

PD-ABP-753

***LTS Corporation  
FY92 Annual  
Subcontract Report***

Submitted to:

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Research and Reference Services

Prepared as partial fulfillment of

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A.I.D. R&R Services Project II  
AED Project No. 23-2244-00  
LTS Corporation Subcontract

by

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## **Exhibits**

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## INTRODUCTION

FY92 was a year of transition and growth for AED which resulted in changes to the LTS subcontract support services. This report summarizes technical support provided to AED by LTS during FY92.

### **Highlights of Major Accomplishments**

With the reorganization of the R&RS staff, new positions were defined and several support functions were transferred to LTS. A list of the current staff members providing subcontract support can be seen in **Exhibit A**. An organizational chart representing the functional responsibilities of those staff members can be seen in **Exhibit B**.

In our view, the major accomplishments during FY92, the second subcontract year, included:

#### **Technical Services Support**

A Technical Services Supervisor position was created to supervise the growing number of DIC subcontract support staff. This position was filled. A Receptionist/Technician position was added to provide needed assistance on the Development Information Center (DIC) reference desk and to help with maintenance of the DIC collection.

Major accomplishments in the technical services functional areas include:

- **Development Information System (DIS) Acquisitions** - Provided technical support on drafting the Acquisitions cable and resulting follow-up. Revised Acquisitions Guidelines and distributed them to USAIDs and Acquisitions Liaisons. Hired an Acquisitions Technician under the LTS prime contract to assist the Acquisitions Specialist (under the AED subcontract) in the actual processing of documents.
- **DIC Acquisitions** - Successfully transferred the function to acquire non-A.I.D. monographs and serials for the DIC and other special accounts from the AED contract to the LTS subcontract.
- **DIC Cataloging** - Provided ongoing OCLC cataloging and ILS database maintenance support.
- **Circulation and Serials** - Completed the project to bar-code books for the ILS and provided ongoing information desk and collection maintenance assistance.

## Exhibit A

### LTS Staff Serving AED Subcontract

DIS Acquisitions  
Interlibrary Loan  
Supervisor, Technical Services

Patty Swahn, October 16, 1992  
Jeff Bland, August 24, 1992  
Gretl Cox, September 21, 1992.

DIC Technician/Receptionist  
DIC Acquisitions  
DIC Cataloging

Jannie Lucas, February 1992  
Keith Ailer, April 1, 1992  
Kathy Norden Smith

#### Systems Support

CTIS Systems  
R&RS, Software  
R&RS, Hardware  
ROCAP/RIC

Dan Mooney, September 1992?  
Nila Iwaskiw, July 27, 1992  
Carlos Borro  
Paul Howard

#### Africa Bureau

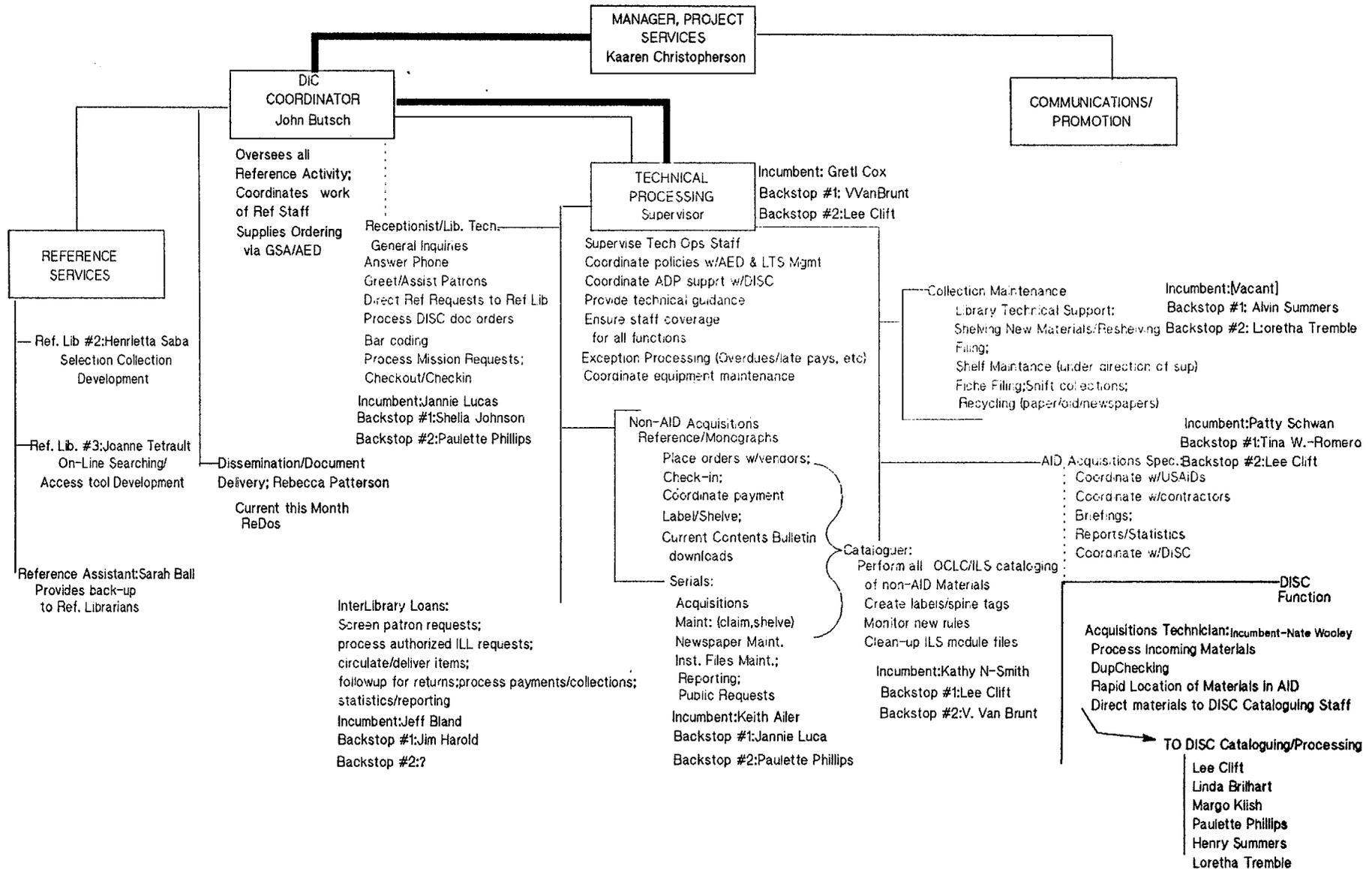
Africa Bureau Systems  
ABIC Consultant

Rob Johnston, March/April 1992?  
Carolyn Goshen

# Exhibit B: DIC FUNCTIONAL ORGANIZATION

12-29-92

Legend: Blue=AED/R&RS Prime  
 Red=LTS Sub to AED/R&RS Prime  
 Magenta=LTS/DISC Prime



- **Interlibrary Loan** - Provided ongoing ILL support to Agency staff and its contractors as requested.

