

PD-ABP-754

**FY 1987 ANNUAL REPORT  
and  
FY 1988 FORWARD PLAN  
for the  
A.I.D. DOCUMENT AND INFORMATION  
HANDLING FACILITY**

**Prepared as partial fulfillment of  
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**by**

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A. BACKGROUND OF THE A.I.D. DOCUMENT AND INFORMATION HANDLING FACILITY

The origins of the A.I.D. Document and Information Handling Facility (DIHF) can be traced to A.I.D.'s early efforts, in the mid-1970's, to systematically manage its institutional memory of development experience and related technical information. These efforts were described in a program concept paper, entitled "Information as a Tool in Development," which also outlined a series of information technologies that could be used to improve the planning, administration, technology transfer function, and evaluation of A.I.D. projects. The various technologies outlined in this paper were initially established as independent functions, but in 1981 were consolidated under a new contract, which called for the establishment of the DIHF under Project 9310232, Information as a Tool in Development.

The DIHF's specific objectives, as outlined under the project, were to:

1. Acquire all relevant A.I.D.-generated documents needed to provide accurate, up-to-date information on A.I.D.'s project and research experience, and process these documents onto the Development Information System (DIS), a computerized information storage and retrieval system;
2. Develop and install an improved data base management system, building upon the computer systems developed by A.I.D. between 1974 and 1981;
3. Convert key source documents to microfiche, thus ensuring the existence of a permanent record of A.I.D.-generated documentation;
4. Provide a focal point within the Agency for the dissemination of A.I.D.-generated documents so that AID/W Offices, USAID's, and others could quickly and easily gain access to those materials;
5. Provide resources to publish and distribute information to individuals and institutions here and abroad who require or seek information concerning A.I.D. operations;
6. Work closely with A.I.D. management to develop and implement plans for improving the flow and use of information among AID/W, USAID's, and the Agency's many and varied client groups.

CDIE Initiatives

In 1983, Agency responsibility for the DIHF was transferred to the newly established Center for Development Information and Evaluation (CDIE), within the A.I.D. Bureau for Program and Policy Coordination (PPC).

In 1984, the objectives of the "Information as a Tool in Development" Project were found to be still valid, with only

minor changes needed. A 5-year contract for continuing the operations of the DIHF was awarded to Logical Technical Services Corporation (LTS).

Additional tasks, reflective of the new locus on responsibility within the Agency for these functions, were assigned to the DIHF at this time. These included:

1. Assisting M/SER/MO/PA/RM in converting a larger portion of its official project records to microfiche, thereby preserving these records and efficiently organizing them for use;
2. Developing and supporting a series of strategies designed to expand the knowledge of and use of resources available to A.I.D. personnel through the newly established CDIE;
3. Instituting more formal data collection and evaluation techniques to create a larger body of information regarding the ways in which scientific, technical, and programmatic information is used within the Agency;
4. Instituting new and innovative information processing techniques to take advantage of the growing use of microcomputers and advanced information processing software;
5. Restructuring DIHF operations to make them more closely attuned to the objectives of the CDIE and to address, within this context, the changing needs of the Agency as a whole;
6. Providing the means to integrate DIHF operations into ongoing or planned Agency-wide information processing and distribution systems.

Modifications to the new DIHF contract included:

- Changing the contract's language to emphasize support for the needs of AID/W and USAID's on a level equal to those of developing country institutions;
- Introducing service evaluation and quality control functions to ensure the relevance and quality of DIHF products and services;
- Removing from the DIHF contract, and incorporating into another CDIE contract, primary responsibility for the overseas technical assistance involved in implementing the transfer of development information to developing countries.

In the following sections of this report, LTS describes its accomplishments during the third year of contract management responsibility (FY 1987) and discusses its plans for FY 1988.

## B. OVERVIEW OF THE DIHF

### B.1 Summary of Scope of Work

The objective of the DIHF is to provide centralized support to assist CDIE in meeting its information processing and dissemination requirements. The DIHF's functions, as spelled out in the contract Scope of Work are:

1. Systems Development -- To maintain and as necessary update the HP 3000/48 minicomputer system and associated software, the MINISIS data base management system, and some 100 data bases of development and management information. To develop and maintain MenuDIS, a user-friendly program for accessing DIS data bases, and MicroDIS, a program for PC applications.
2. Document Acquisitions -- To acquire for the DIS all key design and evaluation documents relating to A.I.D. projects and programs, as well as research and technical reports generated with A.I.D. funding.
3. Document Processing -- To catalog, index, and selectively abstract those documents acquired for the DIS and to maintain the 5,000-plus word A.I.D. Thesaurus, a controlled indexing vocabulary.
4. Micrographics -- To microfiche documents acquired for the DIS, as well as all official A.I.D. project records.
5. User Services -- To provide on-demand delivery of these documents, in paper and/or microfiche, to A.I.D., developing country, and contractor personnel. To provide bulk document dissemination and fulfill inventory management functions.
6. Outreach and Publications -- To publish a quarterly journal, A.I.D. Research and Development Abstracts (ARDA), as well other current awareness tools such as bibliographies and acquisitions lists. To conduct various outreach activities to increase the awareness among A.I.D. and other development personnel of CDIE products and services.
7. Training -- To train A.I.D. staff and others to use the information resources and technologies available through CDIE and the DIHF.
8. Quality Assurance and Control -- To monitor DIHF operations and promptly resolve problems or concerns.
9. Management -- To develop plans and strategies for efficiently allocating and employing available resources in support of CDIE needs.

The work was to be carried out in three phases:

- Phase I: Facility Planning (Year 1 only)
- Phase II: Facility Operations (Years 1 - 5)
- Phase III: Technology Transfer (Years 1 - 5)

## B.2 Relationship to PPC/CDIE and M/SER/MO/PA/RM

In carrying out its contractual obligations, the DIHF recognizes the need to coordinate its operating procedures and objectives so as to be consonant with those of both CDIE and M/SER/MO/PA/RM.

## B.3 DIHF Operations Environment

A.I.D. guidelines require that development planners review the Agency's past successes and failures before determining long-term assistance strategies or designing individual projects or programs. The DIHF, which serves as the central point within A.I.D. for the receipt, processing, maintenance, and dissemination of project, program, and technical information, is a vital part of CDIE's response to the Agency's need for such an institutional memory. The continuing refinement of A.I.D. operations mandates an ever-increasing use of this memory in development project planning, design, and evaluation.

To help the DIHF meet this challenge, LTS has had as a major focus of its efforts during the first three contract years to link DIHF operations to the overall goals and objectives of PPC/CDIE. This has also involved developing improved coordination among the DIHF, other CDIE contractors, AID/W and USAID's, and CDIE constituent groups.

Sometimes, however, A.I.D.'s operational policies pose problems which both CDIE and the DIHF must resolve if they are adequately to serve the Agency's information needs. Some of the issues facing CDIE and the DIHF are as follows.

1. Various factors - e.g., the decentralization of A.I.D. project funding and implementation responsibilities to the Mission level, the increasing use of program-level rather than projectized assistance, and the diversity of the design documents used by A.I.D. - have made it more difficult to obtain key project/program documents and have also raised various processing problems.
2. A.I.D.'s policies and practices regarding advanced information technologies (microcomputers, telecommunications links, etc.) are still evolving and subject to change.
3. Internal A.I.D. guidelines are not consistent from office to office for such activities as mail handling, information systems, data sharing, report preparation, and reviews.

This is the context within which the DIHF has operated during the third year under LTS leadership. Details of the progress made

this year in each operational area are presented in the following sections.



C. PROGRESS AND PLANS, BY FUNCTION

C.1 SYSTEMS DEVELOPMENT, OPERATIONS AND MAINTENANCE

The Systems Development Group (SDG) is responsible for the development, maintenance, and continued operations of the DIHF micro and minicomputer facilities and their supporting computer files and software. In order to that assure users are provided adequate automation services, SDG:

a. Monitors micro and minicomputer equipment use

- (1) resolves hardware problems - identifies constraints
- (2) implements computer security and software standards
- (3) recommends equipment improvement strategies
- (4) initiates and reviews equipment acquisitions
- (5) reviews applicability of new equipment offerings

b. Develops new and enhanced software improvements

- (1) Online Ordering System
- (2) MicroDIS software versions and enhancements
- (3) MenuDIS software versions and enhancements
- (4) MINISIS Report Processor modifications
- (5) Upload/download and data exchange processes

c. Provides ongoing assistance to the Research and Reference Services (R&RS) and other onsite and offsite user communities

- (1) functions as a central "troubleshooting" service
- (2) documents technical procedures and resources
- (3) reviews applicability of automated resources
- (4) identifies/recommends improved automated processes
- (5) obtains consensus on automation plans

d. Maintains liaison with computer vendors

- (1) reviews vendor hardware and software developments
- (2) investigates applicability of new software products
- (3) schedules repair and maintenance of equipment
- (4) installs new computer software and new versions of existing software
- (5) supports training and orientation of users to capabilities/constraints of new software features.

SDG serves also as a source of technical advice for internal and external AID/CDIE automation initiatives. During the past fiscal year, SDG developed recommendations for automated exchanges of information with other development organizations, tested computer linkages with the AID/IRM computer network, and reviewed alternative mechanisms for obtaining additional development data already available on A.I.D. computer files.

### C.1.1 FY 1987 Accomplishments

This was the sixth year of DIHF/SDG's MINISIS support to the AID/CDIE community. SDG performed many functions which are characteristic of a mature operation, e.g. identifying idle resources (data bases, fast-access files, ...), developing ways to 'do more with less', and applying techniques proven in one area to other applicable areas.

This section presents SDG activities in FY 1987 which respond to the FY 1987 Forward Plan. Each of the twenty (20) SDG tasks included in the Forward Plan are reported. Where appropriate, other related subtasks which were performed are reported. Section C.1.2 follows, with an SDG FY 1988 Plan.

#### C.1.1.1 System Maintenance and Upgrades

- a. Maintained over 100 MINISIS data bases and their related files, reports, and jobs.
- b. Maintained and upgraded operational systems, e.g., MicroDIS.
- c. Maintained nearly one hundred COBOL programs.
- d. Installed a new MINISIS (F.02) version, October 18.
- e. Continued to maintain security software.
- f. Continued and expanded troubleshooting services in response to increased number of online sessions and growing user communities.
- g. Reviewed computer performance data and equipment upgrade(s) scheduled for FY 1987, identifying costs and benefits of several upgrade alternatives.
- h. Supported S&T/EY with access to DIHF's DOCUMENT database for renewable energy projects.

#### Other Related Subtasks Performed

- a. Removed/archived idle computer online storage data:
  - (1) 1983-1985 records on MFTRAK, releasing nearly 2 mg of online storage.
  - (2) Twenty-eight data bases and 232 print formats.
  - (3) Nearly one hundred (100) COBOL programs not used and about fifty (50) stream jobs (e.g., those serving the Near East Bureau).
  - (4) MINISIS foreign-language text and other unnecessary files issued with Version F.02.
  - (5) HP/MPE office automation and other unnecessary files issued with the operating system.
- b. Reduced system overhead requirements:
  - (1) Reduced number of MPE accounts from 14 to 8.
  - (2) Rearranged files into groups corresponding to user communities. Purged several inactive groups.
  - (3) Reduced system logon time by consolidating user-defined commands (UDCs) under one system-level and one MINISIS account-level UDC.
  - (4) Increased block sizes of MINISIS cross-reference files.
  - (5) Improved file backup methods, making the system available before 9 A.M three additional mornings a week.

c. Other:

- (1) Replaced HPTREND performance software and installed an improved Electronic Mail System.
- (2) Developed technical processes for downloading DIHF records to Scimate format.
- (3) Modified 470 stream jobs to accommodate an error that occurred with initial release of MINISIS Version F.02.
- (4) Formed a MINISIS Users Group (October 5) for organizations in Washington and Denver areas. Conducted 3 meetings.

C.1.1.2 Mailing List Data Base Development

SDG continued to provide system analyses and modifications to RECIPRD and REQUESTR data bases, e.g., code was changed to accommodate the 10-position Zip Code standard. A stream job was written to analyse RECIPRD and generate an interest profile of its organizations.

An analysis was made of records in the REQUESTR and ORDERRD data bases to identify organizations that place the majority of orders.

Also, over 6,000 ARDA records were transferred from REQUESTR to RECIPRD.

C.1.1.3 Automation of Pre-Publication Processes

SDG established procedures to produce camera-ready copies of ARDA publications, using an HP LaserJet printer.

C.1.1.4 Distribution of COM Indexes

SDG continued to support requests received from User Services for preparing tape(s) and printed updates of COM indexes, serving A.I.D. Missions, IDRC, the World Bank, and other development organizations.

C.1.1.5 Acquisitions/Project Data Integration

SDG updated PROJAUTH in May. Strategies to improve its quality and currency were documented after AID/IRM identified other data bases which may meet DIHF requirements more effectively.

Plans were drafted to download contract information from the AID/COORS data base. A plan was also drafted to establish a MINISIS data base of IQC organizations.

C.1.1.6 MenuDIS System Enhancements

MenuDIS Version 2 was installed in April. It was then placed in the MINISIS User-Contributed Library in both English and French. One user, the Hong Kong Productivity Council, translated its tables into Chinese.

Version 2 (developed jointly with World Bank staff) provides for up to 10 optional browsing print formats, and 20 report options. It addresses comment from IDRC as well as A.I.D. and the World Bank.

#### C.1.1.7 SDG MicroDIS Enhancements

- a. MicroDIS was significantly enhanced and released through versions 2.0 and 2.1.
- b. MicroDIS was provided for installation at seven (7) sites. (Exhibit C.1.A)
- c. Three (3) existing MicroDIS installations were upgraded. (Exhibit C.1.A)
- d. The stand-alone circulation module developed for the A.I.D. Library was upgraded.
- e. At the DIHF annex, MicroDIS was demonstrated to five (5) organizations.
- f. Demonstration copies of the MicroDIS software were distributed to twenty-two (22) organizations.
- g. MicroDIS documentation was translated into French.

#### Cairo Support Provided

Two tapes were received from the Cairo DIC. These tapes were complete images of the MicroDIS system installed in Cairo. The first tape was processed as follows:

- 1) Arrangements were made with IRM to load the contents of the tape onto a temporary library on the Wang VS system.
- 2) A PC at IRM was located which had the Wang LCFS (Local Communications File Storer) software loaded.
- 3) The database files and their indexes were downloaded from the Wang VS to the Wang PC using LCFS.
- 4) Using the Archive software, these files were compressed on the Wang PC.
- 5) The compressed files were copied to floppy disks using the DOS backup command (for transportation to CDIE).
- 6) The files were restored at CDIE onto a PC, thus replicating the Cairo DIC in Washington.

This process proved to be rather involved and time consuming, therefore it was not repeated for the second tape.

Due to the length of time required to produce and print full collection reports for the Cairo MicroDIS collection on a PC, SDG developed/installed computer software for the Cairo Mission to print their semi-annual reports on their WANG/VS computer in June. A MicroDIS Development Team was established in August.

EXHIBIT C.1.A

NEW MICRODIS INSTALLATIONS

1. A.I.D. Office of Information Resources Management  
(June 1987)
2. National Agriculture Research Project (NARP)  
Cairo, Egypt (July 1987)
3. USAID/Port-au-Prince, Health and Population Office  
(August 1987)
4. USAID/Guatemala City, Health Development Office  
(July 1987)
5. USAID/REDSO/ESA, Library Information Center  
(September 1987)
6. A.I.D. S&T/Health; Dr. Pillsbury project  
(September 1987)
7. Instituto de Postgrado en Administracion de Negocios (IPAN)  
Guayaquil, Ecuador (September 1987)

UPGRADED MICRODIS INSTALLATIONS

1. A.I.D., Center for Development Information and Evaluation,  
Development Information (CDIE/DI), classified collection  
(October 1987)
2. USAID/Cairo, Development Information Center (May 1987)
3. Center for Privatization, Washington, DC (June 1987)

#### C.1.1.8 Online Ordering System

SDG developed an online system for ordering materials from the DIHF/User Services. The system helped to substantially reduce the turnaround time required to fulfill normal orders. The system was documented for presentation at the annual meeting of MINISIS users in Mexico City in October.

Subsequent to implementation, operational procedures were revised to provide for early notification to User Services of impending orders. This step further reduced turnaround time.

#### C.1.1.9 AID/DIHF Profiles

This task was postponed.

#### C.1.1.10 MINISIS Network Cooperative

The following data exchange activities occurred during the year:

- a. A tape containing active/planned LAC project (602) information was provided to LAC/MIS.
- b. The S&T Bureau was given access to the PROJECTS data base. Processes were developed for them to create/receive displays of renewable energy documentation on their projects.
- c. Room 3659 New State was given access to the DIHF data bases.
- d. USAID/Cairo was provided a tape of data on selected projects to augment MicroDIS software system and foster exchanges of data.
- e. USAID/Islamabad was given discs of data on selected projects.
- f. The World Bank, Peace Corps, Library of Congress, and eight Missions were provided COM microfiche indexes to selected documents on DIHF's DOCUMENT data base.
- g. IDRC was given updates to the data provided them in 1987.
- h. The Inter-American Development Bank was given copies of Latin American project data on the PROJAUTH data base.
- i. A.I.D. gained access to the UNIDO Industrial Development Abstracts' data bases, and began to prepare exchange data.
- j. An exchange agreement with the World Bank was finalized.

#### C.1.1.11 Data Base Integrations

This task is in two parts: a planned integration of Bureau data bases with PRJRD, and a planned integration of DOCRD and CATALOG data bases. It may include, for use by A.I.D. Library patrons, a new data base to search for the presence or absence of documents in DOCRD and CATALOG. An investigation in June led to the tentative conclusion that sufficient integration of Bureau data bases may already exist, using PRJAFRDS, PRJASIDS, and PRJLACDS.

#### C.1.1.12 HP/IBM Communications Link

An IRM consultant delivered a 2400-baud modem which SDG installed and tested to identify problems, if any, linking the HP/3000 to the AID/ICS II WANG-based network. Initial testing identified

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incompatibilities in cables and a degradation in speed. Later, accelerator/modems were tested. The speed problem was overcome.

#### C.1.1.13 Identify PC Software Enhancements

- a. Added seven (7) additional nodes to the Local Area Network (LAN) in Rosslyn.
- b. Upgraded WordStar to version 4.0; Clipper to Autumn/86; dBase to dBase III Plus; Lotus 1-2-3 to version 2.0
- c. Placed IBM PC in New State office.
- d. Added several utility programs to the LAN. For example, CUBIT, PFM (personnel file manager), new versions of Archive software and a variety of extended DOS commands.
- e. Acquired upgrade to LAN software.

#### C.1.1.14 Automated Library System

This task has been postponed.

