a free or exchange basis. A serials data base is maintained to track payment and renewal data for over 100 serials titles (Exhibit 2-4).

#### 2.3 FY84 Plans

Acquisitions efforts for the coming year will focus on continuing to identify A.I.D. documents for processing. Current processing guidelines which determine priorities are discussed under Section 3. Assuming resources are consistently maintained throughout the fiscal year, an estimated 9,000 documents will be entered into the DOCUMENT and INVENTORY data bases.

Major efforts to obtain the following classes of documents are anticipated:

- o Project Papers - Using an updated version of PBAR/PROJAUTH, periodic checks of DOCUMENT holdings will be made to ensure that we have received project papers for all recently implemented projects.
- o Project Evaluation Summaries (PES) - DIHF will continue working with CDIE to review summary reports of PES's published during the past year and to obtain those needed to complete the project documentation holdings.
- o Special Evaluations - PPC/Office of Evaluation will be contacted to ensure that we have received all A.I.D. Impact Evaluations, and contact with Missions to receive Mission audits and evaluations will also be undertaken. Continued searching of geographic bureau files to identify documents will also occur with the recognition that until the retrospective filming of all bureaus is complete this will not be a major source of acquiring current up-to-date project documentation.

Exhibit 2-2

COMMERCIALY PURCHASED PUBLICATIONS, FY 1983

	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT
1. Titles Ordered	1	0	13	44	20	20	19	0	5	0	0	0
2. Ordered FY 83	1	1	14	58	78	98	117	117	122	122	122	122
3. Ordered to Date	216	216	230	274	294	295	325	325	337	337	337	337
4. Titles Received	1	0	0	19	19	24	12	10	9	2	3	0
5. Titles Rcvd FY 83	1	1	1	20	39	63	78	88	97	99	102	102
6. Received to Date	175	175	175	195	214	277	289	299	308	310	313	313
7. Encumbered*	\$44,515	44,515	48,346	88,518	90,060	104,845	99,213	107,456	110,457	110457	110457	110,457**
8. Spent Current Mo.	5,125	8,709	0	25,800	4,669	5,566	7,418	3,921	3,135	1145	66	0
9. Spent FY to Date	5,125	13,834	13,834	39,634	44,303	49,869	57,287	61,208	64,343	65488	65554	65,554
10. Spent to Date	\$26,411	35,120	35,120	60,920	65,589	71,115	78,573	82,497	85,632	86,777	86,843	86,843

\*Carry over from FY82.

\*\*Amount less due to Cancellations, Publication Terminations.

Exhibit 2-3

POPULATION JOURNAL TITLES

<u>Title</u>	<u>Copies</u>
Demography	71
Family Planning & Perspectives	92
Intercom	374
International Journal of Gynaecology & Obstetrics	73
National Reporter	92
OB/GYN News	13
Population Newsletter	572
Soundings	92
Washington Memo	93

## A.I.D. JOURNALS ORDERED/CLAIMED

Africa  
 Africa Report  
 Agritrop  
 American Economic Review  
 American Journal of Agricultural Economics  
 American Journal of Clinical Nutrition  
 American Journal of Obstetrics & Gynecology  
 American Journal of Public Health  
 American Journal of Tropical Medicine and Hygiene  
 American Water Works Association Journal  
 Appropriate Technology  
 Asian Survey  
 Better Communication  
 British Medical Bulletin (North American Only)  
 British Medical Journal (Surface Mail)  
 Bulletin of the Atomic Scientist  
 Coastal Zone Management  
 Commodity trade statistics  
 Community Development Journal  
 Contraception  
 Contraceptive Technology Update  
 Current Contents - Agriculture, Biology & Environmental Science  
 Current Contents - Clinical Practice  
 Current Contents - Engineering, Technical & Applied Science  
 Current Contents - Life Sciences  
 Current Contents - Physical, Chemical & Earth Sciences  
 Current Contents - Social & Behavioral Sciences  
 Daedalus  
 Demography  
 Demography  
 Demography India  
 Desertification Control  
 Development and Change  
 Development Forum Business Edition  
 Development Policy and Administrative Review  
 Economic Development and Cultural Change  
 Economist  
 Endocrinology  
 Energy Daily  
 Energy Economics  
 Energy Policy  
 Environmental Conservation  
 Environmental Policy and Law  
 Environmental Science and Technology  
 Family Planning Perspectives  
 FAO Plant Protection Bulletin  
 Far Eastern Economic Review  
 FDC Reports Blue Sheet; Health Policy & Biomedical Research  
 Fertility and Sterility  
 Food Policy  
 Foreign Affairs  
 Futurist  
 Genetic Engineering Letter  
 Geographical Review  
 Habitat International

Exhibit 2- 4 (continued)

Human Organization  
Hunger Notes  
Intercom (Population) NY  
International Bibliography Information Documentation  
International Bibliography; Publications of Intergovernmental Organizations  
International Journal of Health Services  
International Tree Crops Journal  
Irrigation Journal  
Journal of American Dietetic Association  
Journal of Communication  
Journal of Developing Areas  
Journal of Development Economics  
Journal of Development Studies  
Journal of Medical Education  
Journal of Reproduction and Fertility  
Journal of the American Medical Association  
Journal of the Royal Society of Medicine  
Journal of Water Pollution Control Federation  
Kiplinger Agricultural Letter  
Lancet  
Latin American Energy Report  
Library Journal  
LJ/SLJ Hotline  
Managing International Development  
Mazingira  
Medical Letter—On Drugs and Therapeutics  
Milbank Memorial Fund Quarterly  
Mosaic  
Mother Earth News  
Nature and Resources  
New England Journal of Medicine  
Ob Gyn News  
Obstetrical & Gynecological Survey  
OECD Liaison Bulletin  
OECD Observer  
ONLINE  
Online  
Outlook on Science Policy  
Population Index  
Population Studies  
Power  
Power  
Proceedings of the American Society of Civil Engineers Environmental Engineering  
Prospects: Quarterly Review of Education  
Public Administration and Development  
Public Works Magazine  
Reading Rural Development Communications Bulletin  
Regional Development Dialogue  
Reporter on Human Reproduction and the Law  
Rural Sociology  
Science  
Science and Government Report  
Science and Public Policy  
Science News  
Scientific American

Exhibit 2-4 (continued)

Siecus Report  
Signs: Journal of Women in Culture and Society  
Social Biology  
Solar Energy Intelligence Report  
Technology Transfer News  
Third World Planning Review  
Third World Quarterly  
Third World Quarterly  
Third World Review  
Transactions of the Royal Society of Tropical Medicine and Hygiene  
Transnational Perspectives  
Tropical Agriculture  
Tropical Diseases Bulletin  
Tropical Doctor  
Unabashed Librarian  
Unasyva  
United Nations. Economic Commission for Latin America. Cepal Review (Eng. ed.)  
Universities Field Staff International Reports  
Washington Actions on Health  
Washington Report on Medicine and Health  
Water Research  
Water Resources Bulletin  
World Development  
World Environment Report  
World Health Organization  
World Health Organization (II)

- o Research and Technical Documents (including ARDA) - Greater efforts will be made to contact the various Bureau of Science and Technology offices such as the Office of Agriculture, the Office of Forestry, Environment, and Natural Resources, etc. to acquire high quality, high priority documents published under recent contracts.

### 3.0 Processing

#### 3.1 Goal

Process A.I.D. documentation according to established priorities, including:

- \* enter into DDCRD database all A.I.D. project documents, including design, evaluation, and research and development documents;
- \* catalog purchased/gift materials onto OCLC;
- \* check-in and claim serials.

Realizing that the volume of materials to be processed would be greater than the resources available to accomplish the task, another major goal was to devise strategies to bring as many documents under bibliographic control as possible by the use of abbreviated processing (e.g., placing a greater number of items on INV as opposed to indepth processing of fewer items on DOCUMENT). This strategy was in response to previous concerns raised as to the extent of access for items forwarded to DIU for processing.

#### 3.2 FY83 Accomplishments

##### 3.2.1 Documents Processed onto DOCUMENT and INVENTORY Databases

FY83 saw a change in priorities for processing documents depending on A.I.D. user needs and storage space. During the fiscal year, 3,285 project documents were processed--with 2,174 added to the DOCUMENT database and 1,111 added to the INVENTORY database. Technical documents processed totalled 5,206--with 2,259 added to DOCUMENT and 2,947 processed on INVENTORY.

Table 3-1 indicates the number of documents entered each year into the DOCUMENT data base. Table 3-2 indicates the number of documents tracked in the INVENTORY data base. The INVENTORY data base includes a brief record to identify a document which is essentially on hold for processing. Pre-1975 project documents and Pre-1980 technical documents are currently entered in INVENTORY. It should be noted that INVENTORY documents are neither indexed, nor filmed, but are searchable by author, title, or date and can be easily retrieved from storage by box number if needed.

TABLE 3-1

DOCUMENTS DATABASE  
DOCUMENTS BY DATE ENTERED

Year Entered	Project Docs	R & D Docs	Total Docs
1977	926	9	935
1978	1,671	6	1,677
1979	2,112	8,341	10,453
1980	810	926	1,736
1981	1,965	572	2,537
1982	6,102	1,844	7,946
1983*	1,582	1,875	3,457

\* Represents January thru September 1983, 9 months

The late FY82 move of S&T/DIU from SA/14 to SA/18 resulted in the receipt at DIHF of a large number of documents which had been in storage. In order to handle this backlog, priorities were established early in FY83 to process all documents with a publication date of 1978 or later. An INVENTORY database was established to keep track of documents published prior to 1978. Abbreviated records including documentwarehouse location numbers are maintained on this database. The creation of INVENTORY has given us more flexibility and greatly expanded our coverage of documentation. It has made our backlog more manageable and permits us to provide quick and complete bibliographic processing of the most current A.I.D. project and technical documentation.

TABLE 3-2

INVENTORY DATABASE  
DOCUMENTS ENTERED

Year	Total
1982	1,833
*1983	3,360

\*January thru September 1983, 9 months

For the first half of the fiscal year, the majority of documents processed at DIHF were received from DIU, 1656 NS, storage areas, and retired A.I.D. collections.

As a result of a project information search for PBAR in April, it became evident that there was a greater need for project-related information. Project documents are now processed on a first priority basis. Technical documents (with the exception of those selected for ARDA) are processed secondarily.

A concerted effort began during the last half of the fiscal year to reduce the amount of unprocessed material stored at the DIHF warehouse. This occurred simultaneously with the move of the warehouse. Upon receipt at DIHF, these documents were checked against our system and were channeled to the DOCUMENT and INVENTORY databases according to current priorities. When a search on the system indicated that a particular document had been cataloged and filmed without having retained a back-up master copy, the document was boxed and sent to storage and the box number was added to the document record. Thus, we have developed a comprehensive paper collection of master back-up copies.

The following table illustrates the number of documents entered in the DOCUMENT database by date of publication.

TABLE 3-3  
DOCUMENTS BY DATE OF PUBLICATION

Year	Project Documents	R & D Documents
1950-1959	8	113
1960-1969	1,476	1,746
1970	637	537
1971	670	638
1972	560	909
1973	537	982
1974	684	972
1975	897	872
1976	939	809
1977	844	867
1978	994	1,032
1979	1,240	1,163
1980	1,221	1,001
1981	1,250	980
1982	988	895
1983	421	196

### 3.2.2 Quality Control

With the implementation of all data bases, considerable effort focused on improving the quality of data captured. With the integration of BREF & RANDD many problems were identified, including:

- \* an estimated 2,000 records with a BIBID-bibliographic identification number but with no corresponding fiche;
- \* an estimated 300 incomplete records, i.e., ones with fiche available but with incomplete cataloging, including no indexing/abstracting;
- \* inconsistent forms of institution names, including ambiguity for sublevels;
- \* inconsistent abbreviations and data residing in the wrong field.

During the last quarter of FY83 a major effort to resolve these problems began. This effort is described in greater detail in the following paragraphs.

#### 3.2.2.1 Cataloging Guidelines

The quality of cataloging documents into the DOCUMENT, data base improved dramatically during FY83. Stringent cataloging guidelines were developed which enabled us to uniformly create new records and modify old ones for complete and uniform bibliographic records. AACR2 and IDRC manuals were used as models for formulation of our own guidelines.

In the process of merging BREF and RANDD into MINISIS, a host of miscellaneous information was placed in the ancillary data field. In particular, data pertaining to meetings, serials, and language information were involved. A clean up of this field was begun at the end of the fiscal year. Information was taken from ancillary data and placed in the appropriate fields. Approximately 2,000 records have been modified, so far, in this task.

#### 3.2.2.2 Institution Authority File

As a result of the cataloging improvements, a need arose for an authoritative guide to institution names. To meet this need, an institution authority file was developed. The purpose of the file was to provide an authoritative list of institutions which would give consistency to the institution fields used in MINISIS. Incorporated into this file were the institutions from the RANDD and BREF databases. A retrospective conversion of the institution fields took place during the summer of 1983. At that time, the institution authority database, INSTDS, went into operation.

### 3.2.3 Document Tracking

During FY83 the document tracking fields were expanded to accommodate more information on the particular stage of processing a document was at during cataloging, filming, and abstracting. This not only improved the ability to physically locate a document at any given time during processing, but enabled better reporting of statistics on processing operations.

### 3.2.4 DIU Cataloging on OCLC

During FY83 A.I.D. publications were processed into the Development Information System databases. However, those which were flagged to be cataloged and returned to the DIC collections for browsing were held indefinitely due to established project priorities and inadequate financial resources to perform parallel cataloging.

It has been our understanding that the purpose of the D.I.U. Information Center is to maintain a viable working collection for research purposes, focusing on current issues within A.I.D. While in the past, the collection has had historical strength due to the absence of A.I.D. reports and documentation in the DIS system, the DIS system has now improved with the development of the DOCUMENT database. Obsolete or out of date documents have been retired from the D.I.U. Information Center collection and filmed and incorporated into the DIS system.

Consequently, our FY83 priorities for processing and cataloging materials by OCLC were as follows:

- (1) all commercial publications ordered by individual or office request;
- (2) all commercial publications ordered for the center;
- (3) any rush items filtered through Helen Davidson; and,
- (4) non-AID documents or gifts received through Helen Davidson.

With the merging of the DIC (Room 1656 NS) into the DIC operations in Room 105 Rosslyn Plaza, the OCLC cataloging terminal was installed at DIHF to facilitate this aspect of the work. During FY84, greater emphasis on OCLC cataloging will be made pending availability of funds and ranking of activity in terms of priorities.