### **Technical Systems Support Services**

There was a dramatic growth within AED which translated into a vastly increased demand for technical systems support services during FY92. The addition of Bureau Liaisons in the State Department and the numerous buy-in projects prompted the addition of two new technical systems support positions. The individuals filling these positions, in general, provide support services in the Center for Trade and Investment Services (CTIS) and the Africa Bureau Information Center (ABIC). In addition, a new support position was created to provide technical and training support to the R&RS staff.

Highlights of systems support follow:

- **Systems Support** - Procured, installed and maintained hardware and software as needed. Provided systems software (LAN, eMail, Wordperfect, etc.) training to many new and old AED staff.
- **R&RS** - Hired an additional person to respond to the increased need for training and technical support services for the research and reference staff.
- **ABIC** - Developed GenIS, a simplified database manager, to catalog the books and serials received by ABIC. Technical system support, including hardware/software and training, was provided. Special consulting services were provided in the areas of collection development, acquisitions and cataloging procedures, furniture, and performing user needs assessment to establish the Africa Bureau Information Center.
- **CTIS** - Installed hardware and software for September opening.
- **ROCAP/RIC** - Planned for technical hardware/software support and on-site TDY in Guatemala for early in FY93.

### **Publication/Dissemination Services**

- **Africa Newsletter** - Provided camera ready copy of *African Voices* and *ARTS Newsletter*. Also created and maintained the mailing list for distribution of these publications and prepared the newsletters for bulk mailing.

- **Dissemination** - Continued dissemination of Requests & Responses, Current Contents Bulletins, Acquisitions Guidelines, and other publications to support R&RS.

The details of these accomplishments are provided in the sections which follow.

## TECHNICAL SERVICES SUPPORT

### DIS ACQUISITIONS

In FY92 the Acquisitions function took on new dimensions. With the completion of the Acquisitions Strategic Plan in the previous year, in FY92 some aspects of this vision came to fruition. The long awaited Agency-wide, world-wide cable was distributed in August which requested that an Acquisitions Liaison be designated for each Mission and A.I.D. office. As of this date, 40 individuals have been named and are serving as the Acquisitions point person.

As the Research staff became established in the Bureaus, Acquisitions had a broader base from which to network. Receipt of documentation from the Bureaus was aided by the contributions of Bureau Liaisons, especially Dana Wichterman, and Anne Langhaug. The relationship between on-site reference staff and acquisitions needs to be strengthened. As the new Bureau liaisons get more established in the Bureaus, they will become an increasingly important Acquisitions resource.

Monitoring the Agency reorganization and its affect on Agency documentation was an ongoing acquisitions effort throughout the year. Acquisitions continued to conduct regular briefings at A.I.D. offices in pursuit of documentation.

### FY 92 Accomplishments

#### 1. Acquisitions Cable

The major special task accomplished by the Acquisitions department this fiscal year involved the missions and their response to the acquisitions cable. In August, the Agency-wide cable was sent out by CDIE directing all USAID's to identify one person as a "CDIE mission liaison" and that this liaison would be responsible for identifying all development experience documents produced by the mission and sending them to CDIE for processing onto the DIS. Initial response to the cable has been good with about 50% of the missions responding within the first three months. A follow-up cable will be sent early in FY93 to motivate the remaining missions, reminding them of their obligation to provide the name of their Acquisitions Liaison. To facilitate this project the Acquisitions department has made supplies available to the missions such as reinforced envelopes, mailing labels, and printouts of all mission documents currently on the DIS. Acquisitions has also made available, to all responding missions, information about CDIE's new product, CD-DIS, and the advantages available for any mission possessing it.

Upon receipt of the mission liaison's identity, with the assistance of an AED summer intern, DIS holdings were checked for that mission against the items available on APDMS and missing items of documentation were identified that the mission liaison could provide. With Nate Wooley's supervision, the intern then contacted the bureau liaison in AID/Washington because it was thought that filling the gaps here in the United States would be more efficient than contacting the missions. After all domestic avenues were exhausted a cable was sent to the mission with a request for the status and any documents on projects with limited or missing documentation.

## **2. Documents Processed**

Document flow during FY92 followed a boom or bust cycle with the bust centering on the months of December 1991 through April 1992. As the end of the fiscal year approached, document flow began increasing every month, peaking in August and September 1992 with 684 and 674 items sent to cataloging onto DOCRD respectively. For FY92, a total of 10,817 documents were handled by the Acquisitions department (**Exhibit C**); 5,542 of these were appropriate for DOCRD while 1,345 qualified for the INVRD database. Finally 3,926 were found to be duplicates. The most prolific AID/Washington Bureau continues to be the R&D (formerly S&T) Bureau. This bureau was responsible for just over 30% of the items processed into DOCRD. The poorest performer amongst the AID/Washington Bureau's was F&A, with one document for the year. We are beginning to work with F&A to determine what items of theirs are appropriate for the DIS. The two finest performers of the USAID's were Latin America and Africa Bureaus, both of them accounting for approximately 16% of the total of items processed for DOCRD.

## **3. Searching APDMS Databases**

Acquisitions began searching the APDMS databases again this year. A monthly search process was one of the duties assigned to Nate Wooley. On average between 20 and 40 design documents per month were found on APDMS. In addition to this system the department continued to rely heavily upon the bureau liaisons for the location of individual items whose absence was noted by either the R&RS staff or the contractors.

## **4. CIMS database**

Several meetings were held with OP/CIMS in an effort to receive CIMS data. Initially CDIE requested regularly provided CIMS printed reports. After several failed attempts, it was decided that OP/CIMS would provide a tape of the data we required which would be loaded on the HP at the DISC. We would then have online access and be able to generate our own reports when needed. The tape was received and successfully loaded, however, it became immediately apparent that the database was of limited value since approximately 70 percent of the entries lacked project numbers. OP/CIMS was aware of data errors, was in the process of cleaning up the data, and agreed to provide a revised copy of the file in November 92. Acquisitions decided