#### C.1.1.15 OCLC Conversion

SDG reviewed the A.I.D. Library's plan to convert 10,000 records to OCLC in June. The scope of the task, including three alternative approaches, was documented in June.

Later, SDG staff participated with the DIHF Trainer in reviews of OCLC operations at the World Bank/IMF Joint Library. A review of a MINISIS-User-contributed program was initiated to determine its applicability for the DIHF environment.

#### C.1.1.16 Update MISSONRD (a.k.a. MICRORD) Data Base

A data base entitled MICRORD was developed to store collections of Mission documents. Information is planned to be transferred to this data base, beginning early 1988, from MicroDIS diskettes as they are received from the Missions. SDG developed additional automated interfaces among MicroDIS, dBase III, Scimate, and HP/MINISIS formats for this purpose.

#### C.1.1.17 Establish a Multi-Bureau Data Base

This requirement involves modifying the Africa Bureau's data base (AFPRJRD) and its associated files to function as a single multi-bureau data base for fiche distribution. Currently, this data base serves to tailor the distributions of fiche - one copy to a central file, one copy to the responsible project officer, and one or more copies for each related sector of interest.

This data base is planned to contain a repeating group of sector interests describing each project. Plans include adding project officer names (estimated at 20-30 for Africa and fewer for the other Bureaus), project locations, and distribution data specific to a project.

#### C.1.1.18 Data Base Administration

The administration of DIHF data bases included several functions already reported in Section C.1.1.1. These initiatives were designed to reduce operational overhead and make the system more responsive to an increasing number of system users. Other initiatives were begun which respond to changes that have occurred over the life of the DIHF system (e.g., identifying fast-access capabilities no longer used, improving stream jobs, and identifying records and data bases that are no longer needed).

#### C.1.1.19 Technology Assessments

Research was performed which examined the state-of-art and applicability of optical disc technologies, public data networks, and other optional automation strategies.

#### C.1.2 SDG Goals and Tasks: FY 1988

SDG is continuing to build upon a stable base of automated information resources, identifying innovative ways to support users. This section presents descriptions of tasks proposed for the FY 1988 development and enhancements of AID/DIHF systems.

##### C.1.2.1 System Maintenance and Upgrades

SDG will continue to perform routine maintenance on computer equipment and administer computer security in accordance with the requirements of AID/DIHF. They will perform the maintenance required on MINISIS data bases and their related files, reports, and jobs. They will maintain operational systems, COBOL computer programs, and implement software upgrades when required.

SDG will review CPU performance to identify thresholds/problems and recommend improved processes. Analyses will be performed to ensure that present resources are being used most effectively and efficiently, including analyses of opportunities to:

- a. Download appropriate functions to micros, e.g., the cash and accounting functions.
- b. Improve tape backup operations, e.g., give more consideration to active files, less to others.
- c. Increase the capacity of minicomputer operations.
  - (1) Add hardware capabilities, e.g., increase main memory, number of ports.
  - (2) Balance disc and other resource uses, e.g., separate master and cross-reference files.
  - (3) Enhance communication capabilities, e.g., increase speed of modems.
- d. Coordinate maintenance with increased off-hours system use, e.g., plan for offsite (Mission) users in other time zones.

Upgrade analyses will take into account potential changes to the processing environment. These changes may be internal (e.g.,

changes to DIHF-developed systems such as Online Ordering) or they may be external changes resulting from emerging technologies like compact disc.

The scope of maintenance and upgrade analyses is determined more by external factors than any other SDG task. For example, recent increases in data (and software) exchanges and online sessions on the HP minicomputer are catalysts for increasing capacities for 'troubleshooting' and other direct services to users.

This task will be the basis upon which many SDG tasks are or will be performed. Thus, it is the first priority of all SDG tasks.

#### C.1.2.2 Data Base Administration

The increasing use of the DIHF computer makes it very important to administer data bases in the most efficient manner. Information/operational standards that benefit all users must be developed, approved, and administered on an ongoing basis.

SDG will continue to maintain DBASERD as a form of a data dictionary. This and other appropriate data base administration activities will be coordinated with the new version (G) of MINISIS software expected to be released in the Spring of 1988.

Data base functions planned for FY 1988 include:

- a. Update MINISIS to Version G.
- b. Draft materials in support of A.I.D.'s presence at the tenth meeting of the MINISIS Users Group in Ottawa.
- c. Review MINISIS files to further tailor text in message files.
- d. Review the effectiveness of the present data base schemata.

An ongoing review will be made of data base resources, e.g., print formats, operational/maintenance jobs, and other resources, to determine their currency and ways to improve their performance. This includes printing the A.I.D. logo on selected print formats, and assessing whether and where a change in paper size standard (to 8 1/2 x 11") is to be implemented.

SDG has been asked to contribute information to the MINISIS Users Newsletter, specifically on experiences of the DC/MINISIS Users Group it cosponsors. An article will be drafted in December for publication in January.

Emphasis in 1988 will focus vertically on resource usage. For example, data bases, their associated btrees and print formats, stream jobs, etc. will be analysed in the context of specific user groups and their requirements, to determine if existing processes are current, redundant, or can be improved.

Where (horizontal) functions are common (e.g., monthly reporting), SDG will coordinate to improve these processes. As new scheduled requirements evolve (e.g., exchanges of data), routine operations will be established to meet these requirements in an efficient manner.

### C.1.2.3 Technology Assessments

SDG conducts ongoing reviews of emerging and existing alternative technologies which promise to improve our technical environment to the benefit of present and future users of our data. While the nature of this task prohibits defining its scope with finality, it is possible to identify some categories which have and are expected to continue to merit emphasis:

- a. Optical technologies
  - (1) Using compact disc for sending information at intervals,
  - (2) or WORM technology to jointly develop documentation,
  - (3) or entering data via optical scanning,
  - (4) or storing data on optical disc;
- b. Alternative (multi-vendor) relational data base software;
- c. Alternative networking strategies
  - (1) Using AID/ICS network for communicating to active nodes,
  - (2) or subscribing to public network(s), e.g., TELENET,
  - (3) or preparing data for commercial services, e.g., DIALOG;
- d. Improved distributions of workloads
  - (1) Effective uses of PCs and PC/LAN capabilities,
  - (2) or downloading certain functions, e.g., word processing;
- e. Integrating audiovisual materials into DIHF-provided data.

SDG analyses and reports on developments with these and other technologies as required.

### C.1.2.4 Mailing List Software Maintenance

SDG will continue to modify the structure, upon request, of User Services' data bases (ORDERRD, RECIPRD, and REQUESTR) for targeting mailing to A.I.D. organizations and Missions, as well as other appropriate development communities. SDG plans to prepare detailed analyses of the contents of these data bases to determine improved processes which give greater consideration to the most active members of the mailing lists.

### C.1.2.5 Distributions of COM Indexes

SDG plans to provide COM indexes quarterly (January/April/July/October) to User Services for subscribing Missions and organizations. Paper indexes will no longer be required. The quarterly indexes will replace prior issues in their entirety.

### C.1.2.6 Acquisitions/Project Data Integration

SDG plans to continue coordinating opportunities throughout the year to enhance AID/DIHF capabilities to attain its acquisitions goals and improve its integration of project data.

PROJAUTH data base will be updated with data from A.I.D.'s project and budget data bases. Enhancements were recommended in FY 1987. When approved, they will be implemented in FY 1988. They include obtaining less data from the three data bases

presently read, and more data from other appropriate A.I.D. data base sources.

A second integration activity concerns establishing and maintaining a data base with information from the A.I.D. contract data base (COORS). Eleven data elements were identified in FY 1987 which may serve to support the acquisition function. This activity is being designed to coordinate with changes in the COORS processing environment.

#### C.1.2.7 MenuDIS System Support

The current version of MenuDIS will be translated into French. Later in the year, MenuDIS may need modification to operate with MINISIS Version G, scheduled for release in Spring of 1988.

#### C.1.2.8 MicroDIS System Support

##### SDG MicroDIS Enhancements - FY 88 Goals

- a. Complete and release version 2.2 which contains both the French and Spanish translations.
- b. Install MicroDIS in six (6) locations.
- c. Promote use of MicroDIS in French-speaking Africa.
- d. Continue enhancement efforts of existing code to make the software more efficient and reliable, positioning MicroDIS for future developments in areas such as networking, uses of optical storage technology, and others.

#### C.1.2.9 Online Ordering System Support

SDG plans to develop capabilities for screen-entry of telephone orders received by User Services. These capabilities will be incorporated as a module of the Online Ordering System.

#### C.1.2.10 Programmatic Services

A.I.D. requires that certain program documents be described in terms of quantitative goals and status. SDG plans to provide data base capacities for storing this data as it is received at the DIHF. Depending on the amounts/complexities of data received, an automated analysis of this information may be necessary.

#### C.1.2.11 AID/DIHF Profiles

This task responds to the need for AID/DIHF to develop strategies that provide ongoing assessments of the effectiveness of AID/DIHF services and which identify opportunities for new and improved services to the A.I.D. Missions. Its goal is to describe in greater detail the environment of each A.I.D. Mission, thereby improving the ability of AID/CDIE to provide needed services for individual Missions. Profile data can focus on any group of organizations with which A.I.D. is working, e.g., libraries, Missions, universities, and other development-related organizations.

#### C.1.2.12 MINISIS Network Cooperative

The AID/DIHF Five-Year Plan requires that information exchange with other organizations be facilitated. SDG will schedule a routine operation to provide DIHF data for exchange to other organizations. Master tapes of exchange data will be written at the beginning of the fiscal year, and copies will be made for organizations exchanging data with AID/DIHF.

#### C.1.2.13 Task Analysis - Data Base Integrations

The AID/DIHF Five-Year Plan requires integration of DOCRD and CATALOG data bases and the integration of BUREAU and PROJRD data bases. This task may include developing, for A.I.D. Library patrons, a new data base to quickly search a few elements for the presence or absence of types of documents in DOCRD and CATALOG.

#### C.1.2.14 HP/IBM/WANG Communications Link

SDG has been asked to design a communications link with the AID/ICS and the AID/DIHF computer. One purpose of this task is output to Missions and other stations on the AID/ICS system.

A conceptual design was developed which implements HP/Remote Job Entry (RJE) communications. It includes the following steps:

- Step 1: Document a detailed flow and design of the proposed communications link, for review.
- Step 2: Develop implementation components, coordinating with changes in IRM strategies and software versions
  - (1) COBOL program to read/route spooled output
  - (2) Uniform procedures and protocols and job control language (JCL) operations.
- Step 3: Install HP Communications Products (RJE - HP 30248A and BSC Software)
  - (1) Staff orientation - 13 new commands
  - (2) Full systems backup ... job testing.
- Step 4: Implementation
  - (1) Develop optimum schedule of operations
  - (2) Documentation and training.
- Step 5: Operational support activities
  - (1) User assistance
  - (2) Technical training and orientation
  - (3) Monitor to assess continued effectiveness, and improvement opportunities.

This task is performed as required approvals are coordinated.

#### C.1.2.15 Identify PC Software Enhancements

SDG conducts ongoing reviews of personal computer software to facilitate communications with other A.I.D. automated processes, and to download DIHF minicomputer functions whenever feasible. Once downloaded, SDG provides support and technical training to the A.I.D. community using these processes, e.g., the R&RS staff. In the past year a number of initiatives were implemented

in this regard - automated flows of data originating on WANG and IBM equipment were established to and from the DIHF/HP minicomputer. Downloading of publishing functions was accomplished.

SDG plans to build on the PC capabilities (e.g., typesetting and publishing software processes) it has implemented. Included in these plans are establishing networks of PCs at the Rosslyn and Bethesda sites, and providing for 'batch' linkage via SMARTCOM software between the two sites.

SDG plans to continue its review of opportunities for enhancing our personal computer software capabilities. For example, a review of opportunities for downloading the cash and accounting functions is expected to be made during the year. As these opportunities are identified, their costs and benefits will be analyzed to determine their applicability to our environment.

#### C.1.2.16 Automated Library System

SDG is to develop an Automated Library System for use at the A.I.D. Library. The library requirements are to be coordinated with a Task Group established to oversee the development of the system.

#### C.1.2.17 OCLC Conversion

The AID/DIHF Five-Year Plan requires converting approximately 2,000 A.I.D. bibliographic records presently on the Online Computer Library Center (OCLC) system located in Dublin, Ohio, and entering the records to the AID/DIHF data base in the MINISIS format. During FY 1987, SDG met with the MINISIS staff at the International Monetary Fund to review their related procedures. Implementation alternatives were documented for review.

#### C.1.2.18 Update MISSONRD Data Base

In FY 1987, a MINISIS data base was created to store collections of Mission documents. Information is to be transferred to this data base from MicroDIS diskettes as they are received from the Missions. SDG developed automated interfaces among MicroDIS, dBase III, and HP/MINISIS formats for this purpose.

### C.2 ACQUISITIONS

The acquisition of A.I.D. project and technical documents is a critical prerequisite to the functioning of all other CDIE activities. In June 1985, the DIHF assumed the responsibility formerly held by A.I.D. for selecting and acquiring the documents that comprise the Development Information System (DIS).

In addition, the DIHF is responsible for acquiring CDIE-requested non-A.I.D. publications and serials for the A.I.D. Library.

These two acquisitions functions are discussed separately in the following sections:

C.2.1 A.I.D. Documentation  
C.2.2 Non-A.I.D. Acquisitions

C.2.1 A.I.D. Documentation

C.2.1.1 FY 87 Accomplishments

The goals for Acquisitions during FY 1987 were to acquire A.I.D. documents consistent with A.I.D. priorities, to maintain the currency of the DIS, and to acquire sufficient documents to support the DIHF cataloging requirements. Acquisitions increased its document receipts in 1987 over those of 1986, while maintaining the percentage of required PD's and PN's (Exhibit C.2.A). Several courses of action were taken to meet these goals.

1. Mass Mailing

The major effort in acquiring technical materials involved a mass mailing of Acquisitions information to 520 contractors, 164 of which were PVO's. The COORS data base was used to select contractors with a certain funding level. The selected contractors were downloaded from COORS into a dBase III data base where the mailing and responses could be monitored. The PVO listing, requested by CDIE and supplied by FVA, was also placed in a dBase III data base for monitoring purposes. Responses to date have included current documentation, bibliographies with offers to supply whatever is not on DIS, placement on distribution lists, and information as to whom to contact for material on a specific contract.

2. Briefing Packet

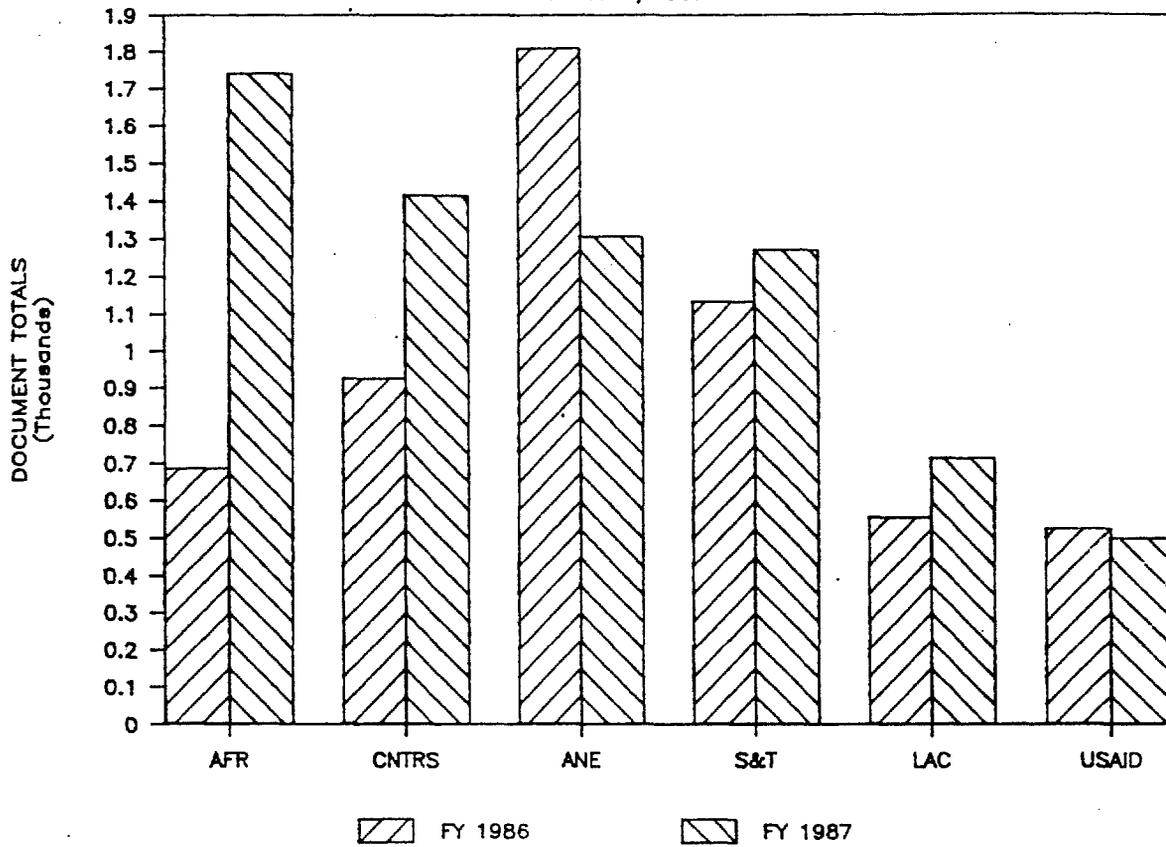
A briefing packet was prepared to provide information on DIS and on the Acquisitions function to keep the DIS current and comprehensive for information retrieval. Briefings were given to several A.I.D. Washington-based contractors and to additional AID/W offices.

3. AID/W Networking

Acquisitions has increased and strengthened its contacts for design and evaluative material within the AID/W offices and has continued working with the Missions at their request. Periodic contacts with the geobureaus has given Acquisitions channels in which to identify and acquire project documents. A data base was created to monitor AID/W document sources. The coverage for evaluations has improved due to the new directive requesting the Missions to send evaluations directly to Acquisitions.