### 3.2.5 National Technical Information Service

Selected documents which are announced in ARDA are sent to the National Technical Information Service (NTIS) for inclusion in the NTIS database. Documents sent to NTIS are selected by Helen Davidson from the ARDA issue. ARDA, Volume 10, Issue 3/4 has not

been sent to NTIS (at their request) since processing funds available from A.I.D. are depleted for processing and filming.

### 3.3 FY84 Plans

Assuming steady funding levels, an estimated 9,000 documents will be processed into the DOCUMENT and INVENTORY data bases in FY84. Existing processing priorities are based on a combination of document type and date with little regard for subject content. If the emphasis swings toward project documentation at the expense of technical documents, it may be that only technical documents linked to identifiable projects should be processed onto the DOCUMENT data base. Other documents could be entered in INVENTORY.

Other predictable processing goals for FY84 include the following:

- \* 400 titles cataloged on OCLC;
- \* 400 titles sent to NTIS;
- \* Resolution of BIBID problems as identified.
- \* Add PBAR type project authority information for FY84 (and FY85 if possible) as authority source to track needed project documentation.

Another anticipated area of work will be the conversion of the card catalog in the DIC to a machine readable database thus creating the means to issue comprehensive book catalogs on A.I.D. information holdings. This extremely important activity would create a valuable reference tool that could be shared outside AID/W environments.

## 4.0 System Development

### 4.0.1 Goals

Complete design of information processing systems and prepare for transfer of information to LDC or Mission settings in Phase III. Continue providing data base design, maintenance, and software support for programs beyond the capabilities of MINISIS software. Set up systems for fiching of Bureau documents.

### 4.1 Accomplishments

Following are brief descriptions of work which was accomplished during FY83.

#### 4.1.1 DIS conversion

- o Various items on BREF were cleaned up to facilitate conversion, including elimination of duplicated DOCID numbers, making contents of certain fields more uniform, etc.
- o Over 2,300 misspelled DIS descriptors from BREF and TEXT were corrected. This was the first time DIS descriptors had been validated since these databases were created in 1977.
- o The PBAR database was converted to the MINISIS database PROJAUTH (3/83). 3,968 records were converted. PROJAUTH database provides greater searching capabilities than the INQUIRE-based PBAR database.
- o BREF was converted to the MINISIS database DOCUMENT (3/83). 11,596 records were converted, along with their abstracts.
- o The TEXT database was converted to the MINISIS database PROJECTS (5/83). 3,270 records were converted. A set of 11 print formats was developed.
- o Two additional MINISIS databases were created which link the PROJECTS database with the DOCUMENTS database.
  - PRJDOC is for online use and provides full project-level information along with limited document-level information.
  - PRJDOC2 is primarily for use in printing only. It provides full project-level information along with full document-level information.

These databases go far beyond the normal MINISIS application and took a considerable amount of time to create.

A set of 6 print formats was developed for use with these databases. PRJ44PF and PRJ45PF are two report formats which replace the AUTOMATE reports formerly used under INQUIRE. They combine a description of the project with citations and abstracts of documents (including project evaluations) from the DOCUMENT database.

These data base features have proven to have been extremely popular and their complexity is affecting system response due to the indexing/print aspects of searching and organizing the material from three databases.

Exhibit 4-1 illustrates the relationship of major DIS components to functional aspects of DIHF work. Exhibit 4-2 presents information on the growth of various major DIS data bases over the course of FY83.

The following paragraphs present a more detailed listing of the various data bases that make up the DIS components maintained on the DIHF HP3000 system. Under each system are listed the main databases of that system.

#### Development Information System

Provides access to development assistance experience from over 3,000 A.I.D. projects and 32,000 AID-generated documents such as project proposals, project evaluations, and technical reports.

DOCUMENT Database of A.I.D. documents such as project proposals, project evaluations, and technical reports.

PROJECTS Database of A.I.D. projects.

PRJDOC, PRJDOC2 Databases linking project-level information with document-level information.

INSTDS Institution authority file.

#### Fiche preparation/tracking system

AFRBRD These databases store fiche information  
ASIARD for source documents from A.I.D. Geographic  
NEASTRD Bureaus.  
PRJSRD  
MFTRAKRD

#### A.I.D. Thesaurus Development

WORDS Contains all descriptors from UNESCO Thesaurus, Macrothesaurus, DIS Thesaurus, RANDD Keyword List, and AID-Modified Library

# RELATION OF MINISIS DATA BASE STRUCTURE TO PROGRAM FUNCTIONS

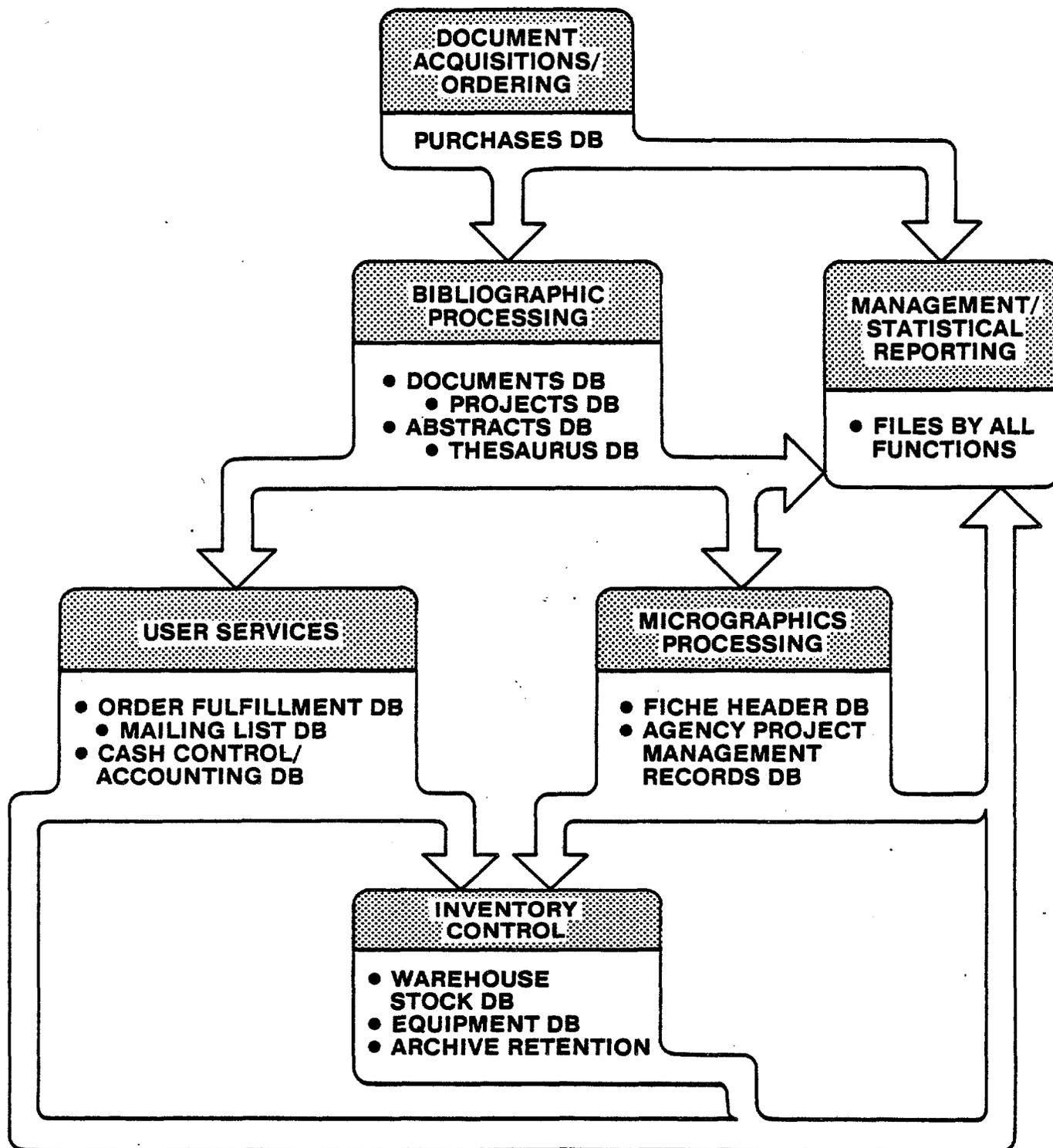


Exhibit 4-2

SIZE OF KEY DIS DATABASES DURING FY83

	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT
1. DOCUMENT	-0-	13,841	14,516	15,160	15,644	27,821	29,411	29,926	30,657	30,774	31,534	31,942
2. INVENTORY	-0-	1,738	1,904	1,976	2,221	2,495	2,528	2,562	3,315	3,550	4,669	5,665
3. SERIALS	-0-	900	988	992	992	993	1,007	1,006	1,006	1,006	1,006	1,006
4. PRCHORDS (ACQ'S)	-0-	600	472	544	552	560	598	619	619	619	619	619
5. PROJRD						3,270	3,270	3,287	3,287	3,287	4,246	4,265

12

of Congress Subject Headings. Database from which A.I.D. Thesaurus is being constructed.

TREVIEW Tracks the technical review process for the A.I.D. Thesaurus.

#### Acquisitions Tracking System

SCANDS ISI reprint orders information.  
SERIALS Tracks serials purchases and renewals.  
PRCHORDS Holds information on purchase of other bibliographic materials.

#### Request Fulfillment System

ORDERDS Posts orders and generates invoices.  
CASH Holds information about orders and cash deposits.  
REQUESTR Names, addresses, and interest profiles of persons requesting materials from DIHF. Includes ARDA subscription list.

#### DIHF Management Information System

ACCTRD Manages AID-DIHF checking account.  
AMISDB Provides summary statistics on request fulfillment. Operates under IMAGE software.  
BUDDB For budgetary planning. Operates under IMAGE software.

#### Database Management Aids

DBASERD A database dictionary.  
CLEANRD Tracking/scheduling of file maintenance jobs.

#### Computer System Support

TPMGT Magnetic tape inventory management.  
HPINVRD Inventory of HP equipment.  
OFFUSER Addresses of all remote users of HP3000.

### Other Inventory Systems

INVENT	ESDS Micro-Data set inventory system.
INV	Inventory of documents awaiting processing.
WIMP	Warehouse Inventory Management and Processing data base for tracking multiple copies of documents in warehouses.
INVENTORY (WD)	Inventory of Micrographics equipment purchased for Geographic Bureaus.

#### 4.1.2 DIS Maintenance Programs

- o The abstract loading system programs were completed. These programs provide the interface between HPWORD word processor and the PROJECTS and DOCUMENT databases. They allow abstracts to be entered and edited in HPWORD and then transferred to MINISIS data bases where they can be accessed by users. With the scheduled removal of the Lexitrons (where abstracts were edited off-line) and the installation of more HP/W terminals, this feature will become more critical in the upcoming year.

#### 4.1.3 DIS Enhancements

- o The institution authority file was created and all references to institutions in the corporate author/publisher fields of the DOCUMENT database were replaced with authority codes. This provides for quicker data entry, uniform searching by institution name, and corporate author indexes.
- o Search capabilities on the DOCUMENT database were enhanced. For example:
  - "Any" searching to retrieve broad classes of documents (PD, PN, Evaluations or Design Document).
  - Fast access searching on institution names (corporate authors, publishers).
- o The "DIU System Update", an ad hoc bulletin for users to announce new databases, system features, etc., was initiated.

#### 4.1.4 Management Information System (MIS)

- o A system called AMISDB was created to hold cumulative statistical information on request fulfillment. It also provides cumulative information for current, calendar year, or fiscal year summaries.
- o A system called BUDDB was created to project a budget for the fiscal year and to compare projected and actual budgets. BUDDB also contains payroll information for employees and departments.

#### 4.1.5 Fiche Tracking Systems

- o Four separate systems were created for the A.I.D. Bureaus (AFRICA, ASIA, NEAR EAST and CONTRACTS) to keep track of source document microfilming information. The systems can produce disk files or tapes containing header information on documents to be filmed. In addition, a tracking system is connected to all Bureau systems to track the progress of the documents and fiche; this includes prep and create dates, dates sent & returned to A.I.D., plus a 5-day turn around date.

Special system access to these data bases were given to DIHF Microfiche vendors who can pull off batch/header information used in the automatic preparation of fiche headers using LED features of the microfiche cameras. This process avoids rekeying and provides DIHF with quality control responsibility of header data.

#### 4.1.6 Other Enhancements and Changes

- o The ADDS mailing list, which was converted to MINISIS in FY82, was redesigned and combined with the Population mailing list in a data base called REQUESTR. In addition, User Services uses this data base to store addresses of all document/fiche requestors.
- o Programs were written to load information into the WORDS data base for the A.I.D. Thesaurus.
- o Various other system maintenance, statistical programs, and jobs were created as the needs arose.

#### 4.2 System Upgrade

During FY 83, the computer system hardware was upgraded from an HP3000 Series 33 to an HP3000 Series 44. The system console was replaced with a system desk mainframe and additional terminals were added. The upgrade increased job execution and response time significantly. Also, the terminals at the DIHF were configured using ATP connectors in order to increase speed from 2400 to as high as 9600 baud.

Exhibit 4-3 is an illustration of the hardware configuration.

Also, in September 1983, the MINISIS software version E.01 was replaced with version E.02. This made it possible to create certain data bases more easily and also to perform some needed functions which were not available with version E.01. Although several inexplicable system problems appeared, apparently as a result of the version change, the system has been running smoothly for several weeks. Version F is due to be released during FY 84.