# Exhibit C

## DIS ACQUISITIONS REPORT - FY92

30-Sep-92

| SOURCE           |       | OCT        | NOV        | DEC        | JAN        | FEB        | MAR        | APR        | MAY        | JUN        | JUL        | AUG        | SEP        | YTD<br>TOTAL | PERCENT       | CONTRACT<br>TO DATE | PERCENT       | MONTH<br>AVG |
|------------------|-------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|---------------|---------------------|---------------|--------------|
| AFRICA           | USAID | 78         | 158        | 42         | 36         | 30         | 46         | 33         | 84         | 72         | 88         | 115        | 127        | 909          | 16.4%         | 1301                | 13.3%         | 76           |
|                  | AID/W | 7          | 16         | 2          | 3          | 0          | 0          | 0          | 1          | 0          | 0          | 17         | 17         | 63           | 1.1%          | 283                 | 2.9%          | 5            |
| ASIA             | USAID | 36         | 16         | 37         | 27         | 8          | 17         | 19         | 14         | 41         | 33         | 105        | 41         | 394          | 7.1%          | 569                 | 5.8%          | 33           |
|                  | AID/W | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 17         | 7          | 24           | 0.4%          | 139                 | 1.4%          | 2            |
| EUR              | USAID | 1          | 1          | 0          | 9          | 9          | 0          | 5          | 54         | 16         | 5          | 36         | 9          | 145          | 2.6%          | 165                 | 1.7%          | 12           |
|                  | AID/W | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 1          | 24         | 25           | 0.5%          | 35                  | 0.4%          | 2            |
| LAC              | USAID | 101        | 63         | 97         | 49         | 96         | 65         | 37         | 56         | 43         | 87         | 50         | 149        | 893          | 16.1%         | 1352                | 13.8%         | 74           |
|                  | AID/W | 10         | 2          | 1          | 1          | 1          | 0          | 0          | 1          | 1          | 0          | 2          | 13         | 32           | 0.6%          | 273                 | 2.8%          | 3            |
| NE               | USAID | 5          | 0          | 27         | 10         | 6          | 15         | 13         | 6          | 226        | 34         | 47         | 29         | 418          | 7.5%          | 510                 | 5.2%          | 35           |
|                  | AID/W | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 3          | 0          | 0          | 1          | 0          | 4            | 0.1%          | 4                   | 0.0%          | 0            |
| FHA (FVA/OFDA)   |       | 7          | 3          | 6          | 73         | 30         | 1          | 33         | 2          | 38         | 1          | 1          | 4          | 199          | 3.6%          | 268                 | 2.7%          | 17           |
| PRE              |       | 6          | 60         | 5          | 7          | 3          | 2          | 3          | 56         | 34         | 12         | 10         | 81         | 279          | 5.0%          | 409                 | 4.2%          | 23           |
| R&D              |       | 49         | 120        | 123        | 150        | 123        | 83         | 162        | 141        | 126        | 210        | 243        | 150        | 1680         | 30.3%         | 2892                | 29.5%         | 140          |
| FA - FIN & ADMIN |       | 0          | 1          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 1          | 2            | 0.0%          | 2                   | 0.0%          | 0            |
| POLICY           |       | 14         | 17         | 25         | 6          | 1          | 7          | 62         | 12         | 10         | 34         | 15         | 0          | 203          | 3.7%          | 353                 | 3.6%          | 17           |
| IG               |       | 12         | 18         | 21         | 4          | 24         | 18         | 24         | 9          | 12         | 22         | 23         | 11         | 198          | 3.6%          | 419                 | 4.3%          | 17           |
| OTHER            |       | 3          | 0          | 1          | 5          | 7          | 4          | 3          | 14         | 8          | 7          | 1          | 11         | 64           | 1.2%          | 799                 | 8.1%          | 5            |
| Unidentified     |       | 0          | 0          | 0          | 0          | 2          | 0          | 2          | 2          | 4          | 0          | 0          | 0          | 10           | 0.2%          | 38                  | 0.4%          | 1            |
| <b>TOTAL</b>     |       | <b>329</b> | <b>475</b> | <b>387</b> | <b>380</b> | <b>340</b> | <b>258</b> | <b>396</b> | <b>455</b> | <b>631</b> | <b>533</b> | <b>684</b> | <b>674</b> | <b>5542</b>  | <b>100.0%</b> | <b>9811</b>         | <b>100.0%</b> | <b>462</b>   |

| DOCUMENT TYPE          |  | OCT        | NOV         | DEC        | JAN        | FEB        | MAR        | APR        | MAY         | JUN         | JUL        | AUG        | SEP         | YTD<br>TOTAL | PERCENT       | CONTRACT<br>TO DATE | PERCENT       | MONTH<br>AVG |
|------------------------|--|------------|-------------|------------|------------|------------|------------|------------|-------------|-------------|------------|------------|-------------|--------------|---------------|---------------------|---------------|--------------|
| PD's                   |  | 194        | 244         | 147        | 166        | 200        | 99         | 156        | 92          | 205         | 239        | 333        | 338         | 2413         | 22.3%         | 3685                | 18.6%         | 201          |
| PN's                   |  | 135        | 231         | 240        | 214        | 140        | 159        | 240        | 363         | 426         | 294        | 351        | 336         | 3129         | 28.9%         | 6126                | 30.9%         | 261          |
| <b>Subtotal</b>        |  | <b>329</b> | <b>475</b>  | <b>387</b> | <b>380</b> | <b>340</b> | <b>258</b> | <b>396</b> | <b>455</b>  | <b>631</b>  | <b>533</b> | <b>684</b> | <b>674</b>  | <b>5542</b>  | <b>51.2%</b>  | <b>9811</b>         | <b>49.6%</b>  | <b>462</b>   |
| Inventory              |  | 123        | 134         | 143        | 98         | 90         | 142        | 73         | 302         | 85          | 38         | 92         | 25          | 1345         | 12.4%         | 2442                | 12.3%         | 112          |
| <b>Subtotal</b>        |  | <b>452</b> | <b>609</b>  | <b>530</b> | <b>478</b> | <b>430</b> | <b>400</b> | <b>469</b> | <b>757</b>  | <b>716</b>  | <b>571</b> | <b>776</b> | <b>699</b>  | <b>6887</b>  | <b>63.7%</b>  | <b>12253</b>        | <b>61.9%</b>  | <b>574</b>   |
| Duplicates             |  | 505        | 398         | 215        | 355        | 106        | 503        | 161        | 294         | 451         | 193        | 205        | 540         | 3926         | 36.3%         | 7539                | 38.1%         | 327          |
| AVRD                   |  | 0          | 0           | 0          | 0          | 0          | 0          | 0          | 0           | 0           | 4          | 0          | 0           | 4            | 0.0%          | 4                   | 0.0%          | 0            |
| <b>Total Processed</b> |  | <b>957</b> | <b>1007</b> | <b>745</b> | <b>833</b> | <b>536</b> | <b>903</b> | <b>630</b> | <b>1051</b> | <b>1167</b> | <b>768</b> | <b>981</b> | <b>1239</b> | <b>10817</b> | <b>100.0%</b> | <b>19796</b>        | <b>100.0%</b> | <b>901</b>   |

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to await the updated file before attempting to develop strategies for targeting contractor produced documents based on the incomplete data.