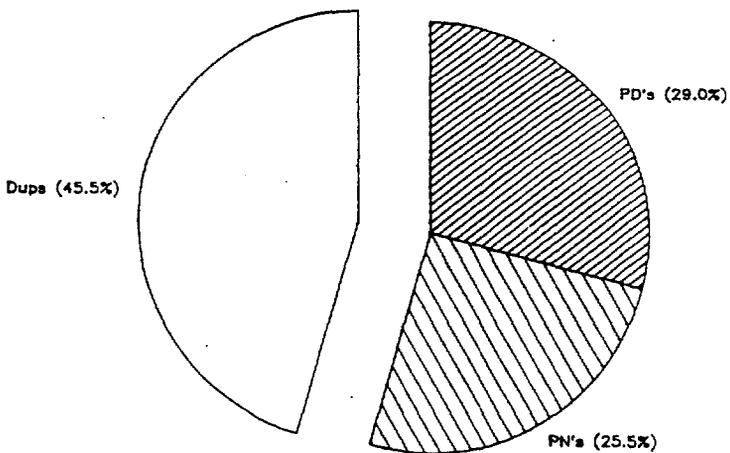
EXHIBIT C.2.A  
ACQUISITIONS SOURCES

FY 1986/1987



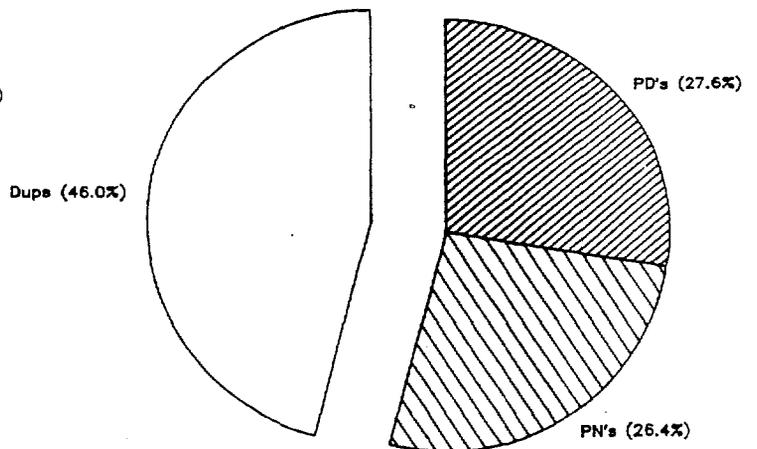
ACQUISITIONS - FY 1986

DOCUMENT TYPE



ACQUISITIONS - FY 1987

DOCUMENT TYPE



#### 4. Geographical Bureau Acquisitions

The SER/MO files were systematically used to identify priority documents for the DIS in the following ways: (1) several data bases were joined to enable the regional Bureaus to determine which design documents in their files should be added to the DIS; (2) documents with specified bibliographic codes are routinely checked after filming, by Cataloging, to locate those which should be entered into the DIS, thereby reducing duplicate filming.

#### 5. A.I.D. Handbook Revisions Submitted

Acquisitions submitted revised, updated wording for the A.I.D. Handbook to the Agency for approval.

The role of MicroDIS in supporting the Acquisitions effort is still in its formative stage.

#### C.2.1.2 FY 1988 Goals and Objectives

In the coming year Acquisitions will continue to acquire A.I.D. documents to maintain the currency and comprehensiveness of DIS by streamlining its procedures to increase its productivity and by extending its outreach efforts through briefings and mailings.

1. Several strategies are being analyzed for contacting contractors at the start of their contracts to inform them of A.I.D.'s requirements for document submission to the DIS.
2. The Acquisitions briefing packet will be revised to accompany tailored presentations designed for specific A.I.D. offices and for Washington-based contractors.
3. A matrix will be created to analyze the trends in design documentation indicated by the various types of design documents identified by the Missions in the 1987 Acquisitions cable activity; this will help identify current design material in its many forms.
4. A data base containing Mission profiles will be created to record contacts and will be used to acknowledge document receipts.
5. A new approach will be taken to the issue of refining the Acquisitions Manual. Due to the dynamic nature of A.I.D. documentation, a running account of policy decisions, policy statements, and policy documents which affect Acquisitions will be maintained as part of the Manual.
6. Collection of statistics will be simplified and will provide a more accurate accounting of priority document receipts for DIS by each source.

7. An inventory system will be implemented for bulk document receipts noting date received, office, and document types. Transmittal of documents to DIHF/Cataloging will be more systematic and, therefore, more efficient for both Acquisitions and Cataloging.

8. Data bases will be established to record incoming requests and incomplete documents so that these special Acquisitions tasks can be addressed as batch jobs.

#### Issues:

Acquisitions of design and program level documents will continue to depend upon A.I.D.'s identification and clarification of changing document types.

A major issue for the future is the acquisitions of documentation for activities initiated, funded, and administered in the Missions. Several briefings have indicated that there is no requirement for the Missions to submit this documentation to Washington.

The irregular document flow by source, as charted on a quarterly basis for 1987, indicates the problem of no centralized document distribution. (Exhibit C.2.B) This lack of centralized documentation control in the Agency creates a major problem for an Acquisitions staff of two, whose responsibility it is to acquire all A.I.D. priority documentation worldwide for the DIS.

#### C.2.2 Non-A.I.D. Acquisitions

The procurement of commercial materials, including the placement of standing orders, serials, and other non-A.I.D. publications is performed at the DIHF. Materials are ordered upon written approval from the A.I.D. Librarian. After materials are received, a check-in procedure is followed to provide the necessary paper work for the accounting division. Once checked in, materials are routed for full cataloging into the CATALOG data base. The exceptions are documents intended for interlibrary loans to A.I.D. Missions, commercial publications that are determined to be A.I.D.-supported and are therefore cataloged in the DOCUMENT data base, and documents and serials publications purchased for the Population Directorate of the Bureau for Science & Technology (S&T).

The Statement of Work does not provide year-end goals for the receipt of non-A.I.D. materials, but it does give a listing of document types to be acquired. All of these were ordered during this fiscal year, including 264 monographs and 244 serials titles. Fifteen standing orders were added to last year's total of 44 to increase the number of standing orders to 59.

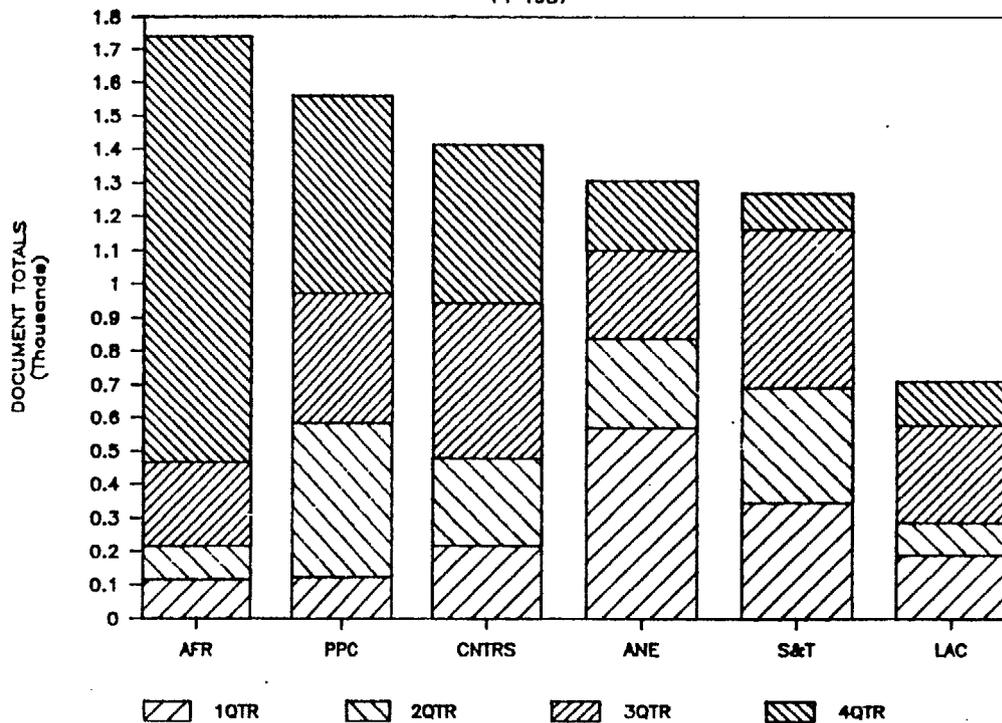
25

EXHIBIT C.2.B

ACQUISITION SOURCES FY 1987

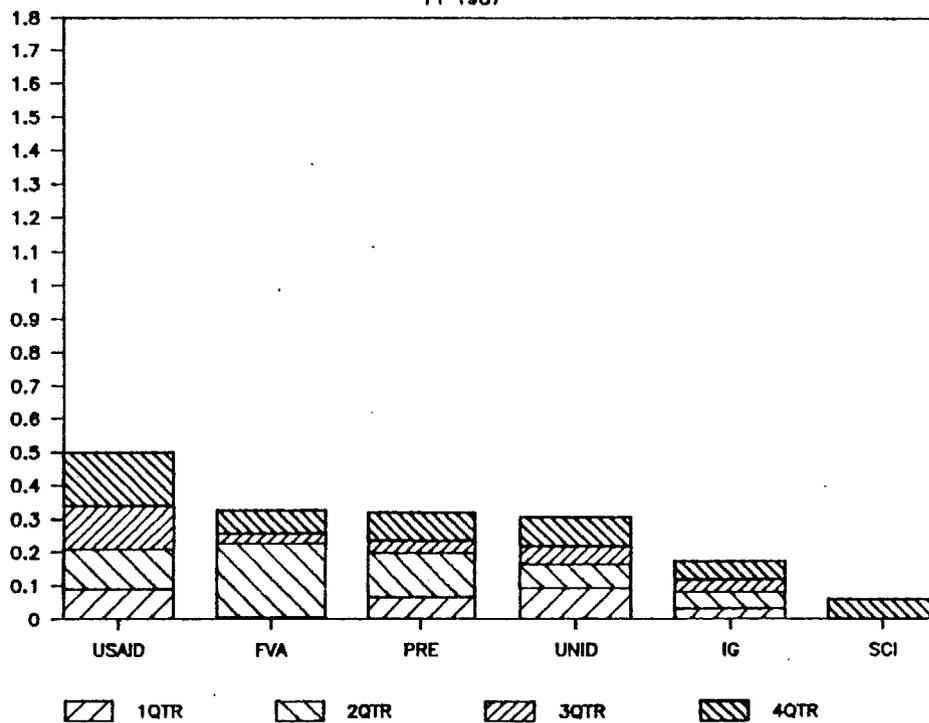
ACQUISITIONS SOURCES

FY 1987



ACQUISITIONS SOURCES

FY 1987



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### C.2.2.1 FY 87 Accomplishments

During FY 1987, detailed operations procedures for non-A.I.D. acquisitions procedures were completed. Major accomplishments focused on the four tasks discussed below.

#### 1. Invoice Form

An invoice form was created at the request of the A.I.D. Library to recover the costs of patron/contractor interlibrary loans, non-returned books, and other materials. Also, as required, invoices not paid within the one month billing period are reissued as second notices.

#### 2. Commercial A.I.D. Documents

At the request of the A.I.D. library, a second copy of A.I.D. support documents that are commercially published was acquired. The first copy received was used for processing and filming.

#### 3. Standing Orders

Data base records for standing orders were modified to place "see references" in the availability fields of all supplementary reference materials, leaving the tracking fields intact for further ordering, etc. This was accomplished by supplying information in only the title and tracking fields with the addition of the availability field. The availability field will contain the standardized statement: "See main entry, isn=x".

#### 4. Multiple Copy Orders/Distribution

Two documents were ordered in quantity for primary distribution by the DIHF.

At Haven North's request, in June 1987, 200 copies of "Agricultural Research Resource Poor Farmers: a Parsimonious Paradigm" were ordered from the Institute of Development Studies. In August 1987, Margaret Pope requested the purchase of 78 copies of the latest issue of the "Journal of Economic Growth" from the National Chamber Foundation for a special mailing intended for A.I.D. Missions. Mailing labels were created in coordination with the National Chamber Foundation, which supplied each issue in a separate mailing envelope along with the overseas ordering information and a reader survey.

#### 5. Population Journals

Lastly, efforts to procure commercial publications, including the ordering of new and the renewal of previously ordered serials, for the Population Directorate of the S&T Bureau continued during FY 1987. Nine publications were acquired in bulk for Mission distribution by the Users Services Division of the DIHF.

### C.2.2.2 FY 88 Goals and Objectives

Non-A.I.D. acquisition services during FY 1988 will remain the prompt procurement of all commercial publications, serials, and other non-A.I.D. produced materials, as required. Any special services, e.g., print formats, special queries, printouts, special mailing requirements, etc. for the A.I.D. Library or S&T/Population will be provided as necessary. Also, the development and implementation of three special activities, described below, will be accomplished during 1988.

#### 1. Online Ordering via Book Link

The first effort will concentrate on the use of online ordering of documents via Book Link. This service is provided by Sidney Kramer Books, Inc. A deposit account of \$1000 will be established for use of this service. Due to Kramer's Washington DC location, procurement of documents will be on a more timely basis.

#### 2. Serials Data Base Access

Access to the Serials data base will be granted to the A.I.D. Library for updating and outreach efforts. The Library will then be able to track their holdings online and supply interlibrary loan requests. Non-A.I.D. acquisitions staff will continue to use the Serials data base for ordering purposes and will retain control over the publisher data base (KPUB) with which it is linked.

#### 3. Update Population Mailing List

The third task will be coordinating the updating of the population mailing list, consisting of a total of 495 names, for S&T/Population. During FY 1988 the newly completed non-A.I.D. acquisitions guidelines will be revised to reflect those changes, now necessitated by the use of the online ordering of documents through Book Link. The basic guidelines developed during FY 1987 were incorporated into the DIHF Operations Manual.

### C.3 PROCESSING

Processing involves three activities which are discussed in the following sections:

- C.3.1 Cataloging
- C.3.2 Abstracting/Indexing
- C.3.3 Thesaurus Maintenance

#### C.3.1 Cataloging

For most of FY 1987, the Cataloging Unit consisted of a staff of five persons -- two full-time and three part-time (30-32 hours per week). The Cataloging Unit is supervised by one person who is responsible for the proofing/quality control of the DOCUMENT, CATALOG, and INSTDS data bases. The non-A.I.D. cataloging for the A.I.D. Library is performed by one full-time staff member who also assigns call numbers to specified A.I.D. documents.

Maintenance of the SERIALS data base is the responsibility of another full-time person who also performs non-A.I.D. acquisitions, and along with two part-time staff members, devotes her time to cataloging, quality control, and cleanup of A.I.D. document records.

Cataloging of A.I.D. materials is divided between the DOCUMENT and INVENTORY data bases. The DOCUMENT data base includes A.I.D.-supported research and technical documents produced since 1980 and A.I.D. project documents produced since 1978. Both groups are fully cataloged and microfiched. Records are created from a possible total of 102 fields and entered according to AACRII cataloging rules. A minimum of ten fields are required. The INVENTORY data base is reserved for documentation pre-dating the DOCUMENT guidelines. Documents assigned to INVENTORY are given briefer records (a maximum of 16 fields, with a minimum of six required) and are stored in the warehouse rather than microfilmed.

The duties of the DIHF document catalogers are not limited to entering records. Ancillary activities include sorting, identifying and discarding duplicates, and routing documents to filming, abstracting/indexing, and storage. Routing of cataloged documents requires an average of three person-days per month. Analyzing documents for submission to the National Technical Information Service (NTIS) and preparing them for shipment to NTIS takes 12-18 hours per ARDA issue. Searching the geobureau data bases for needed documentation is also a regular function of the DIHF document catalogers.

#### C.3.1.1 FY 1987 Accomplishments

##### C.3.1.1.1 A.I.D. Document Cataloging

In FY 1987, the Cataloging Unit exceeded the scope of work requirements for project documents and was just two documents short of the scope of work requirements for technical documents. These statistics seem a remarkable achievement in light of the fact that there was one less cataloger during the fiscal year than in any previous year of the DIHF project. The eliminated staff position is not expected to be replaced. Moreover, during the first eight months of FY 87, catalogers were also cataloging classified documents onto MicroDIS onsite in Rosslyn.

This fiscal year the Cataloging Unit exceeded the scope of work requirements for the INVENTORY data base by 563 documents. The diligence of a summer intern working full-time for two months on the processing of documents on INVENTORY in addition to the regular processing time of the Cataloging Unit enabled the Unit to achieve and exceed the scope of work requirements.

#### Women In Development Collection

In May, the Cataloging Unit began processing the A.I.D. documents in the Women In Development Resource Center (WID). This operation was initiated by sorting the A.I.D. documents from the

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non-A.I.D. documents. The A.I.D. documents comprised 25% of the collection and totaled 36 boxes in all, 16 of which were gleaned for processing onto DOCUMENT. The cataloging of these documents was completed in September making a total of 619 documents that were processed onto DOCUMENT.

The major source of A.I.D. material added to INVENTORY in FY 1987 came from the A.I.D. Library. In October, it was decided to add 118 boxes of second copies of A.I.D. technical documents from the A.I.D. Library to the backlog queue. However, 42 boxes had to be discarded due to water damage from a basement flood in January. The remaining 76 boxes were sorted by the summer intern and entered on INVENTORY.

During the summer, cleanup of the basement began and all water-damaged documents were discarded. It was also decided at that time to discontinue using the basement for storage of documents. All unprocessed documents that were undamaged were brought upstairs to the Cataloging Unit. A second summer intern and the Cataloging staff sorted through the majority of this material, checked for duplicates on DOCUMENT, labeled, boxed or, as was often required, reboxed documents for warehouse storage, and made any necessary modifications to the DIS record.

The flooding of the basement also precipitated revisions to the guidelines for retaining documents in the Paper Copy Library. Previously, all ARDA, NRTB, PDs (including geobureau documents), and unmicrofiched PNs were kept in the Paper Copy Library, interfiled by document number, with the PNs in one room in the basement and PDs in another. Under the new guidelines, the last two years of ARDA, the latest volume of the Farming Systems Research Bibliography, the latest issue of NRTB, all PIDs, unauthorized or unsigned project papers, and unmicrofiched documents will be retained in the Cataloging Unit in segregated categories. Items from the Paper Copy Library were brought to the Cataloging Unit when the basement flooded, along with forty boxes of documents which had been waiting in User Services to be shelved in the Paper Copy Library. The Cataloging Unit took on the task of sorting all these documents, identifying those to be retained in the Paper Copy Library, sending microfiched documents not included in the new guidelines to the warehouse if a copy was not already in storage, and discarding all others.

#### Classified Documents

Continuing from the previous fiscal year, work proceeded on cataloging classified A.I.D. documents for the first eight months of FY 1987. From September until mid-April the Cataloging Unit had three staff members working a combined total of 54 hours per week processing the classified documents onto MicroDIS onsite in Rosslyn. A total of 1,529 records were cataloged and indexed during FY 1987, making a grand total of 2,845 classified documents processed onto MicroDIS.

#### Bibliographic Type Code Revision

During FY 1987, work continued on the replacement of Bibtype 62, A.I.D.-supported Studies, by more specific bibtypes whenever possible. Approximately 2,500 records were modified. Most of these records were changed to the following bibtypes: Conference Proceedings/Paper, Handbook/Manual, Case Studies, Special Evaluation, Trip Report, Reference Work, and Progress/Interim Report.