# DEVELOPMENT INFORMATION PROGRAM SYSTEM CONFIGURATION

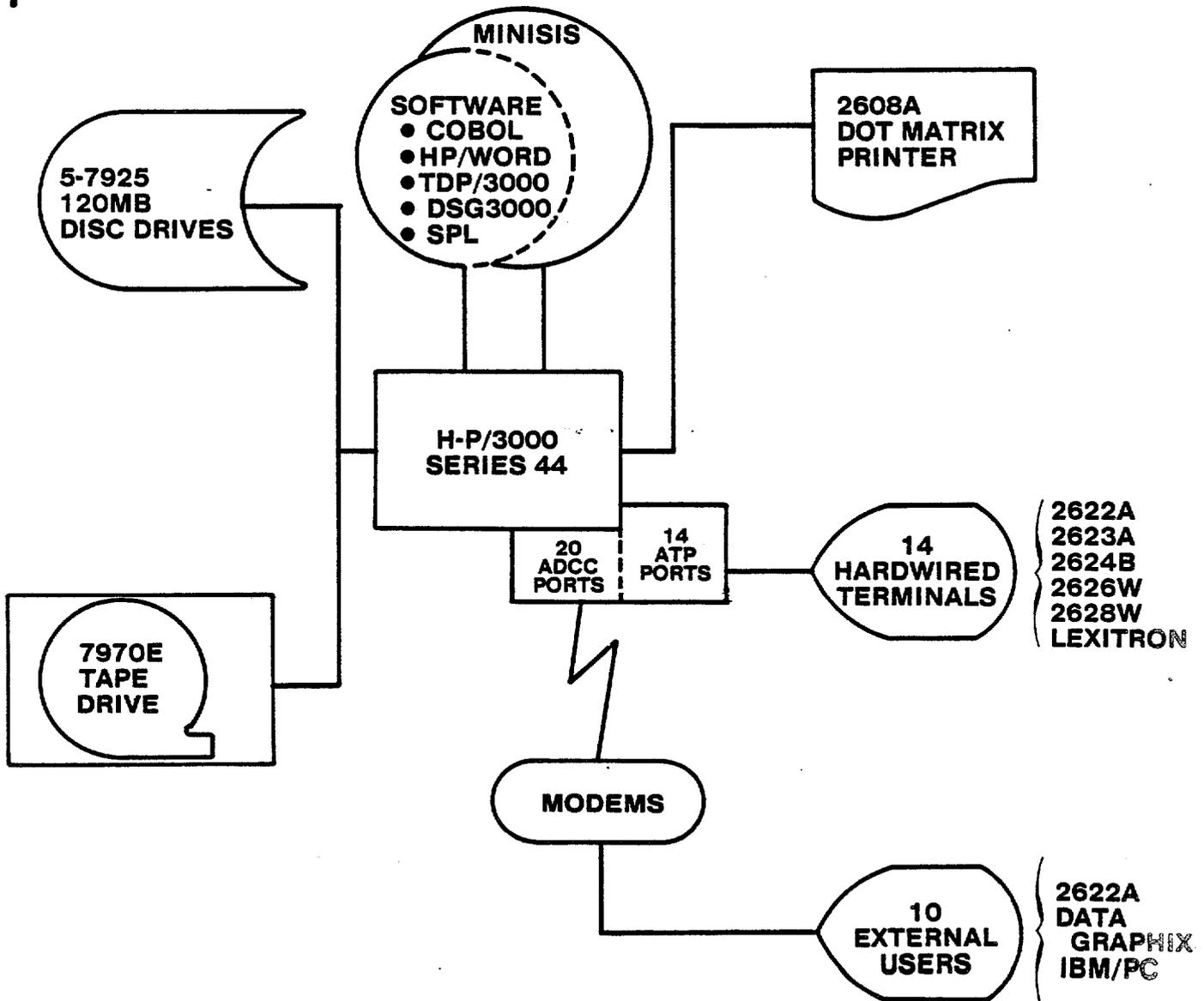


Exhibit 4-4 is a chart showing the usage of MINISIS and our other HP software in AID-DIHF services.

#### 4.2.1 Hardware Problems

Continued problems have been experienced with the line printer due to the high volume of printing which is done. Also, the turn-around time for delivering printouts to A.I.D. offices in Washington has been slow due to the length of time it takes to print large jobs, plus having to send all printouts by courier.

Alternatives:

- o Upgrade the line printer.
- o Set up a line printer at A.I.D. in Washington.

#### 4.2.2 Software Problems

As stated earlier, systems design have placed heavy strains on the MINISIS hardware due to the complex joins, large files and record sizes. Efficient job streams, user exits and linkages using SPL will be required to improve efficiency. Difficulties in loading Version E.02 of MINISIS were overcome with the upgrading of the HP Operating System.

### 4.3 Tentative FY84 Plans

- 4.3.1 Update PROJAUTH with a new copy of PBAR.  
Hours required: 40 (if PBAR only is used, as was done last time) or 160 (if other databases are used to supplement PBAR).
- 4.3.2 Add a "report processor" to the MINISIS menu. This processor will make it easier for users to generate standard reports.  
Hours required: 320 (est)
- 4.3.3 Enhance searching capability on DOCUMENT. Expand the Project Number field to allow for searching by Bureau.  
Hours required: 40.
- 4.3.4 Convert old DIS terms on PROJECTS and DOCUMENT to new A.I.D. Thesaurus terms. Requires a custom program.  
Hours depends on programmer experience. Should take no more than 2 months. (High priority)
- 4.3.5 Load the A.I.D. Thesaurus.  
120 hours (1 month) needed since this is our first loading and will be trying a nonstandard method of including facet notation in the thesaurus.
- 4.3.6 Create program to detect projects which reference more than 20 documents.  
Hours required: 90.

# PROGRAM FUNCTIONS

FUNCTION	SOFTWARE SUPPORT					
	MINISIS	HEWLETT-PACKARD SOFTWARE				
		COBOL	HP/WORD	TDP/3000	DSG/3000	SPL
1. Bibliographic Processing	✓	✓	✓			✓
2. Records Management	✓	✓				
3. Thesaurus Construction/Maintenance	✓	✓				
4. User Services	✓	✓	✓			✓
5. Inventory Control	✓	✓				✓
6. Reference Services	✓			✓		✓
7. Data Base Publishing	✓	✓	✓			✓
8. Micrographics	✓	✓				✓
9. Management Reporting/Statistics	✓	✓	✓		✓	
10. System/Technology Transfer	✓					

4.3.7 Implement a database of expertise.

Subtask

Hours

1	Design database	160
2	Create/test the database design	20
3	Convert old information from BREF	120
4	Document procedures for maintaining the DB	20
5	Train catalogers and users	20
	Total:	340

4.3.8 Continue maintenance of systems, changes, and upgrades.  
Hours required: avg. 10 weekly

4.3.9 Reciprocal & Hierarchical Formats for A.I.D. Thesaurus.  
Hours required: 120 hours if tape from World Bank is successful for our application,  
240 hours if work done from scratch.

4.3.10 Provide label requests for subsets of Population and ARDA addresses plus complete sets for ARDA publication.  
Provide program for multiple copies of 1 label.  
Hours required: 80

4.3.11 Add four IDRC databases  
Hours required: 80

4.3.12 Create tape of PN items from DOCUMENT for IDRC  
Hours required: 40

4.3.13 Explore options for linking Geo-Bureau data bases with DIS including common bibtype code list  
Hours required: 40

4.4 Potential Problems

PRJDOC2 reports take a long time to produce. For example, it takes 23 CPU minutes (elapsed time was 1 hour, 6:30-7:30 pm) to produce the PD7RPT report for 60 projects. This is a problem since it is not possible to complete indexes during the day, and large indexes or print jobs may not finish overnight. Alternatives:

- o Upgrade the HP3000 and printer features.
- o Try to find a more efficient database structure.
- o Change the report to a two-part report. Part 1: projects; part 2: documents.

As discussed earlier, PRJDOC2 reports are and will become increasingly popular since they combine both project and

technical related information and provide a unique capability responsive to many types of requests.

## 5.0 Abstracting/Indexing

### 5.1 Goal

**Abstracting:** to provide A.I.D. development practitioners and others with accurate, concise information on the design, implementation, and evaluation of A.I.D. development assistance projects, and, in the case of technical documents with up-to-date information on the processes and results of AID-sponsored research and development activities. By writing abstracts which are the product of careful analysis of a document's emphases and development implications, to assist RSSA analysts to evaluate A.I.D. development experience.

**Indexing:** to facilitate the retrieval of project and technical information by selecting index terms that accurately identify a document's content areas.

Specific goals were to abstract and index 140 project and 40 technical documents per month; to index-only 320 project and technical documents per month; to prepare "projects only" abstracts for projects (active in 1974 and thereafter) lacking design documents; and to produce comprehensive guidelines for abstracting A.I.D. documents.

### 5.2 FY 1983 Accomplishments

A total of 5,029 documents were abstracted and/or indexed and were added to MINISIS during the fiscal year (see Figure 5.1). Abstracting/indexing priorities were, in descending order: (1) design documents; (2) technical documents for ARDA; (3) "projects only" abstracts; (4) current PES's, Special Evaluations, Audits, and Final reports; and (5) other documents, with priority always given to those most recent.

Due to limited personnel resources, two major decisions were made during FY83 to lighten the abstracting/indexing workload and increase productivity. The first was to shorten ARDA abstracts to approximately half their previous length (except in the case of A.I.D. project or program evaluations), using author abstracts where possible, and the second, to index-only (as opposed to abstracting and indexing) most miscellaneous project-related documents, such as interim reports, end of tour reports, feasibility studies. Particularly significant documents of the latter sort are still abstracted, however.

#### 5.2.1. Documents Abstracted and Indexed

A total of 2,054 design documents, evaluations, technical reports, and other documents were abstracted and indexed.

### 5.2.2 "Projects-Only" Abstracted and Indexed

Abstracts and index terms were also prepared and added to the Projects database for 581 current and completed projects for which no design document was available. The abstracts and index terms were based on information in CP's, Annual Budget Submissions, and other miscellaneous documents.

### 5.2.3 Documents Indexed Only

A total of 2,397 documents were indexed only. Of these, 1,016 were project-related documents and 1,381 were technical documents not chosen for ARDA.

### 5.2.4 Abstracting Guidelines

Comprehensive guidelines for abstracting A.I.D. design, evaluative, technical, and other documents were written and have been approved by A.I.D.

Table 5-1 provides an overview summary of abstracting/indexing productivity during the year.

Table 5-1

#### DIHF Abstracting and Indexing Records for FY83

##### FY83 Actual

<u>Type</u>	<u>Abstracted and Indexed</u>	<u>Indexed Only</u>	<u>Total</u>
Design documents	409	-	409
"Projects only"	581	-	581
(Total Design Records)	(990)	-	(990)
Evaluation documents	503	-	503
Other project documents	452	1,016	1,468
Technical (PN) documents	<u>690</u>	<u>1,381</u>	<u>2,071</u>
Totals	2,635	2,397	5,032

### 5.3 FY 1984 Goals

An estimated 6,250 documents will be abstracted and/or indexed during FY84. Priorities will remain the same as in FY83.

5.3.1 Abstract and Index: 2,160 design, evaluative, and technical documents.

Labor required to abstract, index, edit, and transmit to the data base: 5,400 person-hours.

5.3.2 "Projects only" records, both current (150) and retrospective (200), will continue to be created for projects lacking design documents. When a design document becomes available, "projects only" records will be replaced by design document records.

Projects Only Records: 350 records

Labor required: 875 person-hours

5.3.3 Index-only: 2,500 project-related (1,000) and technical documents (1,500) will be indexed only.

Labor required: 2,000 person-hours

5.3.4 Farming Systems Research Bibliography: Approximately 100 documents will be abstracted and indexed for the planned Farming Systems Research Bibliography.

Labor required: 250 person-hours

## 6.0 Thesaurus Development

### 6.1 Goal

Create Standardized Controlled Vocabulary of Information in A.I.D. Development Information System.

### 6.2 FY83 Accomplishments

The number of terms in the A.I.D. Thesaurus was reduced from 13,500 to slightly less than 5,000 unique terms. See Exhibit 6-1.

Draft versions of all the thesaurus facets were completed. This completed most of the intellectual work involved in constructing the thesaurus.

The draft thesaurus facets were reviewed by A.I.D. personnel, USDA personnel, DIHF staff members, and David Batty, DIHF consultant on this part of the project. (Exhibit 6-2). A.I.D. review of the thesaurus presented some problems. A thorough review of the thesaurus is a very time consuming task and few A.I.D. personnel have the time to devote to it. However, not only was A.I.D. review necessary to the usefulness and success of the thesaurus, but to proceed without it would have created the potential for serious changes to the document at a later date. Changes delayed until the final stages of construction are more difficult and time consuming to make because of the manner in which the different sections of the thesaurus relate to each other. We feel that there has been adequate A.I.D. review to produce a draft document, but anticipate that changes will be made to it in FY84.

The thesaurus cards that correspond to the terms in the thesaurus facets were filled out for all but the Management and the Industry sections. These two sets of cards have been deliberately postponed because of some reservations on the part of A.I.D. staff members as to the overall structure of the facets. Data entry of the thesaurus cards for seven of the nineteen facets has been completed, and a sample page from the alphabetical section of the thesaurus is shown in Exhibit 6-3.

A completed draft of the A.I.D. Thesaurus will be available in December 1983. After A.I.D. reviews the draft it will be necessary to map the descriptors currently in use in the A.I.D. data bases onto the new descriptors in the thesaurus and change the old descriptors. Converting the old descriptors to the new requires that all the old descriptors be spelled correctly. All the invalid or misspelled descriptors on both the project and document data bases were checked and corrected. The thesaurus will then be loaded onto MINISIS and used as an authority file for indexing and searching.