#### **Other issues**

- **Electronic media** - It became increasingly apparent that the issue of receiving and disseminating electronic media will soon be a reality. The issue of electronic documents is extremely complex, requiring carefully thought out and clearly stated detailed specifications covering such issues as: acceptable formats, compound documents, labelling, standardized software/hardware issues, etc.
- **Restricted Documents** - Acquisitions continued to receive documents with restricted information which required special handling and special permission prior to dissemination outside of the Agency. These restricted documents required close coordination with the issuing office, and DISC/DDU and Cataloging staffs.
- **Personnel** - FY92 was an unsettled year for the Acquisitions department. Numerous personnel shifts led to a lack of departmental identity and some confusion among the AID offices and contractors expected to submit documents. Nate Wooley was hired on the LTS contract as an Acquisitions Technician beginning the final month of FY91. His responsibilities have centered around day-to-day processing of submissions as well as responding to problem documents and special searches. The Acquisitions Specialist, Tina Wilson-Romero, left at the end of June 1992 for maternity leave. In addition to these changes, the Acquisitions department also had an AED summer intern placed at its disposal to help begin the mission's cable project. A new Acquisitions Specialist, Anne Muchoney, was hired in August 1992, however left LTS in early October 1992 to pursue other interests. Finally, Henry Summers was loaned to the Acquisitions department for the month of August to help compensate for the lack of acquisitions staff during the end-of-the-fiscal-year rush. As of this writing Patricia Swahn has joined the Acquisitions staff as Acquisitions Specialist.

A major objective for FY93 must be the stabilization of the department personnel. Without a strong, well-trained staff a coordinated and comprehensive acquisitions program is not possible.

- **Cooperation with Records Management** - A meeting was held in May with Records Management to discuss the CDIE Acquisitions cable being sent to the Missions and any possible impact it may have on RM activities in the field. There were no major objections to what CDIE Acquisitions is trying to do from Records Management's standpoint.

- **Acquisitions Briefing** - The DISC hosted an Acquisitions Briefing in July, to review current DISC Acquisitions procedures for acquiring materials for the DIS. The briefing included procedures for reviewing APDMS and the fields which were added to RECIPRD to track Acquisitions Liaisons identified as a result of the Acquisitions cable to USAIDs and Memo to AID/W.

### **Contact with the Missions**

DISC and Acquisitions staff met with Virginia Boney, REDSO/W, in August and briefed her on Acquisitions issues, CD-DIS, and Micro-DIS.

In September, Ida M'Boob, the Mission Acquisitions Liaison from USAID/Gambia, was briefed on DISC and Acquisitions issues and given an orientation and tour of R&RS, and the DIC.

### **Contractors**

No systematic attempt was made to contact AID contractors this year. As an alternative, as members of the Acquisitions department, came into contact with contractors, bibliographies and publications listings were requested for that contractors AID-sponsored documents. After these lists were obtained and time was found, the lists were compared to our holdings for that contractor and missing items would be requested. This system worked quite well for a number of contractors including the International Center for Economic Growth and the Institute for Policy Reform among others.

### **Administrative**

**Statistics:** Statistics were revised to reflect office accountability. Document numbers will now represent the A.I.D. sponsoring office not the source of documentation.

**Briefings:** Material was produced and organized for the R&RS training session on A.I.D. documentation with Lee Clift's expertise. Briefings continue for the constantly growing R&RS staff.

**Acquisitions Working Group:** The Acquisitions Working Group met once during the year to deal with some of the issues that are raised by A.I.D.'s constantly changing documentation. This is an important forum and should be kept active.

### **FY93 Goals**

1. Update briefing materials and revise Guidelines
2. Reestablish systematic contact with Contractors through annual mass mailings

3. Establish annual dialogue with Mission Acquisitions Liaisons
4. Conduct regular briefings in AID/W Bureau offices
5. Work closely with Bureau Research Liaisons on Acquisitions issues
6. Follow-up cable to missions not responding to Acquisitions cable/memo
7. Reconvene Acquisitions Working Group

### **DEVELOPMENT INFORMATION CENTER SUPPORT**

A new Technical Services Supervisor position was created to supervise the growing number of DIC subcontract support staff. This position was filled by Gretl Cox, who began on September 21, 1992.

#### **DIC Technician/Receptionist**

A Receptionist/Technician position was added to provide needed assistance on the DIC reference desk and to help with maintenance of the DIC collection.

Jannie Lucas was hired as DIC Technician/Receptionist in February. While her main responsibility was to provide information assistance at the reference desk, she also provided on going collection maintenance assistance and managed the circulation system throughout the year. She completed the project to bar-code over 3000 books for the ILS and worked closely with Keith to provide backup on DIC Acquisitions when needed. During the summer she and Keith had the assistance of a summer student worker.

#### **DIC Acquisitions**

The DIC Acquisitions position, held by Keith Ailer was transferred to LTS effective April 1st. Keith ordered books and serials for the DIC and various AED fund accounts (WID, Africa, etc.), maintained budget accounts, tracked orders using the ILS acquisitions module, and was responsible for serials ordering, claiming, and serials maintenance.

#### **DIC Cataloging**

FY92 Major accomplishments:

- \* The transition between systems which served as the DIC's book catalog has been accomplished. The Cataloging module of the ILS is fully established and operational and holds the accepted catalog of books.

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\* Convinced the DIC management that it was wiser to switch all call number classification to Library of Congress classification (LC) rather than to continue to use LC for new records and Dewey Decimal classification (DDC) for existing records as had been the procedure. The policy of cataloging using *only* LC call numbers was established in late December.

| Cataloging Statistics       |      |
|-----------------------------|------|
| OCLC Export to ILS          | 411  |
| OCLC Original Cataloging    | 2    |
| OCLC Modifications/Updates  | 716  |
| ILS Modifications/Updates   | 1448 |
| ILS Database Maintenance    | 1067 |
| CATRD Export to ILS         | 45   |
| CATRD Original Cataloging   | 0    |
| CATRD Modifications/Updates | 623  |
| DOCRD Export to ILS         | 26   |
| DOCRD Modifications/Updates | 104  |

\* Cataloger took a leadership role in the void created by unfilled DIC positions. Proposed and established standards for certain categories of materials and records. Took leadership role for the DIC and R&RS as database manager for *the Assistant*. Became the liaison between the R&RS users and the vendor, INLEX.

*Cataloging Statistics  
Table 1*

\* Whereas most of the DIC collection had not been registered in OCLC before December 1991, AID holdings have now been registered for a large number of those "old" items, just as they are routinely registered with new cataloging.

\* Revised the Cataloging Procedures Manual to reflect the new realities of book processing.

\* Exceeded the total number of books to be cataloged as suggested in the sub-contract.

\* Made a major improvement in the integrity of the ILS's catalog authority files.

\* Improved the quality of both ILS and the CATALOG databases by deleting incomplete and duplicate records.

**Interpreting the statistics:**

In November 1991, the statistical report for cataloging was revised to more accurately reflect the numbers and categories of items handled. [Please refer to the monthly report for November 1991 for a detailed explanation of each category in the statistical chart.] Collection development philosophy has changed or evolved. The FY92 statistics reflect the latest trends in the DIC's resources and processing procedures (Exhibit D).