A decision was made during FY 1987 to delete all End-of-tour reports from the B-number DOCID record group. These records have no fiche and are dated pre-1979. This accounted for the removal of 274 records from DOCUMENT. In addition, 41 End-of-tour reports arriving through various acquisitions channels and identified as B-numbers were removed and processed into INVENTORY. Unless otherwise specified by Acquisitions, End-of-tour reports are considered low priority (primarily because they are generally pre-1979 documents) and are entered into INVENTORY and sent to storage.

#### ARDA Documents

Three ARDA issues were published and distributed during the fiscal year. With the publication of each issue, the Cataloging Unit was required to collect, examine, and select documents for NTIS. A total of 351 documents in three batches were forwarded to NTIS for inclusion in their system. In addition, NTIS requires receipt of original copies only, necessitating User Services to photocopy each shipment so that the DIHF can retain a complete paper copy of each issue. Although these tasks are time-consuming, both the Cataloging Unit and User Services have complied with NTIS' request to receive document shipments as close as possible to ARDA's publication date.

#### C.3.1.1.2 Non-A.I.D. Document Cataloging

During FY 1987, the scope of work requirements for non-A.I.D. document cataloging were exceeded despite the absence from the Cataloging Unit of a non-A.I.D. cataloger from February to June. In addition, 768 call numbers were assigned to A.I.D.-sponsored documents and then were added to DOCR D data base.

The assigning of call numbers to the A.I.D. documents in the WID collection began in July. By September, 464 call numbers had been added to the A.I.D. documents, labels applied, and the documents shelved at the WID in call number order.

#### C.3.1.2. Goals for FY 1988

##### C.3.1.2.1 A.I.D. Document Cataloging

A.I.D. document cataloging targets are set at 5,000 records for DOCUMENT (2,500 PD's and 2,500 PN's) and 4,500 records for INVENTORY. Every effort will be made to meet these goals. If we are again able to have two summer interns and the same level of staffing as in FY 1987 for the coming fiscal year then we should be able to achieve the goals set for PN's, PD's, and INVENTORY.

A goal for the upcoming year is to resolve the remaining 782 B-numbers. An exploration will be made of such non-priority bibtypes as Congressional Presentations, bibliographies, and undifferentiated reports. In addition, there are still 265 B-numbers with call numbers. We recommend seeking A.I.D.'s approval to obtain these documents from the A.I.D. Library. However, resolving the B-number problem will be done as time and priorities allow.

#### C.3.1.2.2 Non-A.I.D. Document Cataloging

The goal for FY 1988 is again set for processing 500 commercial and non-A.I.D. documents for inclusion in the A.I.D. Library. However, processing is expected to exceed this target by at least 100. This is expected to come from orders, gifts, and a few backlog gifts. Increased ordering is again expected in FY 1988 as a major effort on the part of the A.I.D. Library to augment their collection with current material. These shall be processed promptly upon receipt.

A second goal is to complete the assigning of call numbers to the A.I.D. documents in the WID Resource Center. There remain 688 A.I.D. documents in need of a call number. After these are assigned there will be a total of 1,152 A.I.D. documents in the WID collection and this aspect of the project will be complete.

#### C.3.2 Abstracting/Indexing

##### C.3.2.1 FY 87 Accomplishments

##### C.3.2.1.1 Quantitative Accomplishments As Measured Against Targets

FY 87 targets were to: (1) prepare 1,500 DIHF-generated abstracts, including 300 project abstracts (200 dated from 1984 onward, 100 dated prior to 1984) and 1,200 evaluative and technical abstracts (the latter to include 100 technical abstracts for the Farming Systems Research Bibliography - FSRB); (2) edit 300 A.I.D.-supplied abstracts; and (3) "index only" a combined total of 4,300 project and technical documents (but see below).

Abstracting accomplishments were slightly below target. A total of 1,455 DIHF-generated abstracts were prepared; this included: (1) 422 new projects, 317 from documents dated from 1984, 105 from documents dated prior to 1984 - a total of 122 over target and an increase of 123 over FY 87; (2) 154 project amendments, an increase of 54; (3) 383 evaluations, a decrease of 153; and (4) 344 technical documents (including the targeted 100 abstracts for the FSRB), a decrease of 102. The number of author abstracts edited during the year totaled 235, a shortfall of 65. Two reasons can be assigned for the shortfall in editing author abstracts: the sharp decrease - from 143 to 88 - in the number of project abstracts gleaned from the Congressional Presentation, usually a major source of author abstracts; and the continuing

inadequacy of the supply of author abstracts provided by evaluation and technical reports.

The number of documents "indexed only" during FY 87 was approximately 3,300. This figure is higher than than the total given in the statistical report (3,008) for two reasons. (1) The total in the statistical report represents a simple addition of the figures given in the monthly reports. However, the search strategy used to calculate the number of items indexed only in the monthly reports is unable to capture items for which index terms are added in one month and processing is completed the next. (2) The total in the statistical report is based on dates entered in the index tracking field (D690); in a few instances these dates were not entered when documents were indexed. Our end-of-the year adjustment captures these missing items.

By our calculation, the total of 3,300 documents indexed only represents an increase of 100 over target. As measured against the Statement of Work target, however, accomplishments were 1,000 short of target. The reason for this shortfall is the unresolved discrepancy, noted in last year's report, in the indexing only target stated in the Statement of Work. According to the Statement of Work, the total number of documents to be cataloged annually throughout each of the 5 years of the contract is 5,000 (2,500 PD's and 2,500 PN's). From this universe of 5,000, the DIHF is mandated to produce 1,500 DIHF-generated abstracts plus, incrementally, from 100 to 500 editings of A.I.D.-supplied abstracts, for annual totals of 1,600, 1,700, 1,800, 1,900, and 2,000 abstracts - while at the same time producing 4,300 indexed only items each of the 5 years of the contract. In short, the Statement of Work requires the Abstracting/Indexing Department (A/I) to use a constant supply of 5,000 documents to achieve annual production totals ranging from 5,900 in year 1 to 6,300 in year 5.

Our calculation of targets begins from the annual availability of 5,000 documents. Presupposing Statement of Work targets for the number of abstracts to be produced annually, we are left with the following as reasonable annual targets of documents to be indexed only during the 5 years of the contract: 3,400; 3,300; 3,200; 3,100; and 3,000. By this measure, the indexing only target for FY 87 was 3,200, leaving us 100 over target, as stated above. That A/I produced the maximum number of indexed only items possible this year is evident from the fact that we re-engaged our back-up home indexer at the first sign of a significant increase in the number of documents received from Cataloging.

FY 87 production levels were accomplished despite higher than normal turnover in A/I staff. In the course of the year, three staff members resigned and three new staff members were hired.

#### C.3.2.1.2 Other FY 87 Accomplishments

1. Improvements to the DIS

- a. In a follow-up to an effort begun last year, well over 1,000 documents previously classified erroneously as Bibtype 62 - A.I.D.-supported Studies - were reviewed and reclassified by A/I staff. Concurrently, several hundred of these documents were partially or completely reindexed.
- b. Materials supplied by VITA were used to update 19 abstracts in the PROJECTS data base and keywords were added to 150 records. In a related area, 79 older project records were reindexed.
- c. For DIS improvements resulting from A/I assistance to Acquisitions and Cataloging, see 3a below.

2. Improvements in Internal Procedures

- a. The Abstracting Guidelines were revised to include changes introduced over the last 2 years.
- b. A procedure was developed for processing A/NE project documentation received under the newer 398 regional code and for which documents exist on the DIS under the related 298 or 498 number.
- c. The abstracting of evaluations was rationalized by assigning priority to ES's (Bibtype 15) and Project Assistance Completion Reports (Bibtype 68).

3. Support to Other DIHF Functions

a. Acquisitions and Cataloging

A/I assistance to the DIHF's acquisitions and cataloging efforts was considerable; it included: (1) review of an extensive print-out from the Latin America Bureau data bases to identify design documents for missing projects; and (2) ongoing review of questionable or "problem" design documentation. Further, this assistance involved modifying a notable number of existing records in the DOCUMENT and PROJECTS data bases.

b. Publications

Significant support was given to publications, including choosing and captioning photographs and proofreading drafts for ARDA and FSRB, and choosing and in several cases preparing new abstracts for FRONTLINES.

c. Outreach

An A/I staff member produced an index for the MicroDIS manual.

#### 4. Special requests from A.I.D.

Considerable time was spent in attempting to fulfill two information requests from A.I.D. In the first case, at the request of a desk officer, various data bases were scanned for documents that might reveal politically sensitive information about host country groups cooperating with A.I.D.; nothing came of this effort. In the second case, A/I was asked to prepare a set of data sheets on evaluation abstracts for submission to the Development Assistance Committee (DAC), a multi-donor information coordinating mechanism. Several searches were carried out and a universe of 200 evaluations was identified. Data sheets on the first 36 items (involving modification of 32 existing abstracts and preparation of four new abstracts) had been prepared when the entire operation was put on indefinite hold.

##### C.3.2.2 Problem areas

As in the case of indexing only targets, A/I's ability to meet Statement of Work targets to edit author abstracts depends entirely on A/I's reception of an adequate supply of the author abstracts themselves. Unfortunately, this supply continues to be inadequate. Specifically, during FY 87, there was no appreciable increase in the number or quality of the author abstracts included in either technical documents or ES's.

##### C.3.2.3 FY 87 Goals and Objectives

FY 88 efforts will focus on meeting A/I targets as stated in the Statement of Work. These are identical to FY 87 targets, except for an increase from 300 to 400 in the number of A.I.D.-supplied abstracts to be edited. As noted above, a lack of documentation will likely result in a shortfall in meeting targets for edited author abstracts - although A/I will redouble its efforts to make use of the ES abstract - and for documents indexed only.

##### C.3.3 Thesaurus Maintenance

Regular Thesaurus maintenance operations continued during FY 87. Highlights of activities during the year include: two Thesaurus Review Committee meetings; and planning for desktop publication of a new Thesaurus edition.

##### C.3.3.1 FY 1987 Accomplishments

###### 1. Thesaurus Maintenance

The Thesaurus Review Committee met twice (October 1987 and June 1987) and reviewed a total of 62 suggested Thesaurus changes. As a result of these reviews, 24 new descriptors were added to the Thesaurus, two terms were deleted or replaced, one scope note was revised, and eight forbidden terms were added. Suggested descriptors which had been placed in the Identifier field for

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tracking during previous fiscal years were among those reviewed in the June meeting, and several of these were in fact added to the Thesaurus.

In all, 50 suggestions for Thesaurus changes were received during FY 87. Most of these came from abstracting and indexing staff, although several (19) were provided by Volunteers in Technical Assistance (VITA).

A postings review was initiated during the year. While not completed (due to insufficient personnel resources), the review did indicate that: (1) a high percentage of Thesaurus terms have fewer than five postings; and (2) several of these low-use terms are placeholders, i.e., are needed to preserve the Thesaurus's hierarchical structure.

## 2. Reindexing

Following each Committee meeting, DOCUMENT and PROJECTS data base descriptors were examined through global search strategies and appropriate reindexing was performed. Several hundred records were partially or wholly reindexed during FY 87.

## 3. Identifiers

Due to the increasing use of the Identifier field for information retrieval, Identifier postings in both PROJRD and DOCRD were reviewed monthly for spelling, consistency, etc.

## 4. Publications and Information Dissemination

Although the Thesaurus was not republished during FY 87 due to funding shortages, plans for producing the next edition on the laser printer, are well underway. Work was begun on modifying print formats to enhance the Thesaurus's printed presentation, while reducing its overall length.

Several information dissemination activities were conducted over the year. After each Committee meeting, a memo outlining in detail all actions taken by the Committee was distributed to indexers, R&RS staff, and other Thesaurus users. Also, Thesaurus orientation meetings were held periodically over the year with visitors to the DIHF, including Mission and PVO librarians.

Requests for the Thesaurus were received frequently over the year. Those from A.I.D. personnel and from others approved for free distribution were filled promptly. In all other cases, a letter supplying ordering and cost information was sent.

### C.3.3.2 Goals for FY 1988

Goal: To continue to maintain the A.I.D. Thesaurus as a valuable tool for retrieval of development information.

## 1. Thesaurus Maintenance

Meetings of the Thesaurus Review Committee will be held as often as necessary to permit timely review of suggested changes. Results of the Committee meetings will be disseminated widely.

## 2. Publications

The Thesaurus will be republished in FY 88. To enhance its presentation, it is planned to: (1) use laser-produced copy, which will allow judicious use of italics, boldface print, and varied font sizes; (2) publish in a looseleaf format, so as to facilitate the incorporation of updates; and (3) include a list of Identifiers. The introduction to the Thesaurus will be updated.

### C.4 USER SERVICES

#### C.4.1 Order Fulfillment

Fulfillment of orders from A.I.D., contractors, LDC's, PVO's, and the general public has been and will continue to be one of the key operations of the DIHF. Orders are received, logged in, analyzed, and filled within the time parameters specified by CDIE. Orders are filled by providing on-demand copies of negative diazo fiche copies, paper copies of documents in stock or blowback paper copies from fiche masters, or a combination of these.

##### C.4.1.1 FY 87 Accomplishments

During FY 1987, User Services processed 4,176 on-demand orders, providing a combination of 4,169 fiche copies, 15,508 blowback paper copies, and 14,993 stock copies. The breakdown of orders by major user categories is as follows: Priority 1 - 2,167; Priority 2 - 590; Priority 3 - 1,419. In addition, 15,848 copies of ARDA and 4,108 copies of population and evaluation publications were distributed using the approved mailing list. These numbers represent a significant increase over the 3,432 on-demand orders processed during FY 86 (Priority 1 - 1,808; Priority 2 - 464; Priority 3 - 1,160). A detailed summary of document distribution during FY 87 is presented in Exhibit C.4.A.

A number of procedural changes were made to improve the quality and timeliness of order fulfillment and to reduce overall costs and improve the efficiency of User Services operations. These changes have reduced the turn-around time for all priority requests to one day. Priority I requests are often received by the requestor within a few hours of order placement. In most cases, orders that are requested from the warehouse are now received on the day following contact with them.

Office tasks such as processing claims, resolving problems that have been reported by phone, filing, and processing orders are handled on the same day as received. Claims and problem phone

## EXHIBIT C.4.A

## USER SERVICES DOCUMENT DISTRIBUTION

## USER SERVICES REPORT: FY 1987 CUMULATIVE TOTALS

Requestors	Orders Received	Orders Filled	Fiche Copies	Paper Blwbks.	Stock Copies	Total Docs.
<b>Priority I</b>						
USAID Total	759	781	155	3,793	795	4,743
Africa	232	217	60	1,230	212	1,502
Asia/NE	301	299	5	1,596	457	2,058
LAC	197	235	90	904	117	1,111
Other	29	30	0	63	9	72
AID/W Total	1,059	1,160	616	5,293	12,230	18,139
Africa	79	104	1	428	115	544
Asia/NE	97	100	8	250	545	803
F/PVA	28	29	0	156	263	419
LAC	35	37	1	98	534	633
PPC/E	492	520	332	1,681	2,659	4,672
S&T	205	212	42	1,686	1,550	3,278
Other	123	158	232	994	6,564	7,790
AID/Contractors	349	296	64	1,062	466	1,592
Prty.I Total	2,167	2,237	835	10,148	13,491	24,474
<b>Priority II</b>						
LDC Total	507	326	771	1,542	193	2,506
Africa	161	82	93	974	66	1,133
Asia/NE	162	119	279	176	63	518
LAC	184	125	399	392	64	855
Development Orgs.	83	70	39	330	97	466
Prty.II Total	590	396	810	1,872	290	2,972
<b>Priority III</b>						
Developed Cnty.	280	208	278	1,193	180	1,651
U.S. Business	368	285	236	448	510	1,194
U.S. Education	347	236	820	802	185	1,807
U.S. Government	111	98	857	151	138	1,146
U.S. Individuals	311	248	332	889	197	1,418
Other	2	2	0	5	2	7
Prty.III Total	1,419	1,077	2,523	3,488	1,212	7,223
<b>On Demand Total</b>	<b>4,176</b>	<b>3,710</b>	<b>4,168</b>	<b>15,508</b>	<b>14,993</b>	<b>34,669</b>
<b>Bulk Mailings</b>						
FSRB	3,017	3,017	1	34	3,013	3,048
NRTB	40	31	0	412	32	444
Population	150	146	0	1	4,107	4,108
PPC\Evals.	1,368	1,368	0	0	4,545	4,545
<b>ARDA Mailings</b>						
ARDA 13:2	0	0	0	0	0	0
ARDA 13:3/4	7,576	7,576	0	0	7,576	7,576
<b>Grand Total</b>	<b>16,327</b>	<b>15,848</b>	<b>4,169</b>	<b>15,955</b>	<b>34,266</b>	<b>54,390</b>
Dollar Amt. Recv'd	\$34,519					

calls have been significantly reduced. Requestors are no longer calling about the status of their order. This allows staff to spend their time processing orders.

The invoice has been modified to help resolve certain ongoing problems: the User Services phone number has been added to the invoice so that customers with additional concerns can contact the unit directly; and the customer is told to return a copy of the invoice with payment. This facilitates tracking of the order and applying the money to the CASH data base.

Bulk mailing problems at the State Department were resolved and the system seems to be working smoothly. We arranged for the CDSI courier to have entry clearance to drop-off bulk mail at the A.I.D. mail pouch ramp.

#### Warehousing

Storage operations were marred by the transfer of all documents to a smaller building with inferior access capability. The impact of this move was particularly troublesome as none of the locator information was cross-referenced from old to new locations. As a result, the DIHF inventory was rendered useless, retrieval was made more difficult and expensive, and a general breakdown in inventory control resulted. All this was exacerbated by the necessity of moving additional materials to the warehouse from the basement as a result of the flooding of the basement.

Inventory activities began as soon as the extent of the problem was known, with initial emphasis placed upon the PPC Evaluation Series. Dozens of hours were spent counting, stacking, and moving boxes so that the stock levels of all bulk packaged materials could be determined. However, at year's end, several titles remain partially counted.

#### Bulk Mail Distribution

At mid-year, a backlog of documents to be mailed had developed. Therefore, there was heavy activity in this area during the fourth quarter, when most of the year's results were achieved. Communication and procedures were reviewed to ensure that further backlogs would not occur, and reporting of activities received renewed emphasis. During the year, 20 Special Studies, three Evaluation Manuals, and four Evaluation Reviews--a total of nearly 17,000 document copies--were mailed.

Other mailings included ICORTII, miscellaneous CDIE publications, ARDA, DIHF publications, and a set of clippings/reports on Acquired Immune Deficiency Syndrome.

#### Reproduction Equipment Enhancement

A Minolta Model 505 Reader/Printer was acquired to provide backup during times when the Xerox 970 blowback machine was out of commission, and to provide better blowback copies from marginal

fiche. The Minolta allows greater flexibility to enhance blowback copies, and has enabled us to improve the quality of blowbacks in marginal situations.