### 6.3 Unresolved Issues

Exhibit 6-1

Number of Terms in AID Thesaurus

Agriculture.....	632
Communication.....	187
Culture.....	78
Economics.....	285
Education.....	212
Energy.....	107
Food & Nutrition.....	456
Government & Law.....	220
Geography.....	408
Health & Safety.....	277
Human Settlements.....	100
Industry & Technology.....	708
Labor.....	193
Management.....	112
Natural Resources & Env...	118
Population & Demography...	159
Science.....	1087
Sociology & Psychology....	130
Transportation.....	83

Subtotal	<u>5,552</u>
Minus the 2nd, 3rd, and 4th occurrences of a term (estimated)....	- 600
TOTAL	<u>4,952</u>

Exhibit 6-2

Review of AID Thesaurus

ID OFC.	REVIEWER	THESAURUS FACET	DATE
AA/M	Kivimae, Ain	(not returned)	
FR/DP	Miles, Hank	(not returned)	
ID/DHF	Bisset, Brian	ALL	83/05
	Vadas, David	Economics	8/05
	Weintraub, Susan	ALL	82/11
SIA/DP	Norton, Maureen	(not returned)	
Consultant	Batty, David	ALL	(ongoing)
FVA/FFP	Markunas, Jeanne	(not reviewed)	
VA/PPE	Gilmore, Judy	Food & Nutrition	83/07
	Hudson, Rita	(not returned)	
GWU/PIP	Stender, Walter	Population	83/05
T	Elim, Raga	Education	83/01
	Mogannam, Leila	Education	83/01
	Wolf, Dona	Education	83/01
LAC/DP	Knee, Roma	(not returned)	
IE/PD/ENV	Lintner, Stephen	ALL	83/07
UFDA/OS	Krumpe, Paul	Environment, Health	83/07
PC/E	Hageboeck, Molly	(not returned)	
	Johnson, Twig	(will review)	
PPC/E/CDEI	Davidson, Helen	ALL	83/04
	Wolter, Chris	ALL	83/07
PC/IO	Gray, Harold	ALL	83/05
PPC/PDR	Bloom, Abby	Health	83/05
	Zak, Marilyn	Culture, Sociology & Psychology	83/09
S&T/ED	Claffey, Joan	Education	83/01
S&T/EN	Rhoad, David	Energy, Environment	82/12
S&T/FNR	Kux, Molly	Energy, Environment	82/12
S&T/H	Tinker, Ann	Health	83/05
S&T/N	Blumenfeld, Stewart	Food & Nutrition	83/01
S&T/PO	Milo, Ken	ALL	83/05
	Stanrod, Garland	ALL	83/04
	Vollbrecht, Tony	Agriculture	83/05
S&T/POP	Chen, Marnie	Population	82/12
ICI	Daly, John	Education, Energy, Envi- ronment, Health, Human Settlements, Industry, Popula- tion, Science, Ag- riculture	83/01
U.S.D.A.	Wetmore, Pat	Agriculture	83/01
	Wight, Audrey	Food & Nutrition	82/12

Exhibit 6-3

DB=WORDS, PF=THESPF4.PF

PAGE 1

TUES, OCT 25, 1983

Afforestation R  
 .BT: Natural resource development  
 RT: Deforestation

Agroforestry R A  
 BT: Forestry

Air pollution R  
 BT: Pollution  
 RT: Coastal pollution  
 Soil pollution  
 Water pollution

Animal resources R  
 BT: Terrestrial resources  
 RT: Animal resources  
 Animals  
 Forest resources  
 Land resources  
 Mineral resources  
 Plant resources  
 Soil resources  
 Wildlife resources

Aquatic resource depletion R  
 BT: Natural resource depletion  
 NT: Overfishing  
 RT: Aquatic resource management  
 Aquatic resources  
 Forest resource depletion  
 Genetic resource depletion  
 Land depletion  
 Soil depletion

Aquatic resource management R  
 BT: Natural resource management  
 RT: Water management

Aquatic resources R  
 BT: Natural resources  
 RT: Aquatic resource depletion  
 Aquatic resource management  
 Energy resources  
 Genetic resources  
 Microbial resources  
 Terrestrial resources  
 Water resources

Avalanches K R  
 BT: Environmental disasters  
 NT: Landslides

Beach erosion R  
 BT: Land depletion  
 RT: Desertification  
 Erosion control  
 Soil erosion

Biological diversity R  
 BT: Ecology  
 RT: Ecological balance  
 Ecological succession  
 Genetic resources

Biomes R  
 A region whose climate produces  
 characteristic plants and  
 associated animals.  
 BT: Ecosystems

Biosphere R  
 Sphere of living organisms  
 (plants, animals,  
 microorganisms). Includes the  
 human habitat in the broadest  
 sense.

BT: Ecology  
 NT: Ecosystems

Chemical pollution R  
 BT: Pollution  
 RT: Noise pollution  
 Oil pollution  
 Radioactive pollution  
 Thermal pollution

Coastal pollution R  
 BT: Pollution  
 RT: Air pollution  
 Soil pollution  
 Water pollution

Comprehensive resource inventory and  
 evaluation system R  
 BT: Natural resource inventories

Cyclones R T  
 BT: Environmental disasters  
 NT: Tornadoes

Deforestation R  
 BT: Forest resource depletion  
 RT: Afforestation

Desertification R  
 BT: Environmental disasters  
 Land depletion  
 RT: Beach erosion  
 Deserts  
 Droughts  
 Dust storms

Droughts R  
 BT: Environmental disasters  
 RT: Desertification  
 Dust storms

Dust storms K R  
 BT: Environmental disasters  
 RT: Desertification  
 Droughts  
 Soil erosion

af

Acquiring the A.I.D. review of the draft thesaurus could take a great deal of time. It is recommended that review by PPC/CDEI staff be required, and that at least one representative from each of the Geographic Bureaus be asked to review the document. Not submitting suggestions for change could be taken as an indication of approval.

Another issue that will present a problem later on involves mapping the old descriptors. Reindexing documents is not called for contractually. However, due to the nature of the indexing done in the past, there will be cases in which automatic mapping will be almost impossible. For example, the old RandD descriptor WEAVERS has been used to mean craftsmen as well as the species of bird known as "weavers." Since the ambiguous term "weavers" does not exist in the new thesaurus those records indexed with the term will have to be reexamined so that the correct new descriptor can be applied. This process of reexamining some of the old indexing is necessary to the mapping activity, and, if ignored, will have serious consequences regarding the performance of the data base.

#### 6.4 FY84 Plans

##### 6.4.1 FY84 Goal

A controlled vocabulary approved by A.I.D., and operational on MINISIS software.

##### 6.4.2 FY84 Thesaurus Tasks

6.4.2.1 Finish data entry of thesaurus cards. Completion date: November 18, 1983.

6.4.2.2 Transmit thesaurus hierarchies from Lexitron to HPWord. Completion date: November 18, 1983.

6.4.2.3 Run reciprocal check to ensure that BT-NT relationships and RT-RT relationships match each other. A program will be run to check that these relationships are reciprocal. Completion date: November 23, 1983.

6.4.2.4 Correct data entry and add missing reciprocals. Completion date: November 30, 1983.

6.4.2.5 Assign notation to thesaurus hierarchies. Completion date: December 9, 1983.

6.4.2.6 Display the thesaurus in alphabetical, hierarchical, and rotated descriptor arrangements. The rotated descriptor and alphabetical display routines were developed in FY83. The hierarchical display routine will be developed by adapting a program created by John Nesbitt at the World Bank. Completion date: December 9, 1983.

6.4.2.7 Deliver draft thesaurus to A.I.D.: December 23, 1983.

6.4.2.8 A.I.D. approval of thesaurus. We recommend that A.I.D. personnel review the thesaurus for completeness and level of detail and have comments back to PPC/E/CDEI no later than January 20, 1984. The review should be handled by A.I.D. direct hire personnel working with DIHF staff. The potential reviewers should be contacted during the first three weeks of December so that when the review date arrives we have a final list of people who understand the task at hand, and who have agreed to cooperate. Review of the draft by information professionals outside A.I.D. would also be helpful.

6.4.2.9 Incorporate changes recommended by A.I.D. personnel. This is a difficult task to predict time for since the amount of time it will take depends entirely on the extent and nature of the recommended changes. Suggesting the addition or deletion of a few descriptors is relatively easy to do; rearranging the Agriculture facet would be very time consuming. It is assumed that the review that took place in FY83 will prevent any very serious changes from being advised. Completion date: February 10, 1984.

6.4.2.10 Map old descriptors. In order for the new thesaurus to act as an authority file for the subject descriptors in the data bases, the descriptors currently in the data bases need to match those in the thesaurus. There are over 8,000 internal A.I.D. descriptors that will need to be mapped to new terms. These 8,000 terms will fall into five categories: (1) exact or very close matches; (2) descriptor phrases that need to be semantically factored, e.g., the descriptor "Nurse midwife training manual" would be broken into two separate descriptors, "Nurse midwives," and "Training manuals;" (3) ambiguous terms that require some reexamination of the documents to which they have been assigned, e.g., "Conversion" is a Randd keyword that could mean any number of things: chemical conversion, metric conversion, energy conversion, etc; (4) Proper names, most of which will be placed in an identifier field; and (5) terms that have no match in the new thesaurus. An estimation of how the 8,000+ terms will fall into these five categories is shown in Exhibit 6-4. Unlike some thesaurus construction projects that start from scratch, the A.I.D. thesaurus construction project has, from the very beginning, taken the existing vocabulary into account at each stage of development. Thesaurus cards were printed for every internal A.I.D. descriptor and one of the fundamental rules in the intellectual processing was that every internal descriptor had to be accounted for. This rule made the task of facet construction more time consuming but it ensured that the later task of mapping the descriptors would proceed more smoothly. The mapping task will be a difficult one, but without the time invested in researching the old vocabularies it would be an almost impossible one. Completion date: March 15, 1984.

EXHIBIT 6.4

Mapping Old A.I.D. Descriptors to New Thesaurus Descriptors

	EXACT/ CLOSE MATCH	NEED TO BE FACTORED*	AMBIGU- OUS	PROPER NAME**	NO MATCH
DIS TERMS (2,680)	55%	32%	2%	5%	6%
LOSH TERMS (3,038)	60%	33%	3%	1%	3%
RANDD TERMS (2,760)	82%	2%	12% ***	--	4%

\* Most terms are easy to map once they have been factored.

\*\* Proper names, with the exception of geographical names, will be placed in the identifier field.

\*\*\* Randd descriptors tend to be the most vague, e.g. the keyword "conversion" could have been used to mean metric conversion, energy conversion, religious conversion, and possibly even foreign exchange rates. It is the documents indexed with these sorts of descriptors that will require some reexamination.

6.4.2.10.1 Generation of a printed concordance and conversion of the old vocabularies online. A.I.D. should review the mapping decisions before the actual modification of the data bases. Global modification of the descriptor field will be performed after A.I.D. has approved the mapping decisions. A program will have to be written that will allow us to stream global modify jobs. Completion date: March 30, 1984.

6.4.2.11 Load the A.I.D. Thesaurus using the MINISIS ThLoader feature. A trial loading of dummy thesaurus terms was performed in 1982 to test our understanding of the MINISIS feature. The thesaurus loader will reject the entire thesaurus if it encounters any of the errors it is programmed to check. Unfortunately, one of the characteristics it checks for is the existence of a translation for a term in each of the language fields specified. Since we plan to use the second, third, and fourth language fields to hold notation, and not every term in the thesaurus will have the same number of notations, we will require some programming to circumvent this check feature. Completion date: April 26, 1984.

6.4.2.12 Develop classification scheme. A classification scheme to be used for the shelf arrangement of documents will be developed from the thesaurus notation. Completion date: January 31, 1984. A.I.D. comments should be received by February 29th.

6.4.2.13 Convert Cairo classification scheme to new classification. The Cairo mission will be sent a printout of the document accession numbers, titles, and new and old classification codes so they can review the conversion process. If they approve the conversion they can begin using the new classification scheme immediately. The actual conversion of the old AGRIS-like codes on their tape will take place at the same time as the conversion of their old RANDD descriptors.

6.4.2.14 Convert old RANDD descriptors on Cairo data base to new thesaurus descriptors. The Cairo mission will have a chance to review the new thesaurus at the same time as the rest of A.I.D. (the month of January, approximately), and we will incorporate the changes that Cairo recommends in the same manner as we do the other A.I.D. changes. It is anticipated that Cairo's classification scheme and old descriptors will be changed at the same time. They will send us a tape, we will read it into MINISIS, convert their descriptors and classification codes, and send them back a new tape. Completion date: May, 1984.

## 7.0 CORE Project Micrographics

### 7.1 Goal

Improve quality control procedures for filming and storing microfiche, and coordinate work schedules and fiche processing so as to ensure timely delivery of CORE materials to A.I.D. Bureaus.

In this report, reference to CORE materials mean documents to be microfiched as specified in the contract originally as opposed to official project documents processed as a result of contract modifications in FY83. (See Section 8 for discussion of Geo-Bureau Micrographics).

### 7.2 FY83 Accomplishments

The backlog of standing-order requests has been eliminated and work-study students have been trained to assist in the day-to-day filing of fiche orders, as well as preparing master fiche for storage in vaults for security purposes. Inventory quality control and maintenance procedures also have been improved and documented.

1. Reviewed PN and PD files to determine where gaps existed and devised system for refilming.
2. Developed procedures for handling required microfiche changes (i.e., refilming, duplicate PD or PN numbers, in-house graphics alterations, data base corrections, notifying the State Department/AID of changes made) to eliminate duplication of efforts and/or inappropriate handling; this involves a tracking and accounting system both on-line and in logs.
3. To make the most efficient use of available work space at the DIHF, plans are underway to transfer microfiche silvers and diazos from utility shelves to 5-drawer file cabinets.

Exhibit 7-1 provides a monthly summary of CORE Microfiche Production during FY83.

#### 7.2.1 Prepping

CORE materials to be filmed are batched and then prepped by specially trained staff. This procedure involves document preparation where fiche header data can be generated directly from the DOCUMENT data base entry. Each document page is screened for legibility and grid sheets are prepared for filming each report. Grid sheets include all header information (PN/PD number; Title; Country; Project Number; Reduction (24x); Publication Date; Contract Number; Location of Documents in Fiche; and "1 of 2", etc. Box and batch numbers are assigned as each batch of document materials completes the gridding process.

Exhibit 7-1

CORE MICROGRAPHIC PRODUCTION FY83

I. FILMING REPORT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT
1. Total in Que:												
2. Docs. Prepared for Filming												
a. PD's:												
(1) Manual Prep.	621	278	236	260	295	280	155	173	74	141	268	231
(2) System Proc.	621	278	236	260	295	280	155	173	93	141	268	231
(3) Sent for Filming:												
- Batches	23	12	17	16	12	18	8	11	8	0	0	4
- Documents	621	245	236	260	245	280	155	173	93	141	269	231
b. PH's:												
(1) Manual Prep.	164	324	253	321	146	221	269	248	252	365	207	56
(2) System Proc.	164	324	253	321	146	221	269	248	333	365	207	56
(3) Sent for Filming:												
-Batches	17	16	17	17	12	17	12	12	16	0	0	1
-Documents	164	315	253	321	146	284	269	197	333	365	344	56
c. SUPDOC Selections												
3. Documents Filmed:												
a. PD's:												
(1) Batches	23	16	13	12	22	14	8	11	8	0	0	4
(2) Documents	448	100	344	205	350	223	171	304	84	144	269	231
(3) Total No. Fiche	608	303	382	231	430	280	245	386	132	192	330	289
(4) Total No. Frames	35522	17112	18192	3760	17292	11954	11950	18322	6011	8567	14664	12,877
(5) Rejected Fiche	71	31	15	28	30	32	5	29	0	0	0	0
(6) Rejected Documents	0	44	24	18	42	17	3	57	0	0	0	0
b. PH's:												
(1) Batches	17	9	25	12	23	14	12	16	15	0	0	1
(2) Documents	111	122	332	159	360	177	327	414	344	369	311	56
(3) Total No. Fiche	242	161	456	226	739	314	523	352	623	590	518	93
(4) Total No. Frames	14505	9615	33428	17648	26802	21274	29716	267084	1205	36,556	34,304	6,139
(5) Rejected Fiche	25	7	31	28	38	23	61	7	5	0	0	0
(6) Rejected Documents	0	12	54	54	53	16	25	11	8	0	0	0
4. Dup. Fiche Production:												
a. No. Masters	322	274	200	340	280	582	562	1800	397	0	854	209
b. No. Copies	10	10	7	7	7	7	10	5/10	5/10	0	10	10
c. Total Fiche Duplicated	3220	2740	1400	2380	1960	4074	5620	10340	3910	0	8,540	2090
d. Fiche Duped for GPO	0	0	0	0	0	0	0	0	0	0	0	0
e. Stand. Ord. Distr.:												
(1) Documents	2	3	0	0	0	1778	2571	3914	0	0	8,540	2090
(2) Fiche							3238	5362	0	0	8,540	2090

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Cross training of personnel to prepare both CORE and Geo-bureau files was undertaken to provide for continuity of production based upon work volumes in each project area.