## Exhibit D

### Cataloging / ILL

### FY92 CATALOGING STATISTICS

| <i>(Covers both orders &amp; gifts)</i> | <u>OCT</u> | <u>NOV</u> | <u>DEC</u> | <u>JAN</u> | <u>FEB</u> | <u>MAR</u> | <u>APR</u> | <u>MAY</u> | <u>JUN</u> | <u>JUL</u> | <u>AUG</u> | <u>SEP</u> | <u>TOTALSAVERAGES</u> |     |
|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-----------------------|-----|
| <b><u>OCLC</u></b>                      |            |            |            |            |            |            |            |            |            |            |            |            |                       |     |
| Export to ILS                           | 28         | 8          | 27         | 30         | 67         | 30         | 23         | 25         | 32         | 53         | 38         | 50         | 411                   | 34  |
| Original Cataloging                     | 1          | 1          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 2                     | 0   |
| Modifications/Updates                   | 0          | 0          | 16         | 193        | 1          | 23         | 29         | 1          | 12         | 32         | 381        | 28         | 716                   | 60  |
| Subtotal                                | 29         | 9          | 43         | 223        | 68         | 53         | 52         | 26         | 44         | 85         | 419        | 78         | 1129                  | 94  |
| <b><u>ILS</u></b>                       |            |            |            |            |            |            |            |            |            |            |            |            |                       |     |
| Modifications/Updates                   | 36         | 49         | 119        | 104        | 152        | 71         | 215        | 110        | 181        | 190        | 127        | 94         | 1448                  | 121 |
| Database Maintenance                    | 14         | 9          | 81         | 121        | 178        | 1          | 76         | 130        | 91         | 189        | 126        | 51         | 1067                  | 89  |
| Subtotal                                | 50         | 58         | 200        | 225        | 330        | 72         | 291        | 240        | 272        | 379        | 253        | 145        | 2515                  | 210 |
| <b><u>CATRD</u></b>                     |            |            |            |            |            |            |            |            |            |            |            |            |                       |     |
| Export to ILS                           | 7          | 2          | 2          | 1          | 0          | 0          | 2          | 0          | 22         | 2          | 0          | 7          | 45                    | 4   |
| Original Cataloging                     | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0                     | 0   |
| Modifications/Updates                   | 58         | 57         | 31         | 45         | 14         | 35         | 211        | 26         | 17         | 36         | 51         | 42         | 623                   | 52  |
| Subtotal                                | 65         | 59         | 33         | 46         | 14         | 35         | 213        | 26         | 39         | 38         | 51         | 49         | 668                   | 56  |
| <b><u>DOCRD</u></b>                     |            |            |            |            |            |            |            |            |            |            |            |            |                       |     |
| Export to ILS                           | 0          | 0          | 0          | 4          | 0          | 0          | 21         | 0          | 0          | 0          | 0          | 1          | 26                    | 2   |
| Modifications/Updates                   | 3          | 0          | 0          | 20         | 1          | 9          | 26         | 15         | 5          | 1          | 18         | 6          | 104                   | 9   |
| Subtotal                                | 3          | 0          | 0          | 24         | 1          | 9          | 47         | 15         | 5          | 1          | 18         | 7          | 130                   | 11  |
| <b><u>Interlibrary Loan</u></b>         |            |            |            |            |            |            |            |            |            |            |            |            |                       |     |
| AID Requests Initiated                  | 83         | 102        | 61         | 132        | 133        | 131        | 118        | 85         | 76         | 209        | 103        | 113        | 1346                  | 112 |
| AID Requests Received                   | 85         | 81         | 79         | 71         | 102        | 123        | 152        | 82         | 84         | 190        | 102        | 116        | 1267                  | 106 |

**OCLC:** The numbers show that there is little need for original cataloging in OCLC since the vast majority of materials collected for the DIC these days are commercially produced and/or widely distributed. Very few of the items added to the DIC collection are not cataloged in OCLC and available for copy cataloging. These figures reflect a high number of items where holdings were registered, or only call numbers were taken, but it was not necessary to copy or Export an entire record.

**ILS:** These statistics reflect the high number of records which must be updated and modified by hand to avoid creating duplicate records, as would happen if copy cataloged from OCLC. This is done for new additions to the DIC collection, where a bibliographic record for that title exists, and the new addition is a replacement edition, an annual, semi-annual, quarterly, or monthly update, or even a second copy of an existing title.

**CATRD:** The numbers show that as a matter of procedure, no longer are new records created in CATRD. The number of modifications shows the required paralleling of the ILS records updates where bibliographic records already exist.

**DOCRD:** The numbers here illustrate that very little AID documentation presently is selected for display and circulation in the DIC as cataloged, paper copies. The DIC cataloger does not create or add records in DOCRD, but modifies (by the addition of call number, location, and if necessary, descriptors) the DOCRD records created by the DISC catalogers for any paper copy of AID documentation the DIC wishes to shelve.

### **FY93 Plans**

Database maintenance and clean-up will be an ongoing process. The pronouncement by an AID direct-hire project manager that CATALOG database is to be maintained and remain parallel to the ILS catalog requires that the cataloger continue to devote time toward redundant efforts and dual database maintenance. But the incompatibility of the structure of the two databases continues to degrade the quality of the CATALOG database and the results of traditional MINISIS searches.

Cataloging of new books will continue. Conversion of existing call numbers from the Dewey Decimal Classification (DDC) system to the Library of Congress Classification system (LC) will continue. Revision of the Cataloging Procedures Manual will be a continuing process in order to keep it up to date with processing changes.

### **Interlibrary Loan**

LTS provided ongoing interlibrary loan support with one FTE technician. Terri Weihl resigned at the end of July and was replaced by Jeff Bland, who began August 24, 1992.

During the year a total of 1,346 interlibrary loan requests were processed. We have analyzed the interlibrary loan activity for FY92 and the results are shown in **Exhibit E: ILL Activity: FY92** which summarizes ILL activity by user group and indicates AID/W is the most frequent requestor with 72 percent of the requests processed. **Exhibit F: ILL Services Report: FY92** indicates that the R&D Bureau and the POL Directorate together account for almost 66 percent of orders received from AID/W and that the Africa and LAC missions account for over 92 percent of the requests received from the USAID missions. **Exhibit G: ILL Services Report, By Office/ Mission: FY92** provides detail of ordering activity at the AID/W Office and USAID Mission level. **Exhibit H: ILL Journal Demand: FY92** indicates those journals from which articles were most frequently requested.

The statistics presented in the previous Exhibits represent 888 orders or approximately 66 percent of the orders actually placed. It is assumed that the percentages remained proportionately the same for the remaining 458 orders.

Interlibrary loan experienced equipment problems during the year. The old OCLC Wyse machine was replaced with an CDIE/LAN-based IBM machine, in an attempt to circumvent the necessity for two machines (OCLC and LAN based), and to overcome some equipment failures which were occurring on the old machine. However, OCLC required that we purchase the LAN based machine from OCLC, since the machine was attached to a dedicated OCLC line.

The statistics program, ILLFILE, which is loaded onto the terminal stopped capturing statistics at the end of July, so while OCLC provides statistics for the orders for the remainder of the year, it is not possible to explode those numbers into a breakdown by bureau or mission.