#### C.4.1.2 Plans for FY 88

During FY 88, a number of operational improvements will be implemented. The invoice will be changed to include both a billing and a shipping address. This is particularly needed for orders from subscription services (vendors) that request documents for their customers, and thus, have different billing and shipping addresses. In addition, universities' and government agencies' orders provide purchase order numbers and are paid by the accounting office of the institution or agency, while the shipping address is to the individual requestor. The amount due on the invoice needs to be boxed in, and the purchase order number needs to stand out so that it is easily identifiable.

The REQUESTR data base needs to be de-duped, and standardized procedures need to be implemented for data entry in REQUESTR. At present, notices requesting payment balances from past users are sent out annually. It would be more efficient to notify requestors with overdue accounts every sixty days. If payment is not received within a reasonable period of time the requestor will be placed on "prepay status" for all future orders, including those under \$30. Since many accounts are paid in full upon receipt of the notice, sending notices every sixty days will allow us to collect within a shorter period of time, and the person who applies cash to the data base will not be swamped with payments one time per year.

An evaluation of the questionnaire that goes out to our requestors suggests that a better way of binding our larger documents should be considered. We will be experimenting with various alternatives to the gluing method that is currently used, with consideration for cost and time in the decision making. It has been suggested that we have a consumer data base search done on binding companies and equipment.

#### Bulk Mailing

We plan to continue this task with the same attention to performance that was established during the last quarter of FY 87. Among the improvements we hope to make are better communication with the warehouse, absorption of labor by DIHF regular staff, and faster turnaround of mailing. In addition, security arrangements have been made with the A.I.D. mailroom which will streamline the process of delivering bulk mail to Missions and AID/W offices.

## Inventory Management

The process of inventorying DIHF holdings will continue and is expected to identify additional materials that may be destroyed. Such materials already identified include excess Policy Paper inventory, RTAC, APDMS, and several miscellaneous materials. The inventory system -- currently maintained on a PC-based spreadsheet file -- will be upgraded to a data base file, with the ultimate goal being a dedicated MINISIS data base that can be updated semi-automatically. Getting reliable information from the warehouse will be a key factor in the success in reaching this goal; the efficacy of recently placed controls and warehouse staff turnover are areas of the operation that need to be closely monitored.

## Pricing Policy

The pricing structure will be reviewed and revised to reflect more realistic cost recovery for postage and handling costs.

### C.5 MICROGRAPHICS

Micrographics operations at the DIHF support both the Institutional Memory (Core) and an Agency-wide records management program (APDMS) with document preparation, filming, and fiche duplication services. Although specific quantities and procedures vary between Core and APDMS operations, many of the associated tasks are integrated to obtain maximum efficiency and staff utilization within the Micrographics Unit.

Technical aspects applicable to both Core and APDMS include microfiche production, quality inspection, storage, and file maintenance. Technical appraisals of fiche, associated equipment, and imaging systems are also important. The staff of eleven personnel produced microfiche for over 34,000 documents and distributed in excess of 100,000 microfiche duplicates during FY 87.

#### C.5.1 Institutional Memory (Core) Micrographics

The scope of operations described as Core Micrographics includes document preparation, fiche inspection, fiche duplication, and fiche distribution. The duplication and distribution functions are coordinated with User Services's on-demand activities, but also involve handling Standing Orders and Special Interest Packages (or SIP's, narrowly defined subsets of DIS), which are arranged directly with the user and require pre-payment, if non-A.I.D. They include ARDA issues and PN indices. Standing Orders for copies of all fiche produced are defined through exchange or other agreements entered into or approved by CDIE and are not billable.

##### C.5.1.1 FY 87 Accomplishments

###### C.5.1.1.1 Workflow Consistency

Core micrographics operations must keep pace with the output of the Cataloging Unit, ensuring that document flow is steady and turnaround time is minimal. In FY 87, no serious backlogs developed, however, there were occasions of shortages of available documents, resulting in overall production being lower than Statement of Work estimated volumes. During these occasions, micrographics staff were assigned to assist with APDMS operations.

#### C.5.1.1.2 Preparation Procedures

Document screening and preparation continued to receive emphasis, with improvements made in the handling of oversized document pages. Whereas previously, such pages were filmed in sections, sequentially arranged on the microfiche, the current procedure allows for filming up to three such pages on a separate fiche as continuous images which are referenced via forms inserted in the text portion of the document. This approach improves continuity from the fiche user's perspective and reduces filming costs.

#### C.5.1.1.3 Fiche Distribution

Three microfiche standing orders for ARDA were established; two are funded by deposit accounts. PD fiche duplication for the World Bank and PN duplication for the Library of Congress, per their respective exchange agreements, were also initiated. The monthly "PD" and "PN" shipment to SA18, 2nd floor, was discontinued, and PN distribution to IDRC was converted from semi-annually to monthly (Table C.5.1)

Computer Output Microfiche (COM) index distribution to Room 3659, New State, and USAID/Dhaka was initiated for PD documents, and PN index distribution was expanded to include six new recipients.

The procedure to maintain a redundant silver fiche copy of each ARDA collection in roll form was continued, permitting quick turnaround on requests for complete issues.

#### C.5.1.1.4 Special Interest Packages

Fiche duplication and/or index services were provided to AFR/E, USAID/New Delhi, and USAID/Islamabad. In addition, special information packages identifying fiche equipment models, costs, and resources, including regional dealers, were furnished to USAID's at Asuncion, Cairo, Quito, and Nairobi.

#### C.5.1.2 Goals for FY 88

##### 1. Document Preparation

By the end of FY 87, it became apparent that the number of documents available to be filmed will increase to, or beyond, the level experienced during the year. Therefore, maintaining workflow consistency and turnaround will be more challenging and receive emphasis commensurate with the amount of increase. We plan on using part-time help in performing the more repetitive

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preparation functions to reduce costs and permit the present clerk to spend more time on document quality screening and coordination of activities in the Document Preparation Section.

## 2. Fiche Distribution

Because of the size and number of PN and PD COM indices distributed, we plan to issue cumulative COM listings on a quarterly basis, eliminating the cost of reproducing and shipping paper supplements. The COM index of PD documents will include a sort by project number.

## 3. Special Interest Packages

Updates are planned for the REDSO/EA and AFR/E special collections and work on an Environmental SIP will be initiated. The latter includes a complete set of the A.I.D./PEST collection and selected Core fiche, numbering about 2,000 documents. We also plan to automate the production of pull lists supporting periodic update of these collections and COM indices using batch QUERY/PRINT jobs triggered through the MINISIS operating system.

## 4. Operations

Tracking of Standing Order and Special Interest Package fiche distribution has thus far been accomplished with the aid of a simple, PC-based spreadsheet file. During FY 88, we plan to upgrade this system to at least a PC-based data base file, and optimally, to a MINISIS data base. The latter would provide the best prospect for being part of the automated process described in the previous paragraph.

Also, during FY 88, the DIHF will complete its lease/purchase contract with Xerox for the 970 blowback machine and will enter into an "only maintenance" agreement with Xerox to provide continued support until the end of FY 1989 at which time Xerox will stop all support for the 970.

### C.5.2 Agency Records Management

This is the end of the fourth full year of the Agency Records Management (APDMS) operations at DIHF; during the year, this program experienced the conversion of its 100,000th document. In addition, over 77,000 fiche document duplicates were prepared, bringing the Program total to about 375,000 copies. A breakdown of conversion and distribution statistics is shown in Exhibits C.5.A through C.5.C.

The scope of APDMS Micrographics includes onsite document batching, document preparation, fiche duplication, fiche distribution, equipment procurement and installation, briefing A.I.D. staff on system usage, data base maintenance, and warehousing of source documents.

TABLE C.5.1

## MICROFICHE DISTRIBUTION

Over 30,000 microfiche duplicates were distributed on a standing order basis. Current standing orders are:

<u>Recipient</u>	<u>Fiche</u>		<u>COM Index</u>	
	<u>PN</u>	<u>PD</u>	<u>PN</u>	<u>PD</u>
A.I.D., SA-18	X	X		
USAID/Dhaka				X
USAID/San Jose	X			X
USAID/Jakarta	X		X	
World Bank	X	X	X	
Peace Corps	X		X	
A.I.D., 3659NS	X	X	X	X
AID/DIHF User Services	X	X		
USAID/Cairo	X		X	
USAID/Kinsasha	X		X	
IDRC	X		X	
Mercy Corps Int'l			X	
Library of Congress	ARDA		X	
USAID/Quito			X	
USAID/New Delhi			X	
USAID/Panama City			X	
USAID/Port-au-Prince			X	
Inter-American Development Bank	ARDA			
REDSO/EA			X	
U. California Shields Library	ARDA		X	

EXHIBIT C.5.A

APDMS PRODUCTION BY FISCAL YEAR  
(as of 10/01/87)

BUREAU	UNITS	FY83	FY84	FY85	FY86	FY87
AFR/PD	DOCUMENTS	11966	6110	4293	6540	4126
	FICHE	13986	6554	456	6703	4221
	FRAMES	443278	123020	80322	75106	46275
	BOXES (ft.)			50	68	45
ARA	DOCUMENTS			2588	1972	251
	FICHE			3125	2258	293
	FRAMES			112998	65162	9544
	BOXES (ft.)			56	31	5
A/NE	DOCUMENTS	5676	2843	3018	4202	5123
	FICHE	5231	2960	3114	4856	5356
	FRAMES	154242	44044	30784	111276	73793
	BOXES (ft.)			33	69	54
CONTRACTS	DOCUMENTS		7784	6192	5396	5673
	FICHE		8149	7065	5416	5717
	FRAMES		198184	165321	71919	83398
	BOXES (ft.)			92	61	60
LAC	DOCUMENTS				7120	2653
	FICHE				7722	2865
	FRAMES				266833	59276
	BOXES (ft.)				99	29
NEAR EAST	DOCUMENTS			7578	1857	disc
	FICHE			9263	2091	"
	FRAMES			341027	54069	"
	BOXES (ft.)			192	30	"
LOANS	DOCUMENTS					11763
	FICHE					12005
	FRAMES					233314
	BOXES (ft.)					141
S & T	DOCUMENTS					808
	FICHE					1041
	FRAMES					38905
	BOXES (ft.)					23
TOTAL	DOCUMENTS	17642	16737	23669	29802	30397
	FICHE	20217	17663	27135	32467	31498
	FRAMES	597520	365248	730762	682746	531885
	BOXES (ft.)	na	na	423	391	361

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## EXHIBIT C. 1. 18

## BUREAU MICROFILM SUMMARY REPORT FOR FY87

Work Completed		OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT
<u>AFRICA BUREAU</u>	updates												
Documents		537		196	691		490	392	98	684	413	625	
Fiche		554		196	716		497	395	99	694	425	543	
Frames		6575		1735	8597		4734	3515	1042	6851	4095	9171	
Boxes		6		2	8		5	4	1	7	5	7	
<u>Asia/Near East</u>	updates												
Documents		293	911	1143	98			979	742	81			876
Fiche		297	957	1222	99			1027	770	82			902
Frames		2913	11923	22924	689			12616	10543	658			11527
Boxes		3	10		1			10	8	1			9
<u>CONTRACTS</u>	updates												
Documents					748	1003	574			1457	70	576	1245
Fiche					752	1020	577			1464	70	583	1251
Frames					10806	19382	8057			17024	1174	9577	17370
Boxes					8	11	6			15	1	6	13
<u>AFRICA REGIONAL</u>	updates												
Documents		35						216					
Fiche		46						247					
Frames		2179						7365					
Boxes		1						4					
<u>LATIN AMERICA/CARIBBEAN</u>	update												
Documents			196	925	172			583	191		586		
Fiche			223	1013	197			616	203		613		
Frames			5193	21842	10806			9834	2999		8602		
Boxes			2	10	2			6	2		7		
<u>M/FM LOAN FILES</u>	conversion												
Documents		1033	1324	495	1011	1111	3128	2005	1686				
Fiche		1031	1351	508	1030	1135	3200	2042	1708				
Frames		20920	23088	8654	17704	28424	68423	43039	23062				
Boxes		12	15	7	11	15	39	23	19				
<u>S&amp;T Files</u>	conversion												
Documents											752		56
Fiche											963		78
Frames											3887		3552
Boxes											21		2
<u>ACTUAL TOTALS (all)</u>													
Documents		1868	2431	2759	2720	2114	4192	4175	2717	2222	1049	1953	2177
Fiche		1928	2531	2941	2794	2155	4274	4327	2780	2240	1108	2189	2231
Frames		33926	40204	54654	42631	47906	81274	76369	37646	24533	13871	57521	321449
Boxes		22	27	35	30	26	50	47	30	23	13	34	24

EXHIBIT C.5.C  
CUMULATIVE DOCUMENT DISTRIBUTION

<u>BUREAU</u>	<u>DISTRIBUTION</u>	<u>FY83</u>	<u>FY84</u>	<u>FY85</u>	<u>FY86</u>	<u>FY87</u>
AFRICA/PD	AFPD	11966	18706	22999	29725	33953
	IPS	11966	18706	22999	29725	33953
	ARD		9395	11631	13877	15515
	ENG		3580	4303	5304	5630
	EHR [now ED]		4670	5889	7290	8129
	HN [merged with POP in FY86]		4549	5642	---	---
	POP [now HPN]		1665	2138	9761	10856
	SDP [now PRO]		3841	4762	5878	6350
	OTHER		-	1693	-	-
	TR Central	11966	-	-	-	-
AFRICA/RA	CENTRAL			2588	4558	4809
	PROJECT OFFICERS			2588	4558	4809
	AFRICA/PD			2588	4558	4809
A/NE *	A/NE/PD CENTRAL	5676	8519	11537	24544	29667
A/NE *	PROJECT OFFICERS	5676	8519	11537	18593	23716
ASIA	ARD redistributed to TR's		5566	7496		
ASIA	EHR " " "		1364	1908		
ASIA	PHN " " "		1484	1927		
ASIA	EFE " " "		700	-		
A/NE *	TR OFFICERS	-	-	-	20491	25614
A/NE *	A/NE/TR CENTRAL	5676	-	-	23376	25809
CONTRACTS	CENTRAL		7784	13976	22028	27901
	CENTRAL/BACK-UP	est FY86	7784	13976	20519	22410
	PROJECT OFFICERS	" "	6817	6817	14393	18175
LAC	CENTRAL				7120	9775
	FINANCE OFFICERS				6550	9205
	REGIONAL FILES				6550	9205
	GENERAL COUNSEL				2254	3519
	TR Officers					7232
NEAR EAST	PD CENTRAL	merged with	A/NE/PD	7578		
	PROJECT OFFICERS	" "	A/NE	3004		
	TECH CENTRAL	" "	A/NE/TR	7578		
	TR OFFICERS	" "	A/NE/TR off's	4574		
	DP/EVAL	" "	" "	7578		
A/NE	A/NE/TR/ENV			304	827	
S & T	Central					808
	Project Officers					808
	Energy					752
	Education					56
	Special Energy					752
<b>TOTAL DOCUMENTS DISTRIBUTED</b>		<b>52,926</b>	<b>111,689</b>	<b>189,610</b>	<b>298,009</b>	<b>375,112</b>

\* reflects totals after mergers indicated under "Near East" were accomplished

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APDMS SORT BY	DIHF	EQUIPMENT NAME, SERIAL #	INSTALLATION 22 Jan 88	REPORT					DATE	
#	ITEM NAME	MAKE	MODEL	SERIAL#	DIHF TAG	BUR	OFF	ROOM#	COST	INSTALLED
=====	=====	=====	=====	=====	====	====	====	=====	=====	=====
	DENSITOMETER	MACBETH	TD502		037	LTS	DIHF	MICRO	\$900	198101
	FAX X MITTER	BURROUGHS	DEX1100	65423	NONE	LTS	DIHF			198505
	FICHE COPIER	BRUNING	OP59/88		039	LTS	DIHF	DIHF	\$20,000	198101
	FICHE COPIER	CANON	KALFISHER 480	486	NONE	AFR	IPS	NS2926	\$3,148	198708
	FICHE CUTTER	KEYAN	138		NONE	LTS	DIHF	DIHF	\$225	198510
	FICHE READER	MICRODESIGN	955	100233	NO	AFR	IPS	NS2485	\$216	198301
	FICHE READER	MICRODESIGN	955	1501123	043	LTS	DIHF	FILES	\$275	198605
	FICHE READER	MICRODESIGN	935	3020690	390	LTS	DIHF	NS927B	\$256	198302
	FICHE READER	MICRODESIGN	935	3020691	NO	AFR	PD	NS2723	\$256	198303
	FICHE READER	MICRODESIGN	935	3020692	NO	AFR	PD	NS2884	\$256	198301
	FICHE READER	MICRODESIGN	935	3020693	NO	ANE	PCS	NS3318	\$288	198305
	FICHE READER	MICRODESIGN	935	3020694	NO	?			\$256	
	FICHE READER	MICRODESIGN	935	3020695	*	ANE	PD	NS4440	\$256	198503
	FICHE READER	MICRODESIGN	935	3020696	NO	AFR	PD	NS2723	\$256	198303
	FICHE READER	MICRODESIGN	935	3020697	365	ST	ED	SA18 500	\$256	198708
	FICHE READER	MICRODESIGN	935	3020698	NO	AFR	PD	NS2884	\$256	198301
	FICHE READER	MICRODESIGN	935	3020699	497	AFR	IPS	NS2485	\$256	198301
	FICHE READER	MICRODESIGN	935	3020700	496	ST	EY	SA18 500	\$288	198609
	FICHE READER	MICRODESIGN	955	3020701	366	ST	EY	SA18 500	\$256	198708
	FICHE READER	MICRODESIGN	935	3031646	NO	AFR	PD	NS2439	\$256	198303
	FICHE READER	MICRODESIGN	935	3190966	183	ANE	TR	NS4725	\$275	198501
	FICHE READER	MICRODESIGN	935	3191114	*	ANE	PCS	NS3318	\$288	198305
	FICHE READER	MICRODESIGN	935	3191115	*	ANE		NS4440	\$288	198412
	FICHE READER	MICRODESIGN	935	3191116	*	ANE		NS3318	\$256	198409
	FICHE READER	MICRODESIGN	935	3191117	*	ANE	PD	NS3327	\$256	198501
	FICHE READER	MICRODESIGN	935	3191118	185	ANE		NS4440	\$256	198501
	FICHE READER	MICRODESIGN	935	3191119	NO	ANE	TR	NS3328	\$288	198305
	FICHE READER	MICRODESIGN	935	3191120	NO	AFR	PD	NS2733A	\$256	198306
	FICHE READER	MICRODESIGN	935	3191121	177	LTS	DIHF	CAT	\$256	198605
	FICHE READER	MICRODESIGN	935	3191122	*	ANE		NS4440	\$256	198501
	FICHE READER	MICRODESIGN	955	3191123	NO	AFR	TR	NS2941L	\$216	198605
	FICHE READER	MICRODESIGN	935	3191124	NO	ANE		NS3318	\$288	198304
	FICHE READER	MICRODESIGN	935	3191125	369	ST	ED	SA18 500	\$256	198708
	FICHE READER	MICRODESIGN	935	3191126	NO	AFR	PD	NS2446	\$256	198308
	FICHE READER	MICRODESIGN	935	3191127	182	LTS	DIHF	SPARE	\$256	198708
	FICHE READER	MICRODESIGN	935	3191128	*	ANE	TR	NS3327	\$256	198501
	FICHE READER	MICRODESIGN	935	3191129	*	ANE		NS4440	\$256	198501
	FICHE READER	MICRODESIGN	935	3191130	367	ST	EY	SA18 500	\$256	198708
	FICHE READER	MICRODESIGN	935	3390960	NO	LTS	DIHF	DIHF	\$275	
	FICHE READER	MICRODESIGN	935	3390967	NO	AFR	PD	NS2495	\$256	198309
	FICHE READER	MICRODESIGN	935	3390968	NO	AFR	PD		\$256	198309
	FICHE READER	MICRODESIGN	935	3390969	NO	LTS	DIHF	USERVC	\$256	198606
	FICHE READER	MICRODESIGN	935	3390970	NO	ANE		NS3318	\$288	198304
	FICHE READER	MICRODESIGN	935	3390971	*	ANE	PD	NS4440	\$256	198503
	FICHE READER	MICRODESIGN	935	3450705	117	M	CON	TT1400	\$256	198312
	FICHE READER	MICRODESIGN	935	3450706	118	ANE		NS4440	\$256	198501
	FICHE READER	NMI	513	4 EACH		LTS	DIHF	DIHF	\$257	ON ORDER
	FICHE READER	MICRODESIGN	935	4070179	126	ANE		NS3321A	\$275	198501
	FICHE READER	MICRODESIGN	935	4071706	129	AFR	TR/POP	NS2484	\$275	198406
	FICHE READER	MICRODESIGN	935	4071707	*	ANE		NS4440	\$275	198412
	FICHE READER	MICRODESIGN	935	4071708	NO	AFR	TR/PRO	NS2486	\$275	198406
	FICHE READER	MICRODESIGN	935	4071709	130	AFR	TR	NS2645	\$275	198708
	FICHE READER	MICRODESIGN	935	4071710	128	AFR	TR/ENG	NS2497	\$275	198406