#### 7.2.2 Quality Control

At the DIHF, a careful inspection of the storage files for the silver halide master fiche collection has allowed the micrographics staff to identify gaps within the collection and devise a system for replacing all missing PN and PD microfiche masters. A careful inventory has also been made of the duplicate silver master file and, where necessary, missing microfiche have been replaced. Routine refilming of fiche that are damaged, of poor quality, or require header changes is performed. A logging system is maintained for tracking fiche that are in the process of being refilmed. The files of all A.I.D. departments receiving diazo copies (fiche to fiche duplication) are updated with the corrected microfiche. This system of quality control at the DIHF will improve, tremendously, the records management capabilities of the A.I.D. Bureaus.

#### 7.2.3 Tracking

Once the technical reports, project documents, and books/journal articles have been received, all information is cataloged into the data base system and processing criteria are established regarding filming of the materials. For those documents to be filmed, a computerized tracking system was established that includes batch and report number assignment; header data are entered into MINISIS (a print-out is created at this stage and the original data are proofed against the computer print-out); the documents are prepped (page counts, grid sheets, page enhancement); the data base is updated with fiche/frame count; tapes are cut; and all materials are assembled for release to filmer. At any stage in the report processing system, the data base can be queried to determine workflow status.

#### 7.2.4 Distribution

A.I.D. Bureau standing orders (Exhibit 7-2) are filled on a monthly basis using diazos (fiche to fiche duplication). Further, user requests for microfiche are processed by the Micrographics Operation and filled by the use of diazos duplicated for general distribution. A monthly distribution was initiated to ensure up-to-date fiche collections at all sites along with a distribution accounting system to maintain control over which film has been distributed to which site(s). This will become more critical in FY84 as more sites receive all or partial fiche collections.

Exhibit 7-2

Standing Orders for Fiche Distribution

	<u>PN</u>	<u>PD</u>	<u>COPIES</u>
DIC (105)	x	x	1
Asthan		x	2
Cairo	x		
World Bank	x		
Jakarta	x		
Honduras	x		
Zaire	x		
Costa Rica	x		
1656 (Paskar)	x	x	1
Total	8	4	

7.3 FY84 Objectives

Plans for revamping the DIHF microfiche storage system are being considered. Acquisition of additional 5-drawer file cabinets to replace the utility shelving currently being used will allow for

- (1) increase in work space;
- (2) easier access to supplies and fiche silver duplicates and diazos; and
- (3) increase in capability to track the status of on-going standing-order fulfillment both on-line and via manual logging systems.
- (4) the training of existing Geo-Bureau staff regarding processing procedures for CORE materials will allow for increased coverage and back-up capabilities.

Efforts will continue to focus on improving procedures for updating and correcting fiche headers and document filming procedures.

With the scheduled Spring 1984 move of other CDSI activities from portions of the building housing the DIHF, plans are being developed to revamp the physical layout and flow of micrographics processing to improve productivity and operational controls, and overcome operating deficiencies created in part by cramped office space.

Other goals will be the identification of materials in selected Missions that need to be processed and fiched so that more complete project files can be created. Comparisons of holdings

in DIS databases can be made using printouts in Mission settings. Arrangements can either be made to process the materials for filming locally or to forward them to DINF for processing.

Phase III activities will impact on the standing order distribution of microfiche. It is anticipated that additional sets will be prepared during FY84 for IDRC, selected Missions, and LDC institutions.

## 8.0 Geo-Bureau and Other Special Micrographics Activities

### 8.1 Goal

Process and film official project files of geographical bureaus through implementation of APDMS (AID Project Documentation Micrographics System).

- Respond in a timely manner to on-demand and standing-order requests for microfiche copies of A.I.D. Bureau materials.
- Provide training to AID/W personnel on use of APDMS procedures, systems and equipment
- Obtain needed supplies and materials to implement APDMS.

### 8.2 Accomplishments

During FY83, the DIHF micrographics staff completed retrospective filming of the Africa and Asia Bureau project files. On-going filming of new Africa and Asia project materials has been underway since September 1983 and is progressing at a steady rate.

The 5-day maximum turnaround requirement has been met for the majority of Africa and Asia Bureau project reports for FY83. Arrangements have been made with the filming vendors that they will adhere to a maximum 2-day turnaround to complete the filming of Bureau materials.

Other accomplishments include:

1. Cross-training of personnel in the Micrographics Operations Unit to improve work flow and staff skills; now, back-up capabilities have been increased concerning document entry and quality control procedures, improving 5-day turnaround production.
2. Vendor supplied pre-dotted, color-coded microfiche file dividers to decrease the staff time spent on dotting the individual dividers.
3. Negotiated with A.I.D. regarding vendor processing of color-coded fiche envelopes, thus eliminating the process of color-coding the individual fiche with dots.
4. Filmed to date, Africa Bureau files consisting of 110 boxes (7,601 documents). (Exhibit 8-1)
5. Filmed to date, Asia Bureau files consisting of 73 boxes (5,830 documents). (Exhibit 8-1)
6. Obtained, delivered and installed micrographics equipment for use by geographic bureau personnel; and developed

inventory-control report. Exhibit 8-2 lists all equipment and materials obtained in support of this area of work. Training on use was also provided upon installation.

7. Developed detailed computerized tracking system for all A.I.D. Bureau documents, delineating bureau names, box number, date received at CDSI, date entered/created, date prepped, date quality controlled, date sent to filmer (Gen Micro/Remac), date returned to CDSI, date fiche sent to Geo-Bureau, projected 5-day turn-around date (date fiche due at Geo-Bureau).
8. Secured commitment from filmer(s) for maximum 2-day turnaround.
9. Receipt of weekly status report delineating work in process.
10. Receipt of end-of-month report on: work processed during the month (Bureau, number of boxes, number of docs/box, number of pages/doc, number of fiche filmed, number of frames filmed).

EXHIBIT 8-1

GEO-BUREAU BOXES/DOCUMENTS FILMED

	<u>FY83</u>			<u>FY84</u>		
	<u>BOXES</u>	<u>DOCS</u>	<u>FRAMES</u>	<u>BOXES</u>	<u>DOCS</u>	<u>FRAMES</u>
Africa	110	7601	197881	32	3136	76800
Asia	73	5830	65960	12	1176	29400
Near East	--	--	--	125	12250	212450
L.A.C.	--	--	--	125	12250	212450
Contracts	--	--	--	82	8036	174369
Science Advisor	--	--	--	46	4508	101241
TOTALS	183	13431	263841	422	41356	806710

\*For FY84, the estimated number of documents is based on 98 documents per box.

Exhibit 8-2

INVENTORY OF GEOBUREAU MICROFICHE EQUIPMENT  
 INSTALLED BY CDSI AS PART OF APDMS PROJECT  
 [Report Date: October 13, 1983]

<u>Equipment Description/Model</u>	<u>Serial Number</u>	<u>Delivered to:</u>	<u>Location:</u>	<u>Date</u>
BUREAU: Africa				
1. Minolta Reader Printer RP405E	1615467	AFR PD Central	Rm. 2485NS	01/83
2. Microdesign 935 Reader	3020697	Leroy Jackson	Rm. 2884NS	01/83
3. Microdesign 935 Reader	3020698	Morgan Gilbert	Rm. 2884NS	01/83
4. Microdesign 935 Reader	3020699	AFR PD Central	Rm. 2485NS	01/83
5. Microdesign 935 Reader	3020692	Al Harding	Rm. 2884NS	01/83
6. Microdesign 935 Reader	3020690	Karen Nurick	Rm. 2884NS	02/28/83
7. Microdesign 955 Reader	see #23	George Hazel	Rm. 2439NS	03/83
8. Microdesign 935 Reader	3031646	Tom Williams	Rm. 2439NS	03/83
9. Microdesign 935 Reader	3020696	Sid Chambers	Rm. 2723NS	03/83
10. Microdesign 935 Reader	3020691	Paul Wrobel	Rm. 2723NS	03/83
11. Microdesign 935 Reader	3020695	Mike Speers	Rm. 2723NS	03/83
12. Microdesign 935 Reader	3191130	Carlos Pasquale	Rm. 2450B-NS	08/16/83
13. Microdesign 935 Reader	3191126	Thomas Lofgren	Rm. 2446NS	08/16/83
14. Microdesign 935 Reader	3191128	Dennis Robertson	Rm. 2733NS	06/83
15. Microdesign 935 Reader	3191120	Glen Slocum	Rm. 2733A-NS	06/83
16. Microdesign 935 Reader	3191122	Mary Ann Riegelman	Rm. 2733A-NS	08/17/83
17. Microdesign 935 Reader	3390968	Alan Reed	Rm. 2450B-NS	
18. Microdesign 935 Reader	3191125	David Dawson	Rm. 2733A-NS	08/17/83
19. Microdesign 935 Reader	3191129	Henderson Patrick	Rm. 2733A-NS	07/83
20. Metal Fiche Trays ( 12 2-drawer units)		Lawrence Williams	Rm. 2485NS	
21. Microdesign 955 Reader	100233	Lawrence Williams	Rm. 2485NS	01/83
22. Microdesign 935 Reader	3191117	Andrew Sisson	Rm. 2733A-NS	08/17/83
23. Microdesign 935 Reader	3191127	Wayne King	Rm. 2733A-NS	08/17/83
24. Microdesign 955 Reader	3020701	Russell Anderson	Rm. 2723NS	03/83
25. Microdesign 935 Reader	3390971	George Hazel	Rm. 2439NS	09/30/83
26. Microdesign 935 Reader	3390969	A. McDonald	Rm. 2733A-NS	09/30/83
27. Microdesign 935 Reader	3390966	D. Walsh	Rm. 2664-NS	09/30/83
28. Microdesign 935 Reader	3390967	J. Snead	Rm. 2487-NS	09/30/83
29. Plastic Fiche Trays (Luxor)	no number	- delivered to each Proj. Off. receiving reader		
30. Helett-Packard 2622A Terminal	2143W05851	L. Williams	Rm. 2485-NS	01/15/83
31. Racal-Vadic Data Modem VA212LC	S/N 250589	L. Williams	Rm. 2485-N	01/15/83
BUREAU: Asia				
1. Minolta Reader Printer RP405E	1617085	Asia/PD Central	Rm. 3318NS	05/83
2. Metal Fiche Trays (12 2-drawer units)		Sue Bugg	Rm. 3318NS	05/83
3. Microdesign 935 Reader	3020693	Asia/PD Central	Rm. 3318NS	05/83
4. Microdesign 955 Reader	3191123	Steve Norton	Rm. 3318NS	04/83
5. Microdesign 935 Reader	3020700	Dennis Wendel	Rm. 3318NS	04/83
6. Microdesign 935 Reader	3191124	Patricia Matheson	Rm. 3318NS	04/83
7. Microdesign 935 Reader	3191115	David Tiedt	Rm. 3318NS	04/83
8. Microdesign 935 Reader	3191119	Gary Imhoff	Rm. 3328NS	05/83
9. Microdesign 935 Reader	3191114	Eliz. Kvitashvili	Rm. 3318NS	05/83
10. Microdesign 935 Reader	3390970	Sue Bugg	Rm. 3318NS	09/30/83
11. Plastic Fiche Trays (Luxor)	no number	- delivered to each Proj. Off. receiving reader		
BUREAU: Near East (on order - not delivered as of report date)				

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Exhibit 8-2 (continued)

BUREAU: Latin American & Caribbean (not ordered)

BUREAU: Contracts

1. Hewlett-Packard 2622A Terminal
2. Racal-Vadic VA212LC Modem

2245W30061  
S/N 466189

Pat Stewart  
Pat Stewart

Rm. 708SA14 10/04/83  
Rm. 708SA14 10/17/83

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### 8.2.1 Tracking

FY83 has also marked the development of a detailed computerized tracking system for all filming operations, including A.I.D. Bureau project reports. The tracking information includes Bureau name, box number(s), date received at the DIHF, date entered/created, date prepped, date quality controlled, date sent to either General Micro or Remac, date returned from filmer, and an automatic projected 5-day turnaround date as to when the fiche are due back at State. If microfiche copies are not returned to State within the projected 5-day turnaround period, the tracking system will be modified to indicate the actual return date. This final step in the Micrographic Operations Unit will assist the staff in identifying potential problems at any stage in the filming process.

### 8.2.2 Training

8.2.2.1 DIHF Staff: Targeting a bottleneck in the work flow of preparing files for filming, the Geo-Bureau micrographics staff launched an innovative plan - cross training - to remedy the situation. During the 3-month cross-training program initiated in September, staff skills have increased dramatically and all staff members now participate in the multistep process of moving documents through entry, prepping, update, quality control, and filming. The result has been a marked decrease in turnaround time of document processing.

Due to staff turn-over, reassignment of personnel to the State Department was necessary. To prevent reduction in productivity, close scheduling of work flow between the State Department and the DIHF were required. This realignment of staff efforts and capabilities did not have an adverse affect on production and the newly acquired skills of the Micrographics staff increased the efficiency of procedures at State and the DIHF.