### **FY93 Plans**

Interlibrary Loan services are anticipated to grow in the coming year due to the increased numbers of research staff, and AID funded programs venturing into new areas. In anticipation of those demands, the ILL Technician is refining ILL policies and procedures and developing a mechanism whereby ILL orders can be placed via eMail.

### **AID/HOC COLLECTION**

LTS, under its contract, assumed responsibility for continuing the project to create an automated inventory of the A.I.D. Historical Collection (AID/HOC) on INVRD with the transfer of Pat Westfield to another position in the Agency.

In January, the card catalog from the DIC was moved to LTS pending completion of the AID/HOC inventory.

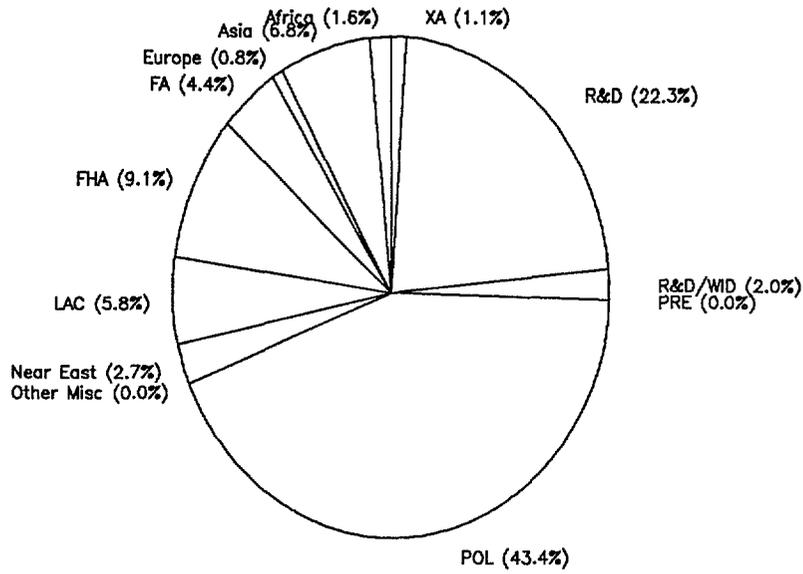
## Exhibit E

| <b>INTERLIBRARY LOAN SERVICES REPORT</b> |                       |                        |                     |
|--|-----------------------|------------------------|---------------------|
| <b>FY92</b>                              |                       |                        |                     |
| REQUESTORS                               | Requests<br>Processed | Percent of<br>Subgroup | Percent of<br>Total |
| <b>USAID Total</b> 003                   | <b>228</b>            | <b>100.0%</b>          | <b>25.7%</b>        |
| Africa                                   | 160                   | 70.2%                  |                     |
| Asia                                     | 1                     | 0.4%                   |                     |
| Europe                                   | 10                    | 4.4%                   |                     |
| Near East                                | 7                     | 3.1%                   |                     |
| LAC                                      | 50                    | 21.9%                  |                     |
| Other                                    | 0                     | 0.0%                   |                     |
| <b>AID/W Total</b> 004                   | <b>636</b>            | <b>100.0%</b>          | <b>71.6%</b>        |
| Africa                                   | 10                    | 1.6%                   |                     |
| Asia                                     | 43                    | 6.8%                   |                     |
| Europe                                   | 5                     | 0.8%                   |                     |
| Near East                                | 17                    | 2.7%                   |                     |
| FA                                       | 28                    | 4.4%                   |                     |
| FHA                                      | 58                    | 9.1%                   |                     |
| LAC                                      | 37                    | 5.8%                   |                     |
| PRE                                      | 0                     | 0.0%                   |                     |
| POL                                      | 276                   | 43.4%                  |                     |
| R&D                                      | 142                   | 22.3%                  |                     |
| R&D/WID                                  | 13                    | 2.0%                   |                     |
| XA                                       | 7                     | 1.1%                   |                     |
| Other Misc                               | 0                     | 0.0%                   |                     |
| <b>AID/Contractors</b> 008               | <b>24</b>             | <b>100.0%</b>          | <b>2.7%</b>         |
| <b>LDC Total</b> 001                     | <b>0</b>              | <b>0</b>               | <b>0</b>            |
| Africa                                   | 0                     | 0                      |                     |
| Asia                                     | 0                     | 0                      |                     |
| Europe                                   | 0                     | 0                      |                     |
| Near East                                | 0                     | 0                      |                     |
| LAC                                      | 0                     | 0                      |                     |
| PRE                                      | 0                     | 0                      |                     |
| <b>Development Orgs.</b> 019             | <b>0</b>              | <b>0</b>               | <b>0</b>            |
| Developed Country 017                    | 0                     | 0                      | 0                   |
| U.S. Business 160                        | 0                     | 0                      | 0                   |
| U.S. Education 140                       | 0                     | 0                      | 0                   |
| U.S. Government 130                      | 0                     | 0                      | 0                   |
| U.S. Individuals 170                     | 0                     | 0                      | 0                   |
| Other                                    | 0                     | 0                      | 0                   |
| <b>ILL TOTAL</b>                         | <b>888</b>            |                        |                     |