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EXHIBIT C.5.D (continued)

APDMS SORT BY	DIHF	EQUIPMENT NAME, SERIAL #	INSTALLATION 22 Jan 88	REPORT	DIHF			ROOM#	COST	DATE INSTALLED
#	ITEM NAME	MAKE	MODEL	SERIAL#	TAG	BUR	OFF			
	FICHE READER	MICRODESIGN	935	4071711	136	AFR	TR/EHR	NS2638	\$275	198406
	FICHE READER	MICRODESIGN	935	5061256	210	ANE	TR	NS6660	\$275	198505
	FICHE READER	MICRODESIGN	935	5061257	200	ANE	TR	NS4440	\$275	198505
	FICHE READER	MICRODESIGN	935	5061258	*	ANE	TR	NS4733	\$275	198510
	FICHE READER	MICRODESIGN	935	5061259	NO	AFR	TR	NS2496	\$275	198605
	FICHE READER	MICRODESIGN	935	5061260	190	ANE	TR	NS4440	\$275	198505
	FICHE READER	MICRODESIGN	935	5061261	206	ANE	TR	NS6660	\$275	198505
	FICHE READER	MICRODESIGN	935	5061262	199	ANE	TR	NS3327	\$275	198505
	FICHE READER	MICRODESIGN	935	5061263	188	LTS	DIHF	SPARE	\$275	
	FICHE READER	MICRODESIGN	935	5061264		ANE	TR	NS3311	\$275	198505
	FICHE READER	MICRODESIGN	935	5061265	NONE	ANE	TR		\$275	
	FICHE READER	MICRODESIGN	935	5061266	189	ANE	PD	NS4440	\$275	198504
	FICHE READER	MICRODESIGN	935	5061267	NO	AFR	TR	NS2941K	\$275	198605
	FICHE READER	MICRODESIGN	935	5061268	212	ANE	TR	NS6660	\$275	198505
	FICHE READER	MICRODESIGN	935	5061269	*	ANE	TR/HPN		\$275	198505
	FICHE READER	MICRODESIGN	935	5061270	NO	NMS	VENDOR	SS MD	\$275	198503
	FICHE READER	MICRODESIGN	935	5061271	226	AFR	PRO	NS4531	\$275	198507
	FICHE READER	MICRODESIGN	935	5061272	206	ANE	TR	NS6660	\$275	198505
	FICHE READER	MICRODESIGN	935	5061273	211	ANE	TR	NS4725	\$275	198505
	FICHE READER	MICRODESIGN	935	5061274	213	ANE	TR	NS4440	\$275	198505
	FICHE READER	MICRODESIGN	935	5061275	*	AFR	PRO	NS4531	\$275	198506
	FICHE READER	MICRODESIGN	935	6040850	483	LTS	DIHF	NS927B	\$275	198605
	FICHE READER	MICRODESIGN	935	6040851	NO	M	SER	TT2,1100E	\$275	198708
	FICHE READER	MICRODESIGN	935	6040852	360	ST	EY	SA18 500	\$275	198708
	FICHE READER	MICRODESIGN	935	6040854	NO	LTS	DIHF	DIHF	\$275	198605
	FICHE READER	NMI	513	LX010D047	150	ANE	DP/E	NS6642	\$257	198412
	FICHE READER	NMI	513	LX010D048	148	ANE		NS3321A	\$257	198412
	FICHE READER	NMI	513	LX010D049	149	ANE	TR/PHN	NS4440	\$257	198406
	FICHE READER	NMI	513	LX010D050	147	ANE		NS4725	\$257	198509
	FICHE READER	NMI	513	LX010D333	232	LAC	PD	NS2252	\$257	198604
	FICHE READER	NMI	513	LX010D334	230	AFR	PRO	NS4533	\$257	198708
	FICHE READER	NMI	513	LX010D335	229	AFR	PRO	NS4531	\$257	198601
	FICHE READER	NMI	513	LX010D336	451	LAC	PD	NS2252	\$257	198605
	FICHE READER	NMI	513	LX010D337	231	LAC	PD	NS2248	\$257	198604
	FICHE READER	NMI	513	LX010D338	233	ANE	PCS	NS3318	\$257	198604
	FICHE READER	NMI	513	LX010D339	452	AFR	IPS	NS2485	\$257	198603
	FICHE READER	NMI	513	LX010D340	453	ANE	PCS	NS4440	\$257	198602
	FICHE READER	NMI	513	LX010D368	359	LTS	STATE	NS927B	\$257	198708
	FICHE READER	NMI	513	LX010D369	361	LAC	TR		\$257	198708
	FICHE READER	NMI	513	LX010D370	360	LTS	DIHF	DIHF	\$257	
	FICHE READER	NMI	513	LX010D371	480	LTS	DIHF	NS927B	\$257	198708
	FICHE READER	NMI	513	LX010D372	347	LAC	PD	NS2252	\$257	198608
	FICHE READER	NMI	513	LX010D373	NO	LTS	DIHF	DIHF	\$257	
	FICHE READER	NMI	513	LX010D374	NO	ST	ED	SA18 600	\$257	198712
	FICHE READER	NMI	513	LX010D375	NO	ST	ED	SA18 600	\$257	198711
	FICHE READER	NMI	513	LX010D376	NO	LTS	DIHF	MICRO	\$257	198708
	FICHE READER	NMI	513	LX010D377	NO	ST	ED	SA18 600	\$257	198712
	FICHE READER	MicroDesign	Portable	7256053	370	M	CON			198801
	FILE, 2 DRWR	3 EACH	4 X 6"	NONE		LTS	DIHF	NS927B	\$96	198701
	FILE, 2 DRWR	5 EACH	4 X 6"	NONE		LAC/TR			\$160	198707
	FILE, 2 DRWR	2 EACH (BROKEN)	4X6"	NONE	NONE	LTS	DIHF	DIHF	\$64	198609
	FILE, 2 DRWR	7 EACH	4X6"	NONE	NONE	M	CON		\$224	198609
	FILE, 2 DRWR	11 EACH	4X6"	NONE	NONE	LAC			\$352	198609

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APDMS SORT BY	DIHF	EQUIPMENT NAME, SERIAL #	INSTALLATION 22 Jan 88	REPORT	DIHF	DATE
# ITEM NAME	MAKE	MODEL	SERIAL#	TAG BUR OFF	ROOM#	COST INSTALLED
=====	=====	=====	=====	====	=====	=====
FILE, 2 DRWR	6 EACH	4X6"	NONE	NONE LAC TR	NS2251	\$192 198609
FILE, 2 DRWR	4 EACH	4X6"	NONE	NONE AFR RA		\$128 198609
FILE, 2 DRWR	24 EACH	4X6"	NONE	NONE AFR PD		\$768 198609
FILE, 2 DRWR	16 EACH	4 X 6"	NONE	NONE LTS DIHF		\$275 198707
FILE, 2 DRWR	39 EACH	4X6"	NONE	NONE ANE		\$1,248 198609
FILE, 8 DRWR	HIGHSMITH	82 168	11 EACH	LTS DIHF	FILES	\$5,720 ON ORDER
FILE, 8 DRWR	HIGHSMITH	82 168	NONE	219 AFR IPS	NS2926	\$500 198708
FILE, 8 DRWR	HIGHSMITH	82 168	NONE	338 LTS DIHF	USERVCS	\$520 198403
FILE, 8 DRWR	HIGHSMITH	82 168	NONE	ST ED	SA18 600	\$520 198707
FILE, 8 DRWR	HIGHSMITH	82 168	NONE	NONE AFR IPS	NS2926	\$530 198709
FILE, 8 DRWR	HIGHSMITH	82 168	NONE	NONE LAC PD	NS2253A	\$520 198606
FILE, 8 DRWR	HIGHSMITH	82 168	NONE	NONE M CON	TT1400	\$500 198403
FILE, 8 DRWR	HIGHSMITH	82 168	NONE	NONE ST EY	SA18 500	\$530 198709
FILE, 8 DRWR	HIGHSMITH	82 168	NONE	NONE AFR PRO	NS4531	\$500 198506
FILE, 8 DRWR	HIGHSMITH	82 168	NONE	223 ANE TR	NS4725	\$500 198509
FILE, 8 DRWR	HIGHSMITH	82 168	NONE	NONE M CON	TT1400	\$520 198606
FILE, 8 DRWR	HIGHSMITH	82 168	NONE	NONE M CON	TT1400	\$520 198606
FILE, 8 DRWR	HIGHSMITH	82 168	NONE	221 ANE PCS	NS3320A	\$500 198509
FILE, 8 DRWR	HIGHSMITH	82 168	NONE	LTS DIHF	USERVCS	\$520 198707
FILE, 8 DRWR	HIGHSMITH	82 168	NONE	104 AFR IPS	NS2926	\$500 198708
FILE, 8 DRWR	HIGHSMITH	82 168	NONE	NONE AFR IPS	NS2485	\$500 198504
FILE, 8 DRWR	HIGHSMITH	82 168	NONE	220 AFR TR/ARD	NS2945	\$500 198504
FILE, 8 DRWR	HIGHSMITH	82 168	NONE	NONE ANE TR	NS	\$500 198509
FILE, 8 DRWR	HIGHSMITH	82 168	NONE	337 LTS DIHF	USERVCS	\$520 198403
FILE, 8 DRWR	HIGHSMITH	82 168	NONE	218 ANE PCS	NS3320A	\$500 198509
FILE, LUXOR	10 EACH	FS 21	NONE	NONE LTS DIHF		\$260 198609
FILE, LUXOR	30 EACH	FS 21	NONE	NONE LTS DIHF	NS927B	\$312 198609
FILE, LUXOR	6 EACH	FS 21	NONE	NONE AFR RA		\$156 198609
FILE, LUXOR	34 EACH	FS 21	NONE	NONE AFR PD		\$884 198609
FILE, LUXOR	22 EACH	FS 21	NONE	NONE ANE		\$572 198609
FILE, LUXOR	4 EACH	FS 21	NONE	NONE LAC		\$104 198609
FILM WINDERS	HOLLYWOOD		NONE	NONE LTS DIHF	MICRO	\$25 198406
KEYBOARD	HEWLETT PACKARD	2922A		LAC PD	NS2253A	198604
KEYBOARD	HEWLETT PACKARD	2922A	2126W05568	057 LTS DIHF	NS927B	198607
KEYBOARD	HEWLETT PACKARD	2922A	2143W05851	060 AFR IPS	NS2926	198708
KEYBOARD	HEWLETT PACKARD	2922A	2245W30061	097 M CON	TT1400	==== 198310
LIGHT BOX	KEYAN	136		NONE LTS DIHF	MICRO	\$200 198510
MICROSCOPE	WILL WETZLAR			038 LTS DIHF	MICRO	\$300 198101
MODEM	RACAL VADIC	VA212LC	250590	063 AFR IPS	NS2926	\$495 198708
MODEM	RACAL VADIC	VA212LC	466189	171 M CON	TT1400	\$495 198310
MODEM	RACAL VADIC	VA212LC	466191	170 LTS DIHF	NS927B	\$495 198607
MODEM	RACAL VADIC	VA212LC	629913	192 LTS DIHF	KEN	\$495 198609
MODEM	RACAL VADIC	VA212LC	BROKEN	LTS DIHF	SDG	\$495 198609
READER/PRINTER	MINOLTA	RP503		NO on order	ST/ED	\$2,815
READER/PRINTER	MINOLTA	RP405E	1615467	104 AFR IPS	NS2926	\$2,878 198708
READER/PRINTER	MINOLTA	RP405E	1617085	222 ANE PCS	NS3320A	\$2,878 198305
READER/PRINTER	MINOLTA	RP405E	1619581	146 M CON	TT1400	\$2,878 198403
READER/PRINTER	MINOLTA	RP405E	1621534	* LAC PD	NS2253A	\$2,878 198406
READER/PRINTER	MINOLTA	RP405E	1621554	225 AFR PRO	NS4531	\$2,878 198506
READER/PRINTER	MINOLTA	RP503	164702	M FM	SA11 632	\$2,815 198701
READER/PRINTER	MINOLTA	RP505	165588	LTS DIHF	USERVCS	\$7,515 198609
READER/PRINTER	MINOLTA	RP503	168924	NO LTS DIHF	ST/EY	\$2,815 198709
TERMINAL	HEWLETT PACKARD	2922A		LAC PD	NS2253A	\$2,300 198604

EXHIBIT C.5.D (continued)

APDMS SORT BY	DIHF	EQUIPMENT NAME, SERIAL #	INSTALLATION 22 Jan 88	REPORT	DIHF			ROOM#	COST	DATE INSTALLED
# ITEM NAME	MAKE	MODEL	SERIAL#	TAG	BUR	OFF				
=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	
TERMINAL	HEWLETT PACKARD	2922A	2126W05568	048	LTS	DIHF	NS927B	\$2,300	198607	
TERMINAL	HEWLETT PACKARD	2922A	2143W05851	062	AFR	IPS	NS2926	\$2,300	198708	
TERMINAL	HEWLETT PACKARD	2922A	2245W30061	096	M	CON	TT1400	\$2,300	198310	
UTILITY CART	HIGHSMITH			204	LTS	STATE	NS927B	\$117	198504	

### C.5.2.1 FY 87 Accomplishments

Each year's agenda is structured around two basic activities: source document conversion and fiche file updating. Goals for each of these activities involve timeliness and production volume. For FY 87, our schedule provided for completion of the Loan File conversion, beginning the S&T conversion, and periodic updates of each of the geographic Bureaus' files. A total volume of 34,900 documents was anticipated.

These goals were essentially accomplished, although changing volumes and Bureau cancellations or postponements of updates affected both planned volumes and schedules. The paragraphs that follow provide an overview of the major activities as they relate to our goals for the year.

#### 1. Conversions

##### Loan Files

This conversion, begun in late FY 87, was estimated to involve about 8,000 documents and last for seven months. The actual results were 11,763 documents in eight months. Offsetting factors were the cancellation of two updates which allowed us to assign extra staff to the conversion and the greater than expected volume. Some problems were experienced with document formatting errors and in document preparation due to the fragile condition of many of the source documents. In both cases, perseverance and patience were demonstrated by the clerical staff, all of whom deserve credit for a job well done.

##### Science & Technology

This, the largest of all APDMS conversions, did not have the strong beginning planned: the complexities of a modified categorization scheme and data base design delayed implementation of this task, and the dearth of onsite workspace prohibited us from recovering by assigning extra staff to the conversion. The files (known to us) for the Energy Office were filmed by the end of September and activities were begun in the Education Office.

However, the data base and fiche header formats developed for this conversion are the most useful -- from the user's perspective -- of any of the APDMS files.

#### 2. Updates

##### Africa Bureau/IPS

While neither the FY 86 nor the FY 87 estimated volumes were matched, updates took place roughly according to schedule, including two special updates performed at the Bureau's request. The main challenge in performing these updates was filing the microfiche: there was insufficient space to install additional filing equipment, the files were jammed with fiche, and many

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duplicate documents were introduced into the system. Despite these difficulties and internal changes within the Bureau, AFR/IPS and DIHF staff managed a well-coordinated effort during the year.

#### Africa Bureau/Regional Affairs

As mentioned in several monthly reports, we were unable to perform updates of either the volume or frequency planned. We propose that AFR/RA's updates be either merged with AFR/IPS (requiring merger of the respective data bases) or reduced in frequency to one or two per year.

#### Asia/Near East

Despite the postponement of one update and cancellation of another, the document volumes turned out essentially as predicted. During the year, we implemented a plan to recycle empty document folders and a plan to use preprinted labels on folders to assist in the document batching stage. The most significant problem here, again, was filing; however, the difficulty was due to the lack of information available to onsite staff regarding project portfolio assignments and to the time spent sorting and grouping and filing two sets of fiche in individual offices at various locations.

#### Latin American/Caribbean

Both timing and volumes occurred very much as expected. The distribution of select project document microfiche was implemented in the TR offices and the requisite briefings were held. LAC Bureau has shown much interest in using the MINISIS terminal installed there: their use of the MenuDIS menu system is believed to be a contributing factor.

#### Contracts

Production volume was close to the estimate, although one update was postponed and one was cancelled. This office is also a regular user of MINISIS. Space for working and filing is also a problem here. The extra set of fiche files (discontinued in FY 87) should be either merged with existing files or removed from the office. Removing these files should provide ample space for expansion during FY 88.