8.2.2.2 AID Personnel: DIHF staff members gave a series of briefings to geographic bureau personnel prior to the start of each bureau's work. These briefings afforded AID/W personnel the opportunity to learn of the system, ask questions and raise issues that have been addressed as work has been performed previously. Individual briefings with Project Officers were given when fiche/equipment were delivered. Training on use of HP/MINISIS for searching files was also provided to selected bureau personnel.

### 8.2.3 Quality Control

A weekly computer generated status report delineating work in process has been implemented as well as an end-of-month (EOM) report, tracking work processed during the month. The EOM report details the number of boxes processed per Bureau, number of documents contained within each box, number of pages per

document, and number of fiche and frames filmed. Another aspect of quality control involves the checking of all vendor/subcontractor filming. These checks require both visual and densitometer inspection of all silver masters and silver duplicates.

Currently, negotiations are underway with A.I.D. to have vendors furnish color-coded microfiche envelopes to decrease person-hours spent dotting the plain white envelopes currently in use. Color-coded fiche file dividers (pre-dotted) have been in use for the past two months.

#### 8.2.4 Distribution

Diazo copies (fiche to fiche duplication) are created and distributed to the appropriate A.I.D. Bureaus to replace original file reports and correspondence. Completed fiche files are sent within 5 days of DIHF's receipt of project materials.

A major problem to be addressed regarding the Africa Bureau will be the distribution of fiche to the Technical Offices. Since our contract calls for providing only 3 sets of diazo copies, requests for diazo sets for technical offices range as many as 7 sets... a matter that will impact both direct production costs and labor costs needed to individually select the quantities for each project. We continue to make only one copy until the issue is resolved.

In addition, SETC/MO is seeking ways to provide sets of official project fiche to Missions. Estimates of cost for duplicating these additional copies will be prepared and will be considered in conjunction with other Phase III Technology Transfer efforts.

#### 8.3. Forecast of FY84 Activities

During FY84, the DIHF Micrographics Operations unit will continue to process Africa and Asia Bureau file updates, as well as initiate processing of Near East and Latin America Bureau files. Filming will also be completed for other A.I.D. Bureau activities (i.e., Contracts, Science Advisor's Office, PPC/PDPR Evaluations). In order to prevent a Geo-Bureau backlog, staff will be assigned to specific, low volume task projects, thus allowing the unit to process Geo-Bureau project documents simultaneously. A schedule of priorities will be devised and maintained to accommodate contractual requirements; such scheduling will, of necessity, be flexible enough to allow for the performance of additional tasks, yet not cause undue shifting of priorities. Greater levels of productivity are anticipated based mainly on the on-going skills training of micrographics personnel; however, the acquisition of new staff members will be considered as additional A.I.D. Bureau project activities are undertaken.

As indicated earlier, the anticipated expansion of operating space into areas made available when CDSI moves to its headquarters building will afford an opportunity to restructure work flows which will be conducive to improving employee working conditions and productivity.

A major problem to be addressed regarding the Africa Bureau will be the distribution of fiche to the Technical Offices. Since our contract calls for providing only 3 sets of diazo copies, requests for diazo sets for technical offices require as many as 7 sets...a matter that will impact both direct production costs and labor costs needed to individually select the quantities for each project. We continue to make only one copy until the issue is resolved.

In addition, SER/MO is seeking ways to provide sets of official project fiche to Missions. Estimates of costs for duplicating these additional copies will be prepared and considered in conjunction with other Phase III Technology Transfer efforts.

## 9.0 User Services

### 9.1 Goal

Improve responsiveness to requests for A.I.D. project and technical documents, maintain mailing lists, and manage inventory of documents in the warehouse.

### 9.2 Accomplishments

#### 9.2.1 Developed Order Tracking System

User service operations were greatly improved over the past year with the initiation of the Order Tracking System. The mailing lists for the ADD's data base and the Population J-lists were merged into the new REQUESTR data base. The implementation of the ORDERRD data base which joins with DDCRD, AIDGEO, REQUESTR, and LISTIDRD, provides comprehensive control for all requests in process. System-generated worksheets (Exhibit 9-1) have facilitated order filling and eliminated the previous hand-written worksheets for fiche pulling, blow-back copies, or shelf-copy pulling. The system allows DIHF staff to respond quickly to requests and allows for easy tracking through the order process and statistical reporting on work performed.

#### 9.2.2 Maintained Mailing Lists

##### 9.2.2.1 Update of ARDA Mailing List

During FY83 a questionnaire was sent to all recipients of ARDA requesting feedback on the usefulness of the publication. In addition, recipients were requested to make corrections to the mailing address as needed. Approximately 1,000 forms were returned and the addresses were modified where necessary. A sample of the returned questionnaires was analyzed to determine the usefulness of the other comments. A decision was made to delay any further analysis. Results of the preliminary analyses are presented in Appendix A.

Another special activity undertaken to update the mailing list involved sending to each Mission the appropriate country section of the mailing list and requesting the Mission to review the addresses on the mailing list and indicate which organizations should no longer receive A.I.D. publications free, as well as changes of address and the names of any new institutions which should be included on the mailing list. To date, 45 Missions have responded to this request to update the mailing list, with 104 deletions, 243 additions, and 2,385 addresses checked for validity.

Other changes are routinely made to the mailing list as we are notified. Exhibit 9-2 provides summary information on mailing list activity over the year.

MOH, DEC 19, 1983

SEND CHECK IN U.S. DOLLARS PAYABLE TO:

AID DOCUMENTATION AND HANDLING FACILITY  
7222 47TH ST., SUITE 100  
CHEVY CHASE, MD 20815

DIHF ORDER NO: 831214-1908  
REQUESTOR NUMBER: 150-109-009227  
REQUESTOR TYPE: Requestor ONLY  
AID GEO NAME: Germany, Federal Republic

GERMAN DEVELOPMENT ASSISTANCE  
ASSOCIATION FOR SOCIAL HOUSING  
BISMARCKSTR.7  
D-5000 KOLN 1  
COLOGNE FEDERAL REPUBLIC OF GERMANY  
ATTN: MERNER WILKENS

POSTAGE AND HANDLING: \$ \_\_\_\_\_  
AMOUNT DUE: \$ \_\_\_\_\_

OFFICE USE ONLY -----

PRIORITY: 3  
PHONE REQUEST? N  
SEND VIA: AIR MAIL  
ISH: 1908  
INIT: LMD  
ARDA/POPULATION/REQUESTOR: R

DATE INVOICED:  
PURCHASE ORDER NO:

AMOUNT RECEIVED: \$ \_\_\_\_\_  
DATE PAYMENT RECVD: \_\_\_\_\_  
REFUND AMOUNT: \$ \_\_\_\_\_  
DATE OF REFUND: \_\_\_\_\_  
CHECK NO OF REFUND: \_\_\_\_\_  
DATE DUE: \_\_\_\_\_  
DATE SENT: \_\_\_\_\_

ORDER INFORMATION \*\*\*\*\*

DOCID	QTY	TYPE	AV	TITLE	FCH	FRM	PAGES	LOCN	FICHE COST	XEROX COST
PNAAJ612	1	P		Turning private voluntary organizations into development age	03	0205	vii, 151p. + 3 appendices	S24-D	_____	_____

5

Exhibit 9-2

MAILING LIST MAINTENANCE DURING FY83

	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT
1. Transactions;												
a. additions	0	0	42	0	52	0	0	0	179	0	56	186
b. Address changes	0	0	5	0	6	0	0	0	0	0	21	2,364
c. Deletions	0	0	0	0	2	55	0	0	0	839	33	71
2. Total ADDS list	6800	6800	6842	6952	7002	6947	6947	0	7,718	6,879	6,902	7,017
3. Requests for all ADDS dump												
a. Requests	0	1	0	1	0	1	2	0	0	0	0	0
b. Total No. of labels	0	6800	0	6952	0	6947	13894	0	0	0	0	0
4. Requests for ADDS subsets												
a. Requests	0	0	1	0	0	0	2	0	1	0	1	5
b. Total No. of labels	0	0	2667	0	0	0	9	0	750	0	176	3,380
5. Pop. Office Mail List (J)												
a. No. of Requests	0	2	3	2	2	10	0	0	1	0	0	0
b. Total No. of Labels	0	575	1316	1994	376	120	0	0	750	0	0	0

Certain categories of recipients, such as institutions in developed countries, were sent notification that future issues of ARDA would only be distributed on a subscription basis. Approximately 1,000 such institutions received this notification, of which roughly 100 have responded indicating a willingness to subscribe. Current subscription rates are set at \$10.00 per year for U.S. subscribers and \$25.00 for overseas subscribers.

### 9.2.3 Responded to Requests for Services

#### 9.2.3.1 Regular Requests

Over the past year, DIHF staff have responded to over 4,500 requests with a total of over 35,000 documents in either fiche or paper form. Approximately one quarter of these requests have come from A.I.D. offices in the United States and abroad.

#### 9.2.3.2 Special Bulk Distribution

Several special large mailings were done in response to A.I.D. requests. The mailings may be grouped in the following areas:

- o ARDA - Volume 10 of ARDA (2 issues) was mailed to approximately 7,000 addresses. The Cumulative Index of Volume 9 was mailed with Volume 10 Numbers 1/2.
- o Population - In cooperation with AID/S&T/POP, DIHF handled distribution of 9 population journal titles to designated Population-J lists. Mailings were prepared on a monthly basis, totaling 7,486 copies.
- o Techniques Americaines - This series of 140 titles was reprinted and distributed during the past year. Approximately 400 sets or 54,000 copies were distributed by set to Missions and other requestors as directed by DIU.
- o Water for the World - In cooperation with Earl Lawrence of AID/S&T, DIHF has maintained inventories of bulk quantities and handled bulk distribution of Water for the World Series. The series contains 160 Technical Notes plus several other major reports and is normally requested by set, involving significant staff time to pull, pack, and ship. Inventory reports have been prepared throughout the year for S&T.
- o ESDS - In addition to the regular requests for documents in the DDCRD system, several other special projects are ongoing. Document fulfillment for an estimated publications of the Economic and Social Data Services Division (ESDS) is performed several times per week. An annual total of 196 requests for 325 documents were filled.

- o PPC Evaluations - Requests for these evaluations are received from A.I.D. staff and from outside requestors. The former normally request bulk quantities while the latter request individual copies. Presently an estimated 100-300 copies of these documents are sent out per week. The list of titles is constantly increasing with an average of two new titles per month being added to the collection. While the PPC/E office has distributed bulk quantities in the past, a recent decision has shifted this responsibility onto the DIHF staff. It is difficult to estimate, at this time, what this will mean in terms of the number of documents being sent in the future.
  
- o NRTB - DIHF continues to fill orders for the quarterly publication, National Resources Technical Bulletin, although this continues to be somewhat problematical since complete sets of the documents were never provided to the DIHF.

Distribution reports are periodically provided to A.I.D. (ESDS, NRTB & PPC) detailing order activity and stock inventories. Exhibit 9-3 provides summary statistics on user services requests and distribution over the year.

#### 9.2.4 Managed Warehouse and Document Stock Inventories

Following the moving of the A.I.D. warehouse to Nebel Street, an inventory of the documents was completed, and a new tracking system-Warehouse Inventory Management Processing (WIMP)-was set up to allow for easier access to and better control of information on the stored documents. During this period the old TINY system was merged, as completely as possible, onto DDCRD. This merge, combined with WIMP, facilitates control of shelf-copy stock maintained at the DIHF by assuring that copies are available. A.I.D. staff can also query WIMP to determine which documents are stored at the A.I.D. warehouse located in Rockville, MD.

Exhibit 9-4 summarizes major document categories, quantity and location.

The Elkridge warehouse maintained by CDSI contains all master copies of data base documents, document boxes to be processed, (but included in the Inventory data base) plus other items for archival storage.

The major categories include:

Backup copies (W-boxes)	300 Boxes
Inventory Documents	300 Boxes
Micro III	25 Boxes

WB



USER SERVICES REPORT: FRI, OCT 14, 1983, 11:25 AM

Users/Requestors	Dist. Rqsts Recvd	This Period 9/83			Total Paper Bibks	Total Paper Instk	Total Docs	Prev to this Period 10/82-8/83			Cum to Date 10/82-9/83			Total Docs
		Rqsts	Rqsts Pndng	Total Fiche Dupes				Total Rqsts	Total Fiche Dupes	Total Paper Bibks	Total Paper Instk	Total Rqsts	Total Fiche Dupes	
Zaire							4	1		1	4		1	1
Seychelles														
Liberia							3	12		12	3	12		12
S. Africa, Rep		2				171	1			171	3		171	171
Guinea														
Sen Africa Rep														
Chad														
Gabon														
Congo														
Benin														
Ivory Coast							1	5		5	1	5		5
Mauritania														
Upper Volta														
Malagasy														
Mali														
Entente States														
Togo														
ASIA														
Nepal							3	5		5	3	5		5
Sri Lanka							5	18		18	5	18		18
India		8		27	3	30	35	72	5	4	81	43	99	111
Bangladesh		1			1	1	4	3	2	5	5	3	2	6
Pakistan		3		9	1	10	5	3	3	6	8	12	3	16
Laos														
KhmerR Cambod.														
Burma		1		5		5	2	5		5	3	10		10
China														
Japan														
Korea														
Western Samoa														
Phillipines		3		4	7	3	14	37	84	6	2	92	40	88
Thailand		2		8	1		9	6	21			21	8	29
Malaya		1		4			4	3		1		4	4	5
Indonesia		4		19			19	23	40	12	2	54	27	59
Vietnam														
Fiji														
Tonga							1		10	3		13	1	10
New Guinea							2	7				7	2	7
Samoa														
Singapore		1			168	168					1		168	168
Solomon Is.														
Malaysia		1		4			4					4	1	4
LAT AM & CARIB														
Guyana							5	20	2	1	23	5	20	23
Br. Honduras														
Surinam														
Argentina		1			1	1	7	20	2		22	8	20	23