# Exhibit F

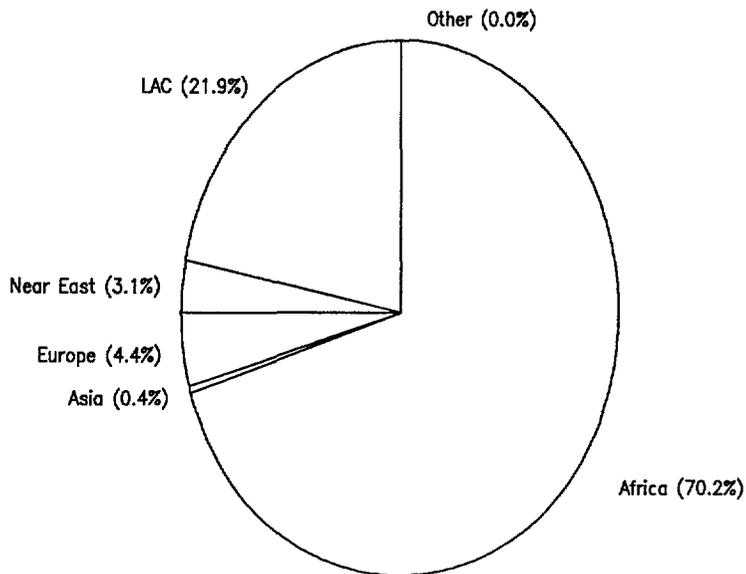
## INTERLIBRARY LOAN ACTIVITY: FY92

AID/W



## INTERLIBRARY LOAN ACTIVITY: FY92

USAID MISSIONS



## Exhibit G

| <b>INTERLIBRARY LOAN SERVICES REPORT<br/>BY OFFICE / MISSION - FY92</b> |                       |            |                        |                     |
|---|-----------------------|------------|------------------------|---------------------|
| REQUESTORS  | Requests<br>Processed | Subtotal   | Percent of<br>Subgroup | Percent of<br>Total |
| <b>USAID Total</b>  | <b>003</b>            | <b>228</b> | <b>100.0%</b>          | <b>25.7%</b>        |
| Africa  |                       | 160        | 70.2%                  |                     |
| REDSO/ESA   | 40                    |            |                        |                     |
| REDSO/WCA   | 1                     |            |                        |                     |
| USAID/CAMEROON  | 1                     |            |                        |                     |
| USAID/GAMBIA  | 2                     |            |                        |                     |
| USAID/GHANA   | 11                    |            |                        |                     |
| USAID/KENYA   | 17                    |            |                        |                     |
| USAID/MALAWI  | 16                    |            |                        |                     |
| USAID/MALI  | 26                    |            |                        |                     |
| USAID/MOZAMBIQUE  | 1                     |            |                        |                     |
| USAID/NIGER   | 19                    |            |                        |                     |
| USAID/RWANDA  | 4                     |            |                        |                     |
| USAID/SENEGAL   | 6                     |            |                        |                     |
| USAID/SOUTH AFRICA  | 2                     |            |                        |                     |
| USAID/UGANDA  | 14                    |            |                        |                     |
| Asia  |                       | 1          | 0.4%                   |                     |
| USAID/THAILAND  | 1                     |            |                        |                     |
| Europe  |                       | 10         | 4.4%                   |                     |
| RHO/Lisbon  | 10                    |            |                        |                     |
| LAC   |                       | 50         | 21.9%                  |                     |
| ROCAP/GUATEMALA   | 6                     |            |                        |                     |
| USAID/COSTA RICA  | 8                     |            |                        |                     |
| USAID/ECUADOR   | 1                     |            |                        |                     |
| USAID/GUATEMALA   | 6                     |            |                        |                     |
| USAID/HONDURAS  | 7                     |            |                        |                     |
| USAID/PANAMA  | 22                    |            |                        |                     |
| Near East   |                       | 7          | 3.1%                   |                     |
| USAID/EGYPT   | 2                     |            |                        |                     |
| USAID/MOROCCO   | 1                     |            |                        |                     |
| USAID/PAKISTAN  | 3                     |            |                        |                     |
| USAID/YEMEN   | 1                     |            |                        |                     |
| Other   |                       | 0          | 0.0%                   |                     |
| <b>AID/W Total</b>  | <b>004</b>            | <b>636</b> | <b>100.0%</b>          | <b>71.6%</b>        |
| Africa  |                       | 10         | 1.6%                   |                     |
| AFR/ARTS  | 3                     |            |                        |                     |
| AFR/ARTS/FA   | 1                     |            |                        |                     |
| AFR/ART/HHR   | 1                     |            |                        |                     |
| AFR/DP  | 1                     |            |                        |                     |
| AFR/ONI/DG  | 4                     |            |                        |                     |
| Asia  |                       | 43         | 6.8%                   |                     |
| ASIA/DR   | 4                     |            |                        |                     |
| ASIA/DR/DR  | 1                     |            |                        |                     |
| ASIA/DR/TR  | 7                     |            |                        |                     |
| ASIA/FPM  | 31                    |            |                        |                     |
| Europe  |                       | 5          | 0.8%                   |                     |
| EUR/DR/FS   | 1                     |            |                        |                     |
| EUR/RME   | 4                     |            |                        |                     |

|            |             |     |     |       |
|------------|-------------|-----|-----|-------|
| Near East  |             |     | 17  | 2.7%  |
|            | AA/NE       | 2   |     |       |
|            | NE/DP       | 8   |     |       |
|            | NE/DR/AR    | 1   |     |       |
|            | NE/DR/HR    | 6   |     |       |
| FA         |             |     | 28  | 4.4%  |
|            | AA/OPS      | 21  |     |       |
|            | FA/HRDM/EM  | 4   |     |       |
|            | FA/OPS/NIS  | 1   |     |       |
|            | FA/OP/A/EE  | 1   |     |       |
|            | FA/PPE      | 1   |     |       |
| FHA        |             |     | 58  | 9.1%  |
|            | FHA/ASHA    | 54  |     |       |
|            | FHA/FFP/LAC | 1   |     |       |
|            | FHA/PPE     | 3   |     |       |
| LAC        |             |     | 37  | 5.8%  |
|            | LAC/DI      | 2   |     |       |
|            | LAC/DPP     | 2   |     |       |
|            | LAC/DPP/EA  | 1   |     |       |
|            | LAC/DR      | 6   |     |       |
|            | LAC/DR/EHR  | 18  |     |       |
|            | LAC/DR/RD   | 8   |     |       |
| PRE        |             |     | 0   | 0.0%  |
| POL        |             |     | 276 | 43.4% |
|            | POL/CDIE    | 19  |     |       |
|            | POL/CDIE/DI | 172 |     |       |
|            | POL/CDIE/E  | 57  |     |       |
|            | POL/CDIE/EV | 16  |     |       |
|            | POL/SP      | 11  |     |       |
|            | POP/PPC/CDI | 1   |     |       |
| R&D        |             |     | 142 | 22.3% |
|            | R&D/AA      | 1   |     |       |
|            | R&D/AGR     | 11  |     |       |
|            | R&D/ED      | 13  |     |       |
|            | R&D/EID     | 5   |     |       |
|            | R&D/ENR     | 19  |     |       |
|            | R&D/FA      | 1   |     |       |
|            | R&D/H       | 25  |     |       |
|            | R&D/H/AR    | 2   |     |       |
|            | R&D/H/HSD   | 2   |     |       |
|            | R&D/N       | 11  |     |       |
|            | R&D/OIT     | 6   |     |       |
|            | R&D/POP     | 23  |     |       |
|            | R&D/PO/AE   | 3   |     |       |
|            | R&D/R       | 19  |     |       |
|            | R&D/UC      | 1   |     |       |
| R&D/WID    |             |     | 13  | 2.0%  |
|            | R&D/WID     | 13  |     |       |
| XA         |             |     | 7   | 1.1%  |
|            | XA/PL       | 7   |     |       |
| Other Misc |             |     | 0   | 0.0%  |

|                          |            |            |           |               |             |
|--------------------------|------------|------------|-----------|---------------|-------------|
| <i>AID/Contractors</i>   | <i>008</i> |            | <i>24</i> | <i>100.0%</i> | <i>2.7%</i> |
| AED                      |            | 7          |           |               |             |
| AED/Aidscom              |            | 2          |           |               |             |
| AED/AIDSCOM              |            | 1          |           |               |             |
| AED/Healthc              |            | 3          |           |               |             |
| PRAGMA                   |            | 2          |           |               |             |
| PRITECH                  |            | 1          |           |               |             |
| VECTOR                   |            | 8          |           |               |             |
| <i>LDC Total</i>         | <i>001</i> |            | <i>0</i>  | <i>0</i>      | <i>0.0%</i> |
| Africa                   |            | 0          |           |               |             |
| Asia                     |            | 0          |           |               |             |
| Europe                   |            | 0          |           |               |             |
| Near East                |            | 0          |           |               |             |
| LAC                      |            | 0          |           |               |             |
| PRE                      |            | 0          |           |               |             |
| <i>Development Orgs.</i> | <i>019</i> |            | <i>0</i>  | <i>0</i>      | <i>0.0%</i> |
| Developed Country        | 017        |            | 0         | 0             | 0.0%        |
| U.S. Business            | 160        |            | 0         | 0             | 0.0%        |
| U.S. Education           | 140        |            | 0         | 0             | 0.0%        |
| U.S. Government          | 130        |            | 0         | 0             | 0.0%        |
| U.S. Individuals         | 170        |            | 0         | 0             | 0.0%        |
| Other                    |            |            | 0         | 0             | 0.0%        |
| <i>ILL TOTAL</i>         |            | <i>888</i> |           |               |             |