### 3. Other FY 87 Accomplishments

#### APDMS Mission Support

A promotional brochure was printed for distribution by SER/MO during the third quarter. By the end of September, we received our first Mission order for microfiche and two more orders are in process at the time of this writing. LAC countries were added to the cost schedule and terminated projects were deleted.

Procedures for filling and reporting more orders are in place. For FY 88, we plan to update files for all signatory Missions and refine the procedures for producing and reporting these updates.

At the request of several Missions, special reader/printer information packages were prepared and distributed. Information supplied included approximate costs and resources for purchasing/operating reader/printers and local Mission sources for obtaining supplies and information.

#### APDMS Briefings

APDMS briefings were given to APDMS participants as well as other interested parties. Participants briefed included M/FM Loan File staff, S&T Energy staff, and LAC/TR's. Other parties included USAID librarians from REDSO/EA, Panama, Port-au-Prince, and Cairo. For each briefing conducted, a tailored handout was prepared and distributed to attendees. These handouts reiterated the fiche file usage information given at the briefing and included names and phone numbers of persons to contact for obtaining additional DIHF and APDMS services.

#### Equipment

During the year, we evaluated and recommended an upgrade to the Agency standard fiche reader/printer -- the Minolta brand Model RP503 -- and procured two such devices for M/FM/Loan Office and S&T/EY. In addition, due to user preference, additional fiche reader purchases were narrowed to the NMI Model 513.

The main equipment problem experienced during the year stemmed from lack of fiche file space at Africa and A/NE Bureaus. Wherever we could do so, the plastic file boxes were replaced with the two-drawer files (20+ units purchased), and an additional eight-drawer cabinet was purchased for Africa Bureau's central file. In general, fiche filing of updates was inhibited by cramped files, resulting from lack of space for additional equipment.

The equipment inventory listing (see Exhibit C.5.D) was converted from a word processing file to a PC-based spreadsheet file, in order to simplify file maintenance and improve reporting capability. The listing was also expanded to include equipment cost data and items installed at DIHF.

#### Operations Management

Major changes to staffing were: creation of a leadership position in Document Preparation, replacement of the User Services Supervisor and a Document Preparation Clerk, and delegation of some duties previously handled by the Micrographics Supervisor.

Reporting was expanded to include the Loan and S&T projects, and the monthly production statistical report was converted to a PC-based spreadsheet file in order to simplify the process. In

addition, cumulative distribution is reported for all Bureaus, since the beginning of APDMS.

Warehousing of source documents continued as normal, except that the Loan documents are stored at the A.I.D. warehouse, rather than the DIHF warehouse. The same arrangement will be made for S&T documents. To date, no source documents from APDMS have been destroyed. The inventory of source documents is being converted from paper to a PC-based data base system. When complete, this system will simplify disposition of source documents as boxes of hard copy can be identified according to the date filmed.

#### C.5.2.2 Goals for FY 88

FY 88 goals are a continuation of contract activities to date, (see Exhibit C.5.E for projected FY 88 and FY 89 volumes, and Exhibit C.5.F for a schedule of activities). Again, conversion and updating are the central tasks, but the Mission/APDMS program and records management show more material results than in the past. The evaluation of APDMS undertaken at the beginning of the fiscal year is expected to identify issues that will require additional study and possibly unscheduled actions. These issues include the efficacy of installing satellite files at each Bureau, and the prospects for digital technology in A.I.D. Records Management.

##### 1. Conversion

The S&T conversion is the last and largest conversion to take place under this contract, and is scheduled to be completed during FY 88. Due to the duration and size of this conversion, certain office collections will be updated concurrently with conversion activities in other offices. This is a departure from the past practice of updating an entire Bureau after its conversion is completed. The primary goal for conversion activities will be to finish converting S&T by the end of the fiscal year. This will leave the last contract year for updating only, providing a basis for planning file maintenance activities and determining the associated resource requirements in subsequent years.

##### 2. Updating

During FY 88, we expect updating to consume a larger share of resources and to be more routine, from the user perspective. One update of the Loan Files will be performed and as previously stated, S&T updating will be concurrent with its conversion. The update frequency for Africa Regional has been changed from quarterly to semi-annually, reflecting our FY 87 experience.

The Bureaus not mentioned above have sufficient experience with APDMS operations for us to be confident that the volumes and numbers shown in the update schedule will satisfy their records management needs. As in the past, we will make every effort to handle special requirements that arise during the year.

EXHIBIT C.5.E

MICROFICHE VOLUME ESTIMATES  
For FY88 - FY89

OFFICE	ACTIVITY	Lin. Ft. (Boxes)	DURATION	TOTAL DOCUMENTS	TOTAL FICHE	TOTAL FRAMES
AFRICA PD	UPDATE	84	2 years	8400	8400	92400
A/NE	UPDATE	104	2 years	10400	10400	104000
CONTRACTS	UPDATE	114	2 years	11400	11400	114000
AFRICA/RA	UPDATE	6	2 years	600	600	12000
LAC	UPDATE	56	2 years	5600	5600	56000
LOANS	UPDATE	24	2 years	2400	2400	48000
B&T	CONVERT	155	1 year	15500	17050	620000
	UPDATE	50	12 months	3700	4000	101000
<hr/>						
SUBTOTAL	CONVERT	155		15500	17050	620000
<hr/>						
SUBTOTAL	UPDATE	440		42500	42800	527400
<hr/>						
GRAND TOTAL		595		58000	59850	1147400

EXHIBIT C.5.F

APDMS FY1988 PRODUCTION SCHEDULE

Revised 11 Feb

Part One: FY88 APDMS Production Schedule and Volume Estimate

Office	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Projected	Actual	FY87	
													FY88	FY88	FY87	
	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	TOTAL	TOTAL	TOTAL	
Africa/IPS	500	700		700	300		600	400		400	600		4200	1613	4126	
Africa/RA				200						100			300	0	251	
Asia/Near East	800			900	600		800	700		900	500		5200	823	5123	
Lat. Amer/Carib.		600	500			500			600			600	2800	1055	2653	
M/Contracts		800	800		500	700		600	800		600	900	5700	2101	5673	
M/Loans					700	500							1200	0	11763	
Science & Tech.	convert update	1000	500 300	1500	1000 100	1000	1500	1500	1000 300	1500	1500	1000 300	1500	14500 1000	2188 0	808 0
Projected Total	2300	2900	2800	2900	3100	3200	2900	3000	2900	2900	3000	3000	34900	=====	=====	
FY88 Actual	2283	1141	2580	1776	0	0	0	0	0	0	0	0	=====	7780	=====	
FY87 Actual	1868	2431	2759	2720	2114	4192	4175	2717	2222	1069	1953	2177	=====	=====	30397	

Part Two:

On Site Activities Log	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====
Africa/IPS	Start Finish	9/25 6th			24th	18th						
Africa/RA	Start Finish				16th 23rd							
Asia/Near East	Start Finish	9/2 27th				1st 22nd						
Lat. Amer/Carib.	Start Finish		13th 30th			23rd	8th					
M/Contracts	Start Finish		2nd	15th	17th 16th	29th						
M/Loans	Start Finish					14th	8th					
Science & Tech.	Start Finish	9/15 15th	16th	27th 15th	2nd 26th							
Converted Offices		ED		RUR	N	1st						
Updated Offices		EY	EY	EY								

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#### C.5.2.2.1 Other Goals

APDMS/Mission Support: We look forward to expansion of this activity to include Missions in all regions and perhaps some of A.I.D.'s technical information centers. Fine-tuning of fulfillment and update procedures will take place and these procedures will be automated to the extent practicable. It appears there is significant potential for enhancing Missions' access to project information in a combination of APDMS/Mission and CDIE outreach activities.

#### Records Management Support

We anticipate more intense activity in four general areas:

- improvement of fiche distribution to AID/W and Missions;
- systematical identification and purging of project microfiche duplicates from user files;
- identification and destruction of source documents according to established guidelines and
- transfer of archival microfiche to the National Archives.

Each of these activities will utilize some type of automated support and will result in cost reductions of ongoing operations.

#### Operations Management

Staffing levels will remain relatively constant, with reassignment of personnel according to workload. We expect to utilize some part-time help during the second and third quarters as the S&T conversion is expected to peak during these periods.

Equipment will be purchased as needed, in an attempt to reduce the inventory of surplus items. We expect to retain several spare readers, but will not make any further quantity purchases after the S&T conversion is complete. In addition, we plan to conduct an equipment inventory during the second quarter of the fiscal year.

Because of the discontinuation of the Xerox 970 high speed enlarger, we will continue to evaluate alternative equipment; however, the current budget constraints may force us to "make do" with present equipment.

### C.6 PUBLICATIONS

#### C.6.1 FY 1987 Accomplishments

#### PUBLICATIONS

#### Acquisitions Lists

Acquisitions lists distributed by the DIHF are designed to inform users of current materials recently added to the DIS. New Aquisitions: Technical Reports lists technical reports published

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in the last two years that have recently been added to the DIS. New Acquisitions: Project Descriptions provides project citations and abstracts recently added to the DIS for A.I.D. projects begun in the last two years.

During FY 87, approximately 320 copies of each of 12 monthly issues of New Acquisitions: Technical Reports were prepared and distributed. Approximately 270 copies of each of 5 issues of the bimonthly New Acquisitions: Project Descriptions (only 5 because the January and March issues were combined) were also prepared and distributed.

General response to the two lists has been very favorable. A total of 150 orders for a total of 785 documents were received on acquisition list order forms.

In addition to two lists discussed above, a prototype was prepared for a third acquisitions list, New Acquisitions: A.I.D. Project Evaluation Reports, citing project evaluation reports recently added to the DIS. At year end, the format had been finalized and production was scheduled to begin in the first month of FY 88.

Further action toward producing an acquisitions list of non-A.I.D. documents recently acquired by the A.I.D. Library was delayed pending review and approval by A.I.D. Library management.

#### A.I.D. Research and Development Abstracts (ARDA)

The publication A.I.D. Research and Development Abstracts (ARDA) continued to serve as an important and highly visible means for disseminating recently published A.I.D.-funded technical reports. A total of 156 orders for 1,726 documents were received from ARDA 13:3/4 and 14:1.

During FY 87, two issues of ARDA, Volumes 13:3/4 and 14:1, the first presenting 200 abstracts and the second 100, were printed and distributed. In keeping with the concept of ARDA as a current awareness publication, all of the technical documents presented in these issues, with a few exceptions, were published within the past two years. ARDA Volume 14:1 was typeset using Ventura, a desktop publishing system acquired by the DIHF. The appearance of the finished product was equal to that of earlier professionally typeset issues while the cost of and turnaround time required for typesetting were both substantially reduced.

In FY 86, a mailing list questionnaire was included with ARDA Vol. 13:1. A second questionnaire was sent out in FY 87 in ARDA Volume 13:3/4 to those recipients who had not responded to the initial questionnaire. Questionnaire responses continued to be received over the year; at year's end, approximately 1,500 responses had been received. The ARDA mailing list was updated as the questionnaires came in, and statistics from the questionnaires were tallied in a dBase III data base. Plans were made to purge all non-respondents at the beginning of FY 88 and to analyze the data obtained from the questionnaire.

Several meetings were held with CDIE management over the course of the fiscal year to discuss the redesigning of ARDA to make it a more comprehensive information source, possibly by incorporating other DIHF information products such as the acquisitions lists. Discussion was also given to improving its visual appeal. However, budgetary and time constraints prevented finalization and implementation of a redesigned publication.

#### Bibliography of Readings in Farming Systems

Volume III of the Farming System Support Project's Bibliography of Readings in Farming Systems was published in October 1987. A total of 3,048 copies were printed and distributed. Translation into Spanish and French was completed, but publication in those languages was delayed until FY 88. All abstracting and editing of materials for Volume IV of the Bibliography was completed in anticipation of its publication in early FY 88.

#### Other

The CDIE information portfolio was redesigned early in the year to include two detachable telephone number cards, one of which is designed for a Rolodex.

#### C.6.2 FY 1988 Goals

##### PUBLICATIONS

The FY 1988 publication schedule is presented in Exhibit C.6.A.

##### Acquisitions Lists

New Acquisitions: Technical Reports and New Acquisitions: Project Descriptions will continue to be produced on a monthly and bimonthly basis, respectively. Bimonthly publication of New Acquisitions: A.I.D. Project Evaluation Reports will begin in October 1987. Plans call for using Ventura to typeset all three acquisitions lists to make their appearance more professional. Other refinements will be made as needed.

##### A.I.D. Research and Development Abstracts

Plans call for publishing four issues of ARDA in FY 88. Past experience indicates that the achievement of this goal will continue to depend on the acquisition of sufficient quantities of recently published A.I.D. technical reports. Using Ventura, further refinements will be made to improve the appearance of ARDA.

The ARDA mailing list will be revised in early FY 88 to eliminate those recipients who did not respond to the questionnaire. A detailed analysis of the data obtained from the questionnaire exercise will be made and findings summarized in a report to CDIE.

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EXHIBIT C.6.A.

FY88 DIHF PUBLICATIONS SCHEDULE

<u>Title</u>	<u>Frequency</u>	<u>Distribution</u>
ARDA	Vol. 14:2 February 1988	4500
	Vol. 14:3/4 June 1988	4500
	Vol. 15:1 September 1988	4500
NEW ACQUISITIONS: TECHNICAL REPORTS	Monthly	350
NEW ACQUISITIONS: PROJECT DESCRIPTIONS	Bi-monthly	280
NEW ACQUISITIONS: EVALUATION REPORTS	Bi-monthly	300
A.I.D. EVALUATION REPORTS: FY 1987	March 1988	300
A.I.D. THESAURUS	May 1988	500

Problems encountered in obtaining a sufficient number of technical reports for presentation in ARDA are likely to continue to pose a challenge to producing ARDA on a quarterly basis.

### Bibliography of Readings in Farming Systems

Volume IV of the Bibliography and the Spanish and French versions of Volume III will be published early in FY 88. Future work on this activity will end during FY 88.

### Other

A special publication consisting of citations of all evaluation reports added to the DIS in FY 87 will be published early in FY 88. The publication will serve as a tool for helping to ensure timely submission of scheduled evaluation reports.

## C.7 TRAINING AND USER EDUCATION

The DIHF training function is intended to develop appropriate skills in using CDIE-supported bibliographic information systems and resources. Its specific focus is on training in the use of CDIE's three, computer-based bibliographic retrieval systems: MINISIS, MenuDIS and MicroDIS. Several broad, complementary areas of activity are associated with this function: (1) briefings for new and potential users, (2) design and implementation of a training program, (3) ongoing communication with user communities, and (4) other related activities.

### C.7.1 Accomplishments for FY 1987

#### C.7.1.1 Briefings for New and Potential Users

Briefings provide an opportunity to inform the A.I.D. and development community at large of the information systems, resources, and services provided through CDIE and the DIHF contract. There are four target audiences for briefings: A.I.D. direct hire staff, A.I.D. contractors, host country counterparts, and other development organizations. Contract requirements call for one briefing per month (or 12 per year).

During FY 1987, a number of means were employed to brief each of these audiences. Initially, a Contractor Coordinating Committee was proposed to develop a unified outreach and marketing strategy, as well as better coordinated services, among all CDIE contractors. Despite agreement that such coordination is beneficial in principle, the committee did not find sufficient common ground to retain the interest of all four contractors, and eventually dissolved after several meetings.

Coordination with the Research and Reference Services (R&RS) staff and the A.I.D. Training Office did result, however, in broader coverage of CDIE's development information program within the Agency's new entry and project design courses. DIHF contributions specifically included oral presentations on the Development Information System (DIS) and a hands-on search

exercise using MenuDIS. Approximately 250 direct hire A.I.D. staff were so briefed in the course of the past year.

Onsite briefings at the DIHF were also provided to individuals and small groups. Individuals attending these briefings were from S&T management; LAC's Management Information System project; USAID/Cairo, USAID/Panama City, and USAID/Quito Development Information Centers; IDRC's fellowship program; and PPC/CDIE, R&RS, and DIHF.

While most briefings cover a range of CDIE/DIHF services, a MicroDIS-specific briefing was presented to 25 participants at an information system managers' workshop sponsored by IRM.

#### C.7.1.2 Design and Implement Training Program

DIHF training comprises a number of distinct subtasks: designing the training program, conducting training sessions, developing training and user education materials, and evaluating training.

##### C.7.1.2.1 Design Training Program

The training program is intended to provide three groups of A.I.D.-supported personnel with appropriate levels of skills in accessing DIS resources: (1) decision makers and program managers, (2) project designers and evaluators, and (3) information specialists and research analysts.

As in FY 1986, training needs within all of these groups have been highly individualized. Original contract specifications for design of a general training program have thus continued to be inappropriate.

##### C.7.1.2.2 Conduct Training

Training is targeted to the type and level of use anticipated by the individual, ranging from a basic demonstration of what information is stored in a system and how it can be retrieved, to use of advanced techniques by information specialists. Contract requirements call for one training session and one follow-up session per month, or a total of 24 sessions per year. While this target was met, increasing emphasis has been given to improving online system-user interfaces and written instructions so as to minimize training required for casual and infrequent users (see Section C.7.1.2.3 below) Training provided is summarized for each system.

**MINISIS:** MINISIS training is provided only to CDIE contractors and others who use the system on a daily basis. A total of seven sessions were conducted with R&RS staff. One session was conducted with a member of the Price Williams Associates staff. Two sessions were conducted with new staff at the DIHF.

**MenuDIS:** MenuDIS is designed to be self-instructional for one-time or very infrequent users, and is used as such on the public terminal in the A.I.D. Library (the MenuDIS Quick

Reference Guide and assistance from the Library staff are available). Training support was provided to regular users of the public terminal in State Department Room 3659, including CDIE personnel and two other individuals from PPC/WID and S&T/POP. MenuDIS training for A.I.D. personnel wanting to access the DIS from a personal computer in their offices was provided to AFR/TR/ENG, S&T/HEALTH, and IRM/MPS.

MicroDIS: MicroDIS is also designed to be self-instructional. Training support is available to A.I.D. Missions free of charge, and to others on a fee basis. Onsite MicroDIS training was provided to Development Information Center staff in USAID/Cairo as part of the MicroDIS testing/training program at that site. The primary session was held from February 16-26, with additional training support in November and June. Introductory demonstration sessions were provided to five other organizations (demo copies were sent to 21 organizations).