LIBRARY 9-3 (continued)  
 USER SERVICES REPORT: FRI, OCT 14, 1983, 11:25 AM

Users/Requestors	Dist. Rqsts Recvd	This Period 9/83			Total Paper Bibks	Total Paper Instk	Total Docs	Prev to this Period 10/82 - 8/83			Cum to Date		10/82 - 9/83		Total Docs	
		Rqsts	Rqsts Pndng	Total Fiche Dupes				Rqsts	Total Fiche Dupes	Total Paper Bibks	Total Paper Instk	Total Rqsts	Total Fiche Dupes	Total Paper Bibks		Total Paper Instk
Bolivia		1			4	3	7	2	2		2	3	2	4	3	9
Brazil		2			3		3	13	19	7		26	15	19	10	29
Chile								4	13			13	4	13		13
Colombia		3		1	2	4	7	8	19	2	1	22	11	20	4	29
Costa Rica		1		4			4	13	41			41	14	45		45
Dominican Rep.		1		2			2	1	2			2	2	4		4
Ecuador								1				1				
El Salvador																
Guatemala		1		5			5	5	11	1		12	6	16	1	17
Haiti										1		1		1		1
Honduras								8	15		1	16	8	15	1	16
Mexico								7	3			3	7	3		3
Nicaragua								1				1				
Panama																
Paraguay								2				2				
Peru		1		4			4	7	18		3	21	8	22	3	25
Uruguay								2	5			5	2	5		5
Venezuela								4	5	1		6	4	5	1	6
Jamaica								4	5		5	10	4	5		10
Trinidad-Tobag								1	2	3		5	1	2	3	5
Barbados																
St. Lucia																
NEAR EAST																
Germany																
Austria																
Malta																
France																
Iceland																
Italy																
Portugal																
Spain																
Yugoslavia																
Eastern Europe																
Romania																
Bahrain																
Cyprus																
Greece																
Egypt, Arab R.								1			1	1			1	1
Iran																
Iraq																
Lebanon																
Israel						1	1	1				2			1	1
Oman																
Saudi Arabia																
Syrian Arab R.																
Turkey								5	10			10	5	10		10
Jordan																
Yemen																

USER SERVICES REPORT: FRI, OCT 14, 1983, 11:25 AM

Users/Requestors	Dist. This Period			9/83		Total Paper Bibks	Total Paper Instk	Total Docs	Prev to this Period		14/82 - 9/83		Cum to Date		14/82 - 9/83		Total Docs
	Rqsts Rcvd	Rqsts Pndng	Rqsts	Total Fiche Dupes	Total Fiche Dupes				Total Paper Bibks	Total Paper Instk	Total Docs	Rqsts	Total Fiche Dupes	Rqsts	Total Fiche Dupes	Total Paper Bibks	
Afghanistan									1	4			4	1	4		4
Morocco																	
Algeria																	
Tunisia																	
Ethiopia								4		33			33	4		33	33
OTHER FREE								168	21	194	196	411	168	21	194	196	411
Lib of Congress	1				2			22		79	5	84	23		81	5	86
NFE Info Ctr								30		85		85	30		85		85
Peace Corps								7		17	4	21	7		17	4	21
United Nations								20		28	26	54	20		28	26	54
PVOs								15	48	23	84	155	15	48	23	84	155
Unspec/Misc.	16			43	35	21	99	172	148	286	322	756	188	191	321	343	855
PREPAID																	
Prepd Docs Sent	97			27	106	1134	1267	1261	2110	1864	1607	5581	1358	2137	1970	2741	6848
Invoiced	43							967					1010				
ESDS/ALLDATA																	
Free								5	14	74		88	5	14	74		88
Invoiced	3			10			10	50		17		17	53		27		27
AID Missions								13	1			1	13	1			1
AID/W								5		70		70	5		70		70
Prepaid								20		107	32	139	20		107	32	139
NAT RES TECH BLT																	
Free								5	6		61	67	5	6		61	67
Invoiced/Prepa	5			19			19	42		78	90	168	47		97	90	187
AID/W								19	5	68	5	78	19	5	68	5	78
AID/H								36	30	416	71	517	36	30	416	71	517
TOTAL	71	288	1	211	404	2162	2777	4226	3340	8136	16565	28041	4514	3551	8540	18727	30818
SPECIAL BULK DIS																	
ARDA 9:3																	
ARDA 9:4																	
ARDA 10:1/2											7000	7000			7000	7000	
ARDA 10:3/4											6900	6900			6900	6900	
ARDA 11:1/2																	
ARDA 11:3/4																	
POPULATION NAT								2	2		7484	7486	2	2		7484	7486
TECHNIQUE AMER											53973	53973				53973	53973
TOTAL PLUS ARDA	71	288	1	211	404	2162	2777	4228	3342	8136	91922	103400	4516	3553	8540	94084	106177
\$ RECEIVED FROM		3464						33106					36570				

Exhibit 9-4

Major Document Categories at  
DIHF Nebel Street Warehouse

<u>Description</u>	<u>Number of Skids</u>
PPC Documents	44
Forestry Bibliography Documents	4
Crystal City Warehouse Materials	4
Water for the World	14
Duplicate Project Papers and Evaluations (B. Asthon)	1
Techniques Americaines	15
To be processed	12
Asia/Africa Bureau	13
DIHF Supplies	5
Shelf Stock Copies (Misc.)	8
USDA Graduate School	2
Nutrition Documents	1
Return to J. Paskar	5
Total	128

### 9.2.5 Training

Training sessions for A.I.D. employees were conducted throughout the year on the use of the Development Information System. Training included PPC staff, Africa, and Asia Bureau staff.

### 9.3 Problem Areas

The lack of a consistent pricing policy for the regular A.I.D. documents continues to be a problem. The present policy states that a two dollar handling charge plus postage be levied for any order which is fulfilled with shelf copies of documents. This means that the number of documents covered under this policy can range anywhere from one to a hundred documents. DIHF staff are currently working on a revision of this policy which will be available for approval in the near future.

Exchange agreements are another troubled area for the staff. Under such agreements, recipients are entitled to receive up to twenty free titles per year. In the past these agreements were negotiated by several individuals at A.I.D. and the information was never relayed to the document facility. Thus, when orders are received from these institutions, it is hard to respond in a proper manner. It would be helpful if a complete list of such agreements was provided to the DIHF staff.

Another major problem has been the overall nature of requests processed. As indicated in Section 1 (Exhibit 1-2), the total number of documents distributed is greater overall by 43% (30,818 as opposed to contract specified 21,500), and the greatest proportion has been the Priority I (24 hour delivery) requests which was specified in the contract at 500 documents but was actually 17,199 or a 234 percent increase. Recognizing the imprecision of the original RFP estimates, efforts to keep up with this kind of demand have by necessity caused us to reshape our user response capability (discussed earlier) and to dedicate commensurate personnel resources to the effort at the expense, sometimes, of other activities. This is a priority activity, however and will continue to be supported appropriately.

## 9.4 FY84 Plans

### 9.4.1 User Evaluation of Services

Beginning in October, 1983, requests being fulfilled will contain a user evaluation form (Exhibit 9-5). It is hoped that comments from users will assist us in planning for improved products and services. This information will be added to our previous findings of the survey described earlier in 9.2.2.1 with preliminary results contained in Appendix A.

### 9.4.2 Special Outreach

In conjunction with special materials development efforts (described in the next chapter), a greater emphasis will be given to providing special outreach in FY84 especially to Missions. As an integral part of Phase III planning, the timely delivery of documents and fiche (both in direct response to requests and on a regular standing order basis) will become an area of major importance. Staff trips to Missions during FY84, plus previous recommendations will contribute to the formulation of plans and policies in this area of work.

Services will include:

- Current awareness lists
- New Project Documentation (fiche & PRJDOC2 format)
- Official Project Files

### 9.4.3 Improved Space Utilization

During the Spring of 1984, plans call for CDSI to vacate office space in the current DIHF building used for other project activities and to make the space available in support of DIHF activities. One major action resulting from this move, will be to consolidate the AID warehouse holdings (currently in Rockville and Elkridge warehouse facilities) into the vacated space. This move will improve the access and processing time to retrieve and distribute materials which cannot be housed at DIHF now due to space limitations. Energy dedicated to maintaining two inventory, two separate control systems will not be required nor will the courier service costs. Increased rents will offset most savings but system efficiencies should result.

### 9.4.4 Improve Ordering Procedures

Since the ORDER data base is operational, improved ordering procedures can be explored to simplify receipt of orders from Rosslyn.

DATE: \_\_\_\_\_

USER EVALUATION QUESTIONNAIRE

The A.I.D. Document and Information Handling Facility would like to ensure that our service is meeting your needs. We would appreciate your comments and suggestions, especially those on how to improve our service. Please take a few minutes to complete this form and return it to us as soon as possible.

1. How would you rate the usefulness of the document(s) (or referral information) that were sent in response to your request?

- Excellent                       Good  
 Fair                                 Poor

2. Was your order received in good condition?

- Yes                                 No

If no, please explain: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. Within what time period was your order received:

- 10 to 20 days                       20 to 30 days  
 30 to 60 days                       60 days or longer

4. Did you receive (all) the materials you requested?

- Yes                                 No

5. Have you requested materials before?

- Yes                                 No

If so, what type of materials did you request:

- Paper                       Fiche                       Paper and Fiche

6. Did you receive free material(s) or was payment required?

Free

Payment required

7. How was your order sent:

First Class

Air Mail

Parcel Post

International Air Mail

Book Rate

Surface Mail

8. What type of requestor are you:

LDC Institutional

U.S.

International

AID/Washington

AID/Mission

9. Do you subscribe to A.I.D. Research and Development Abstracts:

Yes

No

10. Will you in the future be ordering from us again?

Yes

No

If no please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

11. Comments/Suggestions (please feel free to make suggestions to help us improve our service): \_\_\_\_\_

(OPTIONAL):

REQUESTOR NUMBER: \_\_\_\_\_

NAME: \_\_\_\_\_

AFFLIATION: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY, STATE, ZIP: \_\_\_\_\_

COUNTRY: \_\_\_\_\_

Thank you very much for responding. Your comments will enable us to evaluate and make improvements in our service.

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## 10.0 Publications Development and Information Exchange

### 10.1 Goal

Create and produce a greater variety of publications to expand the usefulness of the A.I.D. Development Information System to a broader user base; and to engage in expanded information exchange.

### 10.2 FY 1983 Accomplishments

#### 10.2.1 Published A.I.D. Research and Development Abstracts, Volume 10

A.I.D. Research and Development Abstracts (ARDA) volume 10 was prepared and published during FY83. ARDA volume 10:1/2 was issued in January 1983. ARDA 10:3/4, a double issue containing 250 abstracts, was issued in March 1983. The issue was produced using a computer-generated photocomposition technique. Preparation of ARDA 11:1/2 has begun. The most current ARDA abstracts are also made available to A.I.D.'s Office of Public Affairs for occasional inclusion in Frontlines and Horizons.

##### 10.2.1.1 ARDA Subscribers

Notification was sent to approximately 1,000 addressees that ARDA would no longer be available to them free of charge. Roughly 100 subscriptions have been received to date. Since the issue is sent free to approximately 7,000 recipients, charging only 100 subscribers for copies actually creates more bookkeeping than income to cover publication costs. The policy question on future charging for ARDA remains an unresolved issue.

#### 10.2.2 Catalog of Research Literature for Development, Volume 3

Preliminary work on the publication of volume 3 of the Catalog of Research Literature for Development was initiated. The original plan was to publish the next volume of the catalog in FY83. However, work was suspended due to inadequate funds. It was then decided that a subset of the catalog should be issued as a special bibliography focusing on population. When the funding situation became severe, this work was also terminated. The workfile was created for volume 3. A separate workfile was created and reviewed for the population subset. Agris codes were also reviewed and editing had begun before work ceased.

#### 10.2.3 Acquisitions Lists

Acquisition lists of new documents added to the data base were distributed monthly to the Development Information Center and AID/DIU. The list is generated as a result of the regular reporting of project documents added to the system and is sorted by project number.

#### 10.2.4 Bibliographies

Mention must be made of this area of contract activity which went unaddressed during the year due to budgetary limitations. No bibliographies were prepared although areas of topical interest were developed in case resources to create them did become available.

#### 10.3 FY 1984 Goals

##### 10.3.1 ARDA

ARDA 11:1/2 will be issued in November 1983, and ARDA 11:3/4 in January 1984 (a combined index for Volumes 10 and 11 will be mailed with ARDA 11:3/4). Subsequent issues of ARDA will appear in March, June, and September of 1984.

Labor required: 1,200 person-hours (of which 960 is also included under Section V, Abstracting and Indexing).

However, the continued publication of ARDA in its present form should be reconsidered due to the timeliness of the information it contains and the objectives that it is supposed to achieve... in light of deferrals due to budgetary limitations.

##### 10.3.2 Bibliographies

A Farming Systems Research Bibliography, being issued in cooperation with the University of Kansas and the University of Florida and containing approximately 100 abstracts in the ARDA format, will be issued in FY84. It will be published in both a French and English version.

Labor required: 280 person-hours (of which 250 are also included under Section V, Abstracting and Indexing)

##### 10.3.3 Current Awareness Publications

Another outreach activity for FY84 includes the preparation of country specific acquisition reports which will be distributed quarterly to Missions and targeted to LDC's. These reports will focus on recently acquired technical documents by geographic area and will provide a supplement to project experience summaries (Section 10.3.4.2) and will be coordinated with Phase III activities described in Section II.

##### 10.3.4 Special Bibliographies/Data Base Publishing

A series of special bibliographies are planned for the coming fiscal year. Exhibit 10-1 includes a proposed list of bibliography topics which will be prepared subject to A.I.D. approval. Funds permitting, the Catalog of Research Literature for Development, Volume 3, will be published.

#### 10.3.4.1 Computer Output Microfilm Products (COM)

As part of special outreach efforts to improve information dissemination to Missions, plans to provide complete or partial sets of fiche to users will be supplemented by the creation of indexes in COM form. This will enable users to have quick access to collections with updated indexes. While fiche only of new documents will be forwarded regularly, a complete set of indexes to all materials (those sent previously plus current updates) will be needed.

#### 10.3.4.2 Project Profiles

Profiles of projects by country will be prepared and distributed to each Mission. These reports will combine project descriptions and related documents and will be supplemented with listings of fiche holdings from Geo-Bureau holdings.

#### 10.3.4.3 Tape Distribution

In lieu of publications exchange, efforts to gain access to development information from affiliated organizations (such as the UN, World Bank, IDRC, other MINISIS installations) will commence initially with the exchange of tapes with IDRC. These exchanges will permit DIS users to have access to project information of the specific sponsoring group in addition to A.I.D. materials. The issue of obtaining hard copy or fiche of the materials contained on the data base(s) is yet to be resolved since it is unknown if the tapes will cite documents of organizations other than their own.