## Exhibit H

| <b>INTERLIBRARY LOAN</b><br><b>JOURNAL DEMAND: FY92 (through July)</b><br>(for journals requested $\geq$ 3) |    |
|---|----|
| Science   | 11 |
| AIDS : a quarterly bibliography from all fields of periodical   | 9  |
| Desalination  | 8  |
| American journal of public health : JPH /   | 7  |
| International social science journal  | 7  |
| The Bangladesh journal of agricultural economics  | 7  |
| Dissertation abstracts international  | 6  |
| Health policy   | 6  |
| Higher education  | 6  |
| BISS journal  | 5  |
| The Journal of law & economics  | 5  |
| AIDS  | 4  |
| American Orchid Society bulletin  | 4  |
| Current sociology = La Sociologie contemporaine   | 4  |
| Disasters   | 4  |
| Inter economics   | 4  |
| Journal of social development in Africa   | 4  |
| Public budgeting & finance  | 4  |
| Social science & medicine   | 4  |
| The International journal of health planning and management   | 4  |
| The New England journal of medicine   | 4  |
| American journal of agricultural economics  | 3  |
| Health policy and planning  | 3  |
| Information processing & management   | 3  |
| Integration, the VLSI journal   | 3  |
| International journal for vitamin and nutrition research  | 3  |
| Journal of economic entomology  | 3  |
| Journal of environmental management   | 3  |
| Medical economics   | 3  |
| Overseas trading  | 3  |
| Population and development review   | 3  |
| The American economic review  | 3  |
| The Bell journal of economics and management science  | 3  |
| The Information society   | 3  |
| The Journal of infectious diseases : official publication of  | 3  |
| Women's studies international forum   | 3  |
| World development   | 3  |
| World health statistics quarterly. Rapport trimestriel de   | 3  |

## TECHNICAL SYSTEMS SUPPORT SERVICES

Dramatic growth in AED resulted in increased demand for technical systems support during FY92. Technical support for the computer equipment, network services, and training was originally provided by one designated person. The rapid expansion of the POL staff coupled with the placement of Bureau Liaisons in the State Department and the buy-in projects prompted the addition of two new technical systems support positions to provide services in the Center for Trade and Investment Services (CTIS) and the Africa Bureau Information Center (ABIC). Also an additional person was hired to provide technical and training support to the R&RS staff.

### **FY92 Accomplishments**

Systems support performed during FY92 focused on the following major areas: providing microcomputer and LAN technical support services, including procurement and installation of new equipment, upgrading, testing and trouble shooting problems as required, (i.e. modems, printer interfaces, scripts, etc.); working with the LAN Training Committee to develop training guidelines and modules for CDIE; training staff in use of hardware and software (eMail, Allways, Procomm, DOS, etc.); acting as liaison with DISC computer staff; and providing whatever support was needed which frequently involved moving and reconnecting equipment.

- **Systems Support** - Installed and maintained hardware and software as needed. Provided systems software (LAN, eMail, Wordperfect, etc.) training to many new and old AED staff.
- **R&RS** - Hired an additional person to respond to the increased need for training and technical support services for the research and reference staff.

Nila Iwaskiw was introduced to the problems and idiosyncracies of *the Assistant* (ILS) and how the program works. Additional systems support is needed for this program.

- **ABIC** - Conducted a software review to suggest options for a database management system. The ABIC staff selected GenIS -- a modified version of MicroDIS. LTS developed GenIS and provided updated ADD, MODIFY, DELETE, and SEARCH modules for GenIS to catalog the books and serials received by ABIC. Technical system support including hardware, software and training was also provided.

Special consulting services were provided in the areas of collection development, acquisitions and cataloging procedures, furniture, and performing user needs assessment to establish the Africa Bureau Information Center.

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Procured and installed a Banyan VINES LAN for the ABIC and hired a technical support specialist to function as LAN Administrator and to provide local support.

- **ROCAP/RIC** - Planned for technical hardware/software support and on-site TDY in Guatemala for early in FY93.
- **CTIS** - Rapidly constructed and installed five (5) PCs for CTIS staff in preparation for the grand opening in September. Provided CD-DIS assistance at the CTIS dry run demo; and provided hardware support at official opening. In FY93, an individual will be hired to provide systems support.

### **FY93 Goals and Objectives**

The goals and objectives for FY93 are to continue to provide the technical service and support required by a large and diverse body of professionals.

- **Systems Support** - Aside from the normal tasks of maintaining the existing equipment base and providing access to necessary software, special emphasis will be placed on procedures which should result in increased efficiency and a more intuitive man/machine interface.
- **R&RS** - Training, training and more training.
- **ABIC** - Completion of the GenIS software including a rolodex function. Continued refinement of the ABIC LAN and the possible inclusion of a CD-ROM server.
- **ROCAP/RIC** - Acquisition of the equipment necessary to establish the RIC; long-range technical support as required; and a technical TDY, if required, to install, verify and configure hardware and software.
- **CTIS** - Completion of an MIS to track activity within the office including all requests for services.

### **PUBLICATION/DISSEMINATION SERVICES**

- **Africa Newsletter** - Provided camera ready copy of *African Voices* and *ARTS Newsletter*. Also created and maintained the mailing list for distribution of these publications and prepared the newsletters for bulk mailing.
- **Dissemination** - Continued dissemination of Requests & Responses, Current Contents Bulletins, Acquisitions Guidelines, and other publications to support R&RS.

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- **AIDRD** - LTS was successful in getting the A.I.D. personnel database, RAMPS, loaded onto the HP. Updates are received on a quarterly basis, which facilitates the distribution of publications to individuals within the agency based on backstop codes.

## **MANAGEMENT**

The scope of LTS technical support was redefined this year to include support for all technical service functions of the DIC, including acquisitions, cataloging, circulation, serials control, and technician/receptionist. As indicated above, major recruitment efforts have resulted in a fully staffed and trained technical support staff that we hope will provide expanded levels of service and meet DIC needs in FY93.

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