EXHIBIT 10-1

PROPOSED BIBLIOGRAPHY TOPICS

Agriculture

- Agricultural Development
- Land Reform
- Pricing Subsidies
- Small Farms Research

Development Assistance

- Bilateral Development Assistance
- Co-financing
- Women in Development

Economics

- Commodity Trade
- Foreign Investment
- Housing
- Institutional Development
- Foreign Investment
- Private Voluntary Organizations
- Private Enterprise

Education

- Education and Technical Training

Environment and Natural Resources

- Rural Water Supply
- Forestry
- Water and Sanitation
- Fuelwood Production/Conversion

Nutrition

- Food Aid
- Nutrition

Population

- Population Assistance
- Family Planning

Science and Technology

- Appropriate Technology
- Solar Energy

## 11.0 Phase III

### 11.1 Goal

Develop plans and strategies to transfer the Development Information System to A.I.D. missions and selected LDC's during Phase III operations which commence in the third year of contract. Create a Microcomputer Test Laboratory at DIHF.

### 11.2 Accomplishments

#### 11.2.1 Phase III Implementation/Feasibility Plan

Progress on the implementation plan for Phase III was delayed due to budget restrictions and a reassignment of project priorities. Initial plans called for the creation of a panel of experts to be appointed during FY83 to review the project in terms of Phase III programmatic objectives and to offer advice and guidance on cost-effective activities for implementing Phase III. The appointment of a resource panel is still considered a critical component in creating an information service which will be considered a necessary and vital resource at the Mission level. To neglect the critical input of AID/W expertise (especially from those with Mission-level experiences) on this important development effort could adversely impact Phase III accomplishments. As originally planned, this panel would review both policy implications and procedural/administrative limitations due to system (hard/software) variations. A major concern, previously mentioned, focuses on A.I.D. continuing to support WANG equipment installations and the impact of integrating Wang and HP-3000 operations effectively.

The implementation plan previously scheduled for completion in FY83 will be undertaken during the first 3 months of FY84. This plan will identify five A.I.D. Missions and 20 LDC institutions that are capable of receiving the Development Information System to:

- 1) handle development documents and information;
- 2) respond to inquiries;
- 3) fulfill requests for documents.

A parallel activity, recently completed, was a feasibility study to determine the cost of placing computer-based versions of the Development Information System in all Missions. As a result of this study and discussions with AID/IRM, IDRC, and other organizations involved in the technical feasibility of interfacing microcomputers with other computer facilities, a high level of interest was expressed for uploading and downloading the DIS data bases. A variety of organizations are involved in development efforts to take advantage of the capabilities that microcomputers offer to small information service applications. While the report of this feasibility study focused on Missions and did not specifically address the Phase III implementation

plans, the information is certainly useful and will contribute a great deal to an understanding of the present level of technology with regard to actually implementing Phase III using microcomputer resources.

#### 11.2.2. Create a Microcomputer Test Laboratory at DIHF.

During FY83, an IBM/PC was provided by CDSI to the contract for the purpose of developing and testing linkages between the IBM and HP system. Test files have been successfully downloaded from the HP/MINISIS system to the IBM using SCIMATE developed by the Institute for Scientific Information (ISI), Philadelphia, PA. Similar tests are planned using dBaseII as a follow-up to work being performed through a combined IDRC/AID/IRM-RTC effort in Mali.

We plan to continue to work closely with IDRC, Hewlett Packard, and other micro-based manufacturers to explore various test options which may have application for Phase III operations, especially those vendors whose equipment is currently in use at selected Missions.

#### 11.3 FY84 Plans

Phase III activities during FY84 will focus on the following major tasks:

1. Completing Phase III Task 1 Implementation Plan;
2. Acquiring hardware for Microcomputer test laboratory;
3. Establishing AID Advisory Group for Phase III operations;
4. Targeting Missions and LDC.

Appendix A

MEMORANDUM

TO: Jim Booth  
FROM: Janet Kubalak  
SUBJ: Analysis of ARDA Questionnaires  
DATE: June 14, 1983

Of the 1200 ARDA forms sent back to AID, 90% contained responses to the questionnaire. Attached is an analysis of 100 questionnaires.

I don't think further analysis of the questionnaires is worthwhile for 2 reasons:

1. Of the 7,000 (approx.) 9/3 ARDAs sent out, we only got responses from 1,200. This could mean that we have a skewed sample to start with.
2. The responses don't indicate much, e.g., 50% said they'd pay for ARDA, 50% said they wouldn't. In those cases that have an overwhelming response one way or the other I think we already know the answer, e.g., most ARDA recipients prefer hard copy to fiche, more ARDA recipients are interested in agriculture than in transportation.

cc: VVB  
Clare

A. ARDA/PRODUCTS

A1. ARDA is issued quarterly. Would you like to receive it  
 80% quarterly is ok  
 20% more often  
 0 less often

A2. On the average, how much time do you spend reading a given issue of ARDA?  
 52% 30-59 minutes  
 28% 90 minutes or more  
 10% 69-89 minutes  
 10% less than 30 minutes

A3. Please rate the following characteristics of ARDA:

	Excellent	Good	Average	Poor
Usefulness/Relevance	46%	52%	1%	1%
Timeliness/Currency	19%	59%	22%	0
Appearance/Format	32%	56%	11%	1%
Indexes	27%	61%	12%	0
Content of Abstracts	31%	61%	8%	0

A4. If it becomes necessary to put ARDA on a subscription basis, would you be willing to pay for it?  
 50% Yes  
 50% No

A5. For what purposes do you read ARDA?  
 79% New research information  
 50% Specific research subject interest  
 50% Information on ongoing research  
 25% General awareness of AID-funded R&D  
 15% Direction of AID policies/programs  
 1% Contractor information

A6. What other contents, besides abstracts and citations would you like to see reported in ARDA?  
 o complete addresses of issuing organizations  
 o persons or organizations willing to exchange publications  
 o original articles  
 o bibliographies for the various research works

(cont'd)

\* Percentages are based on the actual number of responses to a given question, not on 100.

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- A6. (cont'd)
- o administrative problems
  - o yearly summary of the total information available
  - o industrial programs in LDC countries
  - o reference sources
  - o films, slides
  - o tourism profiles of other nations
  - o future events
  - o graduate and training courses
  - o exact quotations
- A7. We plan to issue a series of topical bibliographies. Please list topics of interest to you. (Attachment A)
- A8. What do you usually do with ARDA after you finish reading it?
- 67% Place in library/information center
  - 36% Keep it for reference
  - 19% Pass it on to others
  - 1% (Other) Abstracts are reported in monthly bulletins
- A9. Please check any information products that may help you in your work:
- 46% Directories
  - 44% Brochures
  - 40% Audio-visuals
  - 30% New accessions list
  - (Other): Bibliographies
  - List of funding agencies
  - Current Contents

## B. SERVICES

- B1. When ordering materials announced in ARDA do you prefer:
- 87% Documents
  - 13% Microfiche
- B2. Do you have:
- 25% Microfiche reader
  - 21% Access to a microfiche reader/printer
  - 11% A microfiche reader/printer
  - 43% no response - assume they have none of the above.
- B3. On the average, how many documents/fiche do you order per issue?
- |     |               |    |              |
|-----|---------------|----|--------------|
| 32% | 1-2 documents | 7% | 10 documents |
| 33% | 3-4 documents | 1% | 15 documents |
| 22% | 5-8 documents | 1% | 20 documents |

(there were only 40 responses to this questions)

B3. How many documents/fiche do you order per issue (cont'd)?

2	fiche	1	Person
5	"	1	"
6	"	1	"
10	"	1	"
20	"	1	"
30-45	"	1	"
50	"	1	"

(7 people responded to this question. Only 36 of the 100 respondents have a fiche reader.)

B4. Do you receive the documents you order within:

69%	More than 4 weeks
20%	4 weeks
9%	3 weeks
2%	2 weeks
0	1 week

B5. Please describe any additional services that you think we may provide that would help you in your work.  
(See attachment B)

#### C. ABOUT YOU

C1. What is/are your area(s) of research interest?

Agriculture	58%	Social Sciences	27%
Rural Development	47%	Women in Development	27%
Technology	47%	Population	24%
Natural Resources	37%	Development Administration	23%
Education	35%	Library Services	20%
Environment	34%	Industrial Development	19%
Energy	33%	Urban Development	18%
Nutrition	33%	Housing	17%
Economics	32%	Communications	15%
Health	28%	Transportation	7%

C2. List other periodicals you read regularly to keep up on R&D and other development information.  
(See attachment C)

C3. Please list other international organizations that provide you with development information.  
(See attachment D)

C4. Other comments. (See attachment E)

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ARDA QUESTIONNAIRE

A7. Topical Bibliographies

Attachment A

Agriculture  
Housing & Urban Development  
Health & Nutrition  
Environment  
Educational Methods for Social  
Change  
Media & Rural Development  
Culture & Social Change  
Forage in the Mediterranean  
climates  
Management  
Labor  
Social Work  
Industrial Safety  
Materials & Processes  
Aquaculture  
Forestry  
Wildlife  
Engineering & Farm Structures  
Textiles  
Mechanical & Civil Engineering  
Industrial Electronics  
Commerce  
Teacher Education  
Alternate Energy Sources  
Semi-arid Land Plants  
Pollution  
Pest Control  
Sanitation  
Small Livestock  
Food Storage

Land Tenure  
Urban Land Use  
Economics  
Industrial Development  
Fisheries  
Irrigation  
Health Hazards  
Synthetic Fibres  
Environmental Control  
Science & Technology  
Breeding  
Crop Protection  
Farming Systems  
Rural Women - Education  
Population & Family Planning  
Financing  
Child Development & Welfare  
Plant Diseases  
Employment  
Resource Conservation  
Soil Science  
Field Crops  
Biomass  
Waste Management  
Tropical Horticulture  
Tourism  
Multinational Corporations  
National Development  
Tropical Epidemiology  
Integral Farming  
Photogrammetry

ARDA QUESTIONNAIRE

B5. Additional Services you would like us to provide:

- o full report of some research
- o audiovisuals
- o directories
- o scholarships being given for further studies in USA
- o bibliographies
- o send the documents free
- o pay in the country's currency
- o ARDA supply provided for AID participants
- o to be allowed to receive more documents
- o increase the allowed no.of pages
- o news releases & bulletins
- o continue to provide free photostat copies
- o free technical books & journals
- o free paper copies of reports
- o provide access to a microfiche machine
- o free xeroxing
- o exchange of publications

## ARDA QUESTIONNAIRE

## C2. Other periodicals read \*

Pop. Ed.	Plant Research & Dev.
UNIDO Newsletter	Teaching & Research Forum
CERES	World Neighbors
Nature	VITA Newsletter
New Scientist	DEEP
Scientific American	Agr. Engineering
Development Forum	J. of Soil & Water Conservation
Int. Agr. Dev.	IFDC Papers
ISI Current Contents	AID Resource Report (2)
IDRC Reports	Abstracts on Tropical Agr.
Nature et Resources	UNIDO Newsletter
Habitat	Center Point
Mazinguira	CAB Abstracts
Impacts	Popular Mechanics
Environmental Management	Popular Electronics
Desarrollo Rural en las Americas	Foundry
ODI REVIEW	Practical Wireless
Development Digest	Ideas & Action
The Scientist	New Scientist
Ecology of Food & Nutrition	Chem. Tech. (ACS)
Food Policy	Organic Chemistry Journal
IPPF Magazines	Economic & Political Weekly
Fortune	Seminar
Business Week	Social Sciences
Time	Alternatives
Newsweek	Asian Livestock
Asian Business	Forestry Abstracts
IE&C	Diarrhea Dialogue
Japan Echo	TAICH Newsletter
Entomology Newsletter	IEEE Publications
Abstracts on Tropical Agriculture	Bulletin of Indian Council of
Dissertation Abstracts	Agricultural Research
IFDA Dossier	

\*Many people simply said that there were too many to name, or they listed them generically, i.e., "population journals," "chemical journals." Sometimes they responded with "publications from \_\_\_\_\_ organization."

## ARDA QUESTIONNAIRE

C3. Other international organizations that provide you with development information \*

UNIDO	OAS
CERES	IBRD
FAO	IDB
U.S. Bureau of Mines	SAE
CIAT	UNDP
IITA	UNESCAP
IDRC	UNCTAD
CIP	UNECE
National Academy of Sciences	GATT
UNESCO	IAEA
CEPAL	ICRISAT
UNEP	OPEC
WHO	USDA
ODI	SCIRO
OECD	MAB
IMF	INFOTERRA
World Bank	UNICEF
SAREC	ITDS
IRRI	CIDA
CIMMYT	World Council of Churches
IPPF	Tropical Products Institute, UK
SIDA	International Potato Centre (Peru)
EEC	Peace Corps
IFPRI	German Institute for Scientific Cooperation
IFDC	Overseas Development Institute
VITA	Save the Children
ITDG	Population Reference Bureau, Inc.
UN	League for International Food Education

\* The most frequently named organizations were (in order)

FAO	CIAT
World Bank	IMF
IDRC	CIMMYT
UNESCO	CIP
OECD	IBRD
UNIDO	IRRI
UN	
WHO	

ARDA QUESTIONNAIRE

C4. Other Comments

- o Thanks for your service, etc. (most frequently made comment)
- o Information is useful, but cover should be more attractive
- o US \$ prevents us from ordering documents; currency control
- o Documents should be sent free
- o Articles should be longer with source of reference at end
- o Abstracts are very useful

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## Summary

- o Most people think the quarterly publishing schedule is ok.
- o Most people spend 1/2 - 1 hour reading ARDA.
- o In terms of its usefulness, timeliness, appearance, and indexes, most people said ARDA is "good." Its timeliness and its indexes are weak spots.
- o 50% of the respondents would pay for a subscription, 50% would not.
- o ARDA is being read as a current awareness tool rather than as a source of contractor information or information on the direction of AID policies and programs.
- o Most people place ARDA in their library when they are done with it.
- o 57% of the ARDA recipients who responded to the questionnaire have access to a microfiche reader. 36% have a fiche reader.
- o Of those who order documents, most order about 3. Out of 100 respondents, only 7 said they order microfiche.
- o It takes more than 1 month for most people (70%) to receive the documents they order.
- o Agriculture, Rural Development, and Technology were the 3 most frequently cited topics of interest. Transportation was the least often cited.
- o Most respondents read a number of other journals and rely on many other international organizations to provide information. UN family organizations were the most frequently named.