#### C.7.1.2.3 Develop Training and User Education Materials

Considerable attention was given to the development and improvement of training and user education materials during FY 1987. For each of the systems, these materials included:

MINISIS: Summary packets on the Index processor  
Summary packet on the Bureau data bases  
MINISIS/DIS Users Manual for new R&RS staff

MenuDIS: Quick Reference Guide (public and A.I.D. editions)  
Instructional poster for NS Room 3659  
Standardized dial-in and log-on instruction sheet  
Exercise for new entry/project design courses  
Version 2.0 help messages and screens

MicroDIS: Manual, Version 2.0 (November 1987)  
Manual, Version 2.0b (complete revision February 1987)  
Manual, Version 2.0b Supplement (June 1987)  
Manual, Version 2.1 (September 1987)  
Demonstration Package  
Version 2.1 help messages and screens

The development of several other non-system-specific materials is discussed below under Other Activities.

#### C.7.1.2.4 Evaluation of Training

No specific evaluations of training were conducted in FY 1987.

#### C.7.1.3 Ongoing Communication with User Communities

In order to keep in touch with the primary MINISIS user community within A.I.D., a quarterly update session was initiated with the R&RS staff. Topics covered included the PROJAUTH update, electronic mail, S&T/EY's Renewable Energy data base, MenuDIS Version 2.0, and the Bureau data bases. Similar updates have been provided to A.I.D. Library staff on a request basis.

Contact with the MINISIS community in the Washington area is maintained through the DCMUG Users Group, and primarily with the World Bank users. A World Bank training session was also attended as part of the A.I.D.-World Bank exchange agreement, in anticipation of providing a similar session to Bank Records Management staff on the DIS.

Few offices within the Agency used MenuDIS on a ongoing basis during FY 1987. One exception was S&T/EY, in relation to development of their Renewable Energy data base. Several meetings were held to review their documentation and plans for marketing.

Continued contact with MicroDIS users was generally limited to provision of system upgrades and to on-demand technical support. Additional support was provided to IRM/MPS in developing their plans to compile on MicroDIS a bibliography of documents citing the use of information technologies in development projects.

#### C.7.1.4 Other Activities

Several other types of activities related to user education and support were initiated or continued.

In connection with the enhancement of system-related training materials, considerable time was spent in documenting user reaction to MenuDIS and MicroDIS screen instructions, and in subsequently developing improved screens and help messages. Such changes were incorporated into MenuDIS Version 2.0 and MicroDIS Version 2.1.

A CDIE briefing portfolio was developed in collaboration with the Contractor Coordinating Committee, describing the various resources, services, and systems available. Specific sections on the Development Information System and on MicroDIS were also contributed and updated throughout the year.

Work on a Handbook for USAID Development Information Centers was continued. A detailed outline, draft introduction, and evaluation form were developed, reviewed by R&RS staff, and distributed to selected Centers for comment.

#### C.7.2 Plans for FY 1988

In addition to maintaining a level of training and user education support consistent with the requirements of the DIHF contract and the needs of Agency personnel and projects, the following specific activities are targeted for completion in FY 1988.

DIS Manual: A revised and updated MINISIS/DIS Users Manual will be provided to all R&RS staff.

MenuDIS Quick Reference Guide: This short guide will be updated, to incorporate information requested by users.

Mission DIC Manual: A manual will be completed for use by Development Information Center personnel to assist them in establishing and providing local services.

MicroDIS Manual: MicroDIS Version 2.2 is planned for completion in FY 1988, to include trilingual (English/ French/ Spanish) screens. This will necessitate further review of screen instructions, translation of manuals and demonstration materials, and maintenance of these materials.

MicroDIS Marketing and Training Support: With the completion of Version 2.2, an effort will be made to inform potential users within A.I.D., A.I.D.-supported projects, and associated host country institutions of the availability of the software. Additional self-training modules/materials may be developed to facilitate start-up in small information centers with little experience in computer-supported information management.

Newsletters: The development of one or more systems newsletters will be further investigated as a means of informing users of system developments.

### C.7.3 Problems and Issues

Problems encountered in providing training and user education support have been discussed with CDIE throughout the year as they arise and have been resolved whenever possible.

## C.8 QUALITY ASSURANCE

The quality assurance and service evaluation requirements were added to the contract scope of work to provide an ongoing and systematic review of contract operations. The goal of these efforts is to monitor quantitative and qualitative aspects of DIHF contract activity and to provide information and guidance to enable the DIHF to generate products and services which meet or exceed A.I.D.'s quality and quantity standards. The quality assurance component measures progress using production measurements; the service evaluation component assesses activity using quality indices.

The two quality functions are treated in the following sections:

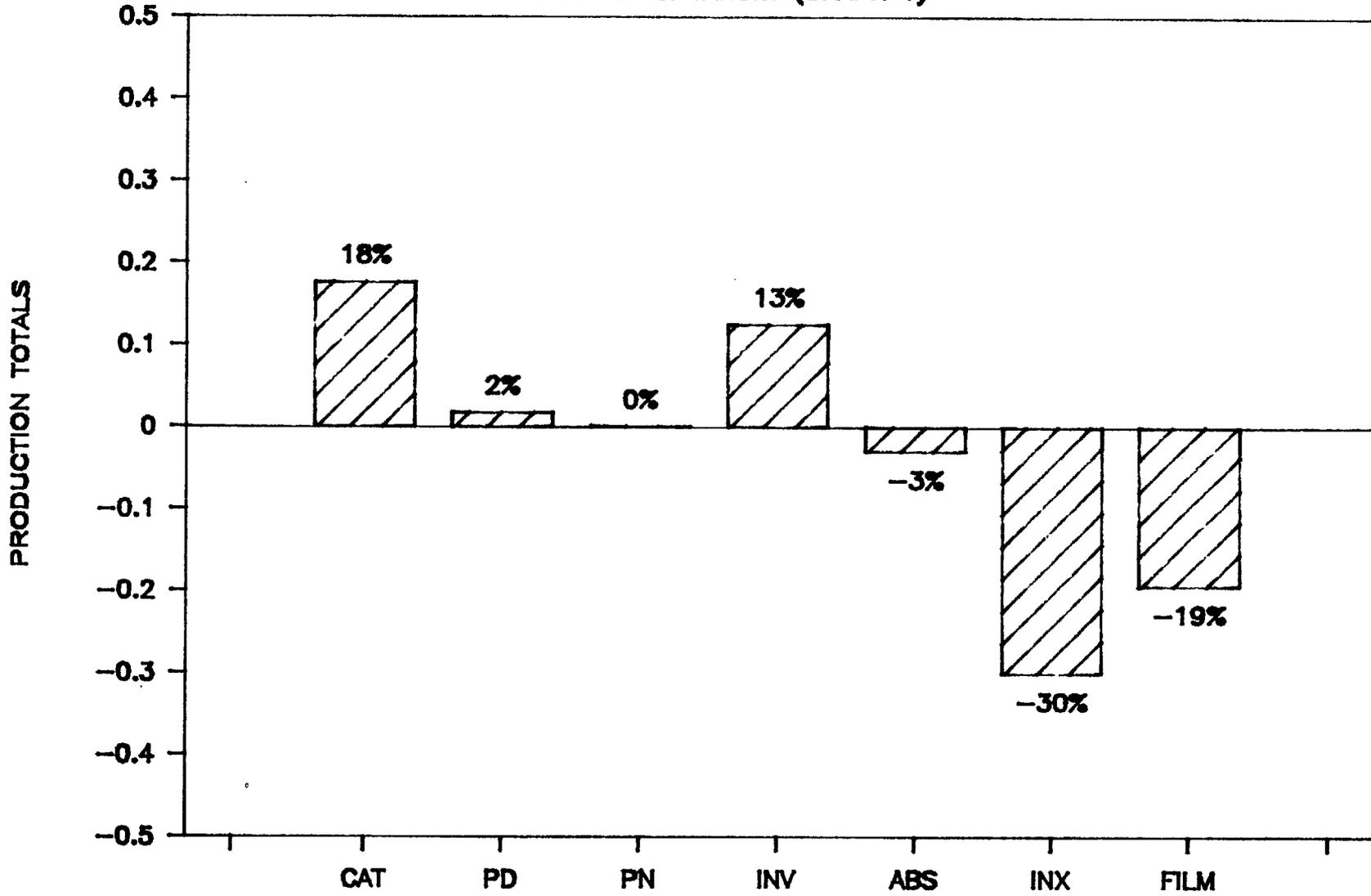
- C.8.1 Quality Assurance
- C.8.2 Service Evaluation

This year three Quality Assurance quarterly reports were submitted. One Service Evaluation Report was submitted in July 1987 which covered the period December 1986 through May 1987. In October 1987 the Quality Assurance Coordinator resigned, and was not replaced due to budget constraints. The fourth quarter report was not published as a separate report, but a production summary of FY87 performance in key functional areas is included in this annual report (Exhibit C.8.A). Detailed statistics for FY 1987 are presented in Exhibit C.8.B.

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# CUMULATIVE PRODUCTION

ACTUAL vs. TARGET (GRAPH 1)



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EXHIBIT C.8.B

QUALITY CONTROL STATISTICS FOR THE PERIOD: OCTOBER 1986 - SEPTEMBER 1987

\* Output levels specified by AID's Statement of Work

# Actual average monthly output

@ Average amount above or below required target

	*YEAR/MONTH	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
<b>A. ACQUISITIONS</b>													
1. PD Docs. Sent for Cataloging		158	123	141	114	250	367	269	318	215	214	293	250
2. PN Docs. Sent for Cataloging		223	191	165	94	182	171	226	325	224	204	426	210
3. Total No. Docs. Processed		743	487	894	351	1028	970	798	1045	821	867	1647	1022
<b>B. CATALOGING</b>													
1. PD Docs. Added to DOCUMENT	2,500/208	173	222	138	165	208	239	285	149	292	227	143	298
2. PN Docs. Added to DOCUMENT	2,500/208	223	175	175	116	161	166	198	107	292	284	325	276
3. PD & PN Docs. Added to INV	4,500/375	164	229	287	266	195	229	277	645	1,173	1,326	252	20
4. PN & PD Records Modified		186	136	187	316	150	73	1,120	163	699	561	261	365
5. INV/DOCRD Duplicates Screened		27	300	138	162	262	63	132	376	609	1,219	182	73
6. Docs. Added to CATALOG	500/42	60	87	43	55	57	58	60	2	3	57	20	91
7. Docs. Added to CLASSIFIED		364	224	301	240	229	123	48	NA	NA	NA	NA	NA
<b>C. FILMING</b>													
1. Total Documents Filmed	5,000/415	261	235	344	239	231	381	374	419	385	355	373	419
2. Fiche Set Distribution	22/22	13	13	13	13	13	13	13	13	13	13	13	13
3. Total Frames Prepped		21,422	22,004	21,302	18,026	24,724	34,529	23,865	19,167	26,462	30,240	31,647	30,129
<b>D. ABSTRACTING/INDEXING</b>													
1. Original Abs. Added to DIS	1,500/125	140	127	121	103	72	147	175	112	118	88	105	147
2. Documents Indexed Only	4,300/358	240	86	215	176	203	197	119	386	246	352	250	538
3. New (1984) Design Docs. Abs.	200/17	36	16	9	38	30	41	49	9	19	17	21	32
4. (Pre-1984) Design Docs. Abs.	100/8	23	13	3	8	8	4	14	2	3	5	10	12
5. Edited Author-Prepared Abs.	300/25	5	5	16	0	21	31	69	35	17	14	4	18
6. Proposed Thesaurus Changes	300/25	2	2	3	3	2	5	5	2	22	0	2	2
<b>E. MAILING LIST MAINTENANCE</b>													
1. ARDA Address Additions	300/Combined	0	0	2	8	0	0	1	0	2	1	0	17
2. ARDA Address Modifications	300/Combined	7	0	5	28	4	4	3	1	2	7	10	299
3. Total No. ARDA Labels Distr.	7,500 Per Is.	7,349	7,107	7,102	7,110	7,106	784	782	782	782	779	750	779
4. No. of Acq. Lists	12/	1	2	1	2	1	1	2	2	1	1	1	2
5. No. Copies/Issue	3,000 per Is.	260	531	260	534	260	260	543	543	300	300	300	550
<b>F. USER SERVICES</b>													
1. Priority I Docs. (1 Day)	15,000/1,250	1,762	1,795	1,515	3,274	1,334	1,538	3,957	1,297	1,372	1,270	2,313	3,047
2. Priority II Docs. (3 Days)	4,000/333	301	33	211	112	76	165	344	779	209	132	304	306
3. Priority III Docs. (7 Days)	8,000/667	410	642	813	144	392	591	531	492	894	472	625	1,217
4. Fiche (dizao copies)	3,500/292	112	132	338	115	70	318	647	377	249	184	478	1,149
5. Paper Blowbacks	9,000/750	1,042	1,100	1,430	972	1,287	1,311	1,414	1,644	1,628	1,062	1,531	1,533
6. Shelf Copies		4,397	1,251	806	2,554	3,467	705	2,804	8,155	2,227	4,116	1,530	1,888
<b>G. ADP SYSTEM USAGE</b>													
1. No. of Dial Up Ports	18/18	12	12	12	12	12	12	12	12	12	12	12	12
2. Total Lines Printed	39mil/3.3mil	3.0mil	1.0mil	718625	1.3mil	1.1mil	1.2mil	1.4mil	1.3mil	1.4mil	1.4mil	1.4mil	1.0mil
3. Total Logon Hours	10,000/833	1,033	1,020	931	922	1,017	1,161	1,142	937	920	877	923	1,725
<b>H. DIHF/MISSION ACTIVITY</b>													
1. No. of Stndg Order Docs.		528	608	672	500	508	696	632	816	860	792	968	1080
2. No. of On-Demand Reqs.		43	61	64	50	75	83	79	52	49	66	66	71
3. No. of On-Demand Docs. Req.		225	278	575	327	478	408	444	281	296	381	454	596

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## EXHIBIT C.8.B

QUALITY CONTROL STATISTICS FOR THE PERIOD: OCTOBER 1986 - JUNE 1987

\* Output levels specified by AID's Statement of Work

# Actual average monthly output

@ Average amount above or below required target

	*YEAR/MONTH	JUN	JUL	AUG	SEP	#AVG.MO. OUTPUT	@AMT. +/- MO. TARGET	TOTAL OUTPUT
	-----					=====	=====	=====
<b>A. ACQUISITIONS</b>								
1. PD Docs. Sent for Cataloging		215	214	293	250	226	NA	2,712
2. PN Docs. Sent for Cataloging		224	204	426	210	220	NA	2,641
3. Total No. Docs. Processed		821	867	1647	1022	889	NA	10,673
<b>B. CATALOGING</b>								
1. PD Docs. Added to DOCUMENT	2,500/208	292	227	143	298	212	4	2,539
2. PN Docs. Added to DOCUMENT	2,500/208	292	284	325	276	208	0	2,498
3. PD & PN Docs. Added to INV	4,500/375	1,173	1,326	252	20	422	47	5,063
4. PN & PD Records Modified		699	561	261	365	351	NA	4,217
5. INV/DOCRD Duplicates Screened		609	1,219	182	73	295	NA	3,543
6. Docs. Added to CATALOG	500/42	3	57	20	91	49	7	593
7. Docs. Added to CLASSIFIED		NA	NA	NA	NA			
<b>C. FILMING</b>								
1. Total Documents Filmed	5,000/415	385	355	373	419	335	-80	4,016
2. Fiche Set Distribution	22/22	13	13	13	13	13	NA	156
3. Total Frames Prepped		26,462	30,240	31,647	30,129	25,293	NA	303,517
<b>D. ABSTRACTING/INDEXING</b>								
1. Original Abs. Added to DIS	1,500/125	118	88	105	147	121	-4	1,455
2. Documents Indexed Only	4,300/358	246	352	250	538	251	-107	3,008
3. New (1984) Design Docs. Abs.	200/17	19	17	21	32	26	9	317
4. (Pre-1984) Design Docs. Abs.	100/8	3	5	10	12	9	1	105
5. Edited Author-Prepared Abs.	300/25	17	14	4	18	20	-5	235
6. Proposed Thesaurus Changes	300/25	22	0	2	2	4	-21	50
<b>E. MAILING LIST MAINTENANCE</b>								
1. ARDA Address Additions	300/Combined	2	1	0	17	3	NA	31
2. ARDA Address Modifications	300/Combined	2	7	10	299	31	NA	370
3. Total No. ARDA Labels Distr.	7,500 Per Is.	782	779	750	779	3,434	NA	41,212
4. No. of Acq. Lists	12/	1	1	1	2	1	NA	17
5. No. Copies/Issue	3,000 per Is.	300	300	300	550	387	NA	4,641
<b>F. USER SERVICES</b>								
1. Priority I Docs. (1 Day)	15,000/1,250	1,372	1,270	2,313	3,047	2,040	790	24,474
2. Priority II Docs. (3 Days)	4,000/333	209	132	304	306	248	-85	2,972
3. Priority III Docs. (7 Days)	8,000/667	894	472	625	1,217	602	-65	7,223
4. Fiche (dizao copies)	3,500/292	249	184	478	1,149	347	55	4,169
5. Paper Blowbacks	9,000/750	1,628	1,062	1,531	1,533	1,330	580	15,954
6. Shelf Copies		2,227	4,116	1,530	1,888	2,825	NA	33,900
<b>G. ADP SYSTEM USAGE</b>								
1. No. of Dial Up Ports	18/18	12	12	12	12	12	-6	12
2. Total Lines Printed	39mil/3.3mil	1.4mil	1.4mil	1.4mil	1.0mil	1.4mil	-1.9mil	12.3mil
3. Total Logon Hours	10,000/833	920	877	923	1,725	1009	176	9083
<b>H. DIHF/MISSION ACTIVITY</b>								
1. No. of Stdn Order Docs.		860	792	968	1080	722	NA	8,660
2. No. of On-Demand Reqs.		49	66	66	71	63	NA	759
3. No. of On-Demand Docs. Req.		296	381	454	596	395	NA	4,743

### C.8.1 Quality Assurance

Several observations made in the Quality Assurance Report for FY 86 are still valid: (1) under CDIE/DI's direction, the DIHF has expanded its operations into areas which are not clearly defined in the original contract and for which production guidelines are unavailable; and (2) changing patterns within the Agency, particularly the decentralization of project funding and management, affect DIHF operations. The increased emphasis on technical assistance (i.e., quality service) rather than quantity service makes it difficult to measure the "value" of the "quantity" service provided.

The utility of the Quality Assurance effort can be measured by reviewing the facility's three year performance record (Exhibit C.8.C). Output levels during FY 1987 showed improvement over FY 1986. As a result, the DIHF is meeting the Agency's cumulative goals in most categories. DIHF supervisors are more sensitized to statistical reporting and the importance of devising improved operational efficiencies to ensure contract goals and objectives. Also, relationships among the different functions are more clearly understood and integrated.

#### C.8.1.1 Acquisitions

##### A.I.D. Documentation

A 12-month total of 10,673 documents were processed, with an average monthly acquisition rate of 889 documents (Table C.8.1). This compares favorably with the FY 86 total of 9,758 documents processed for a monthly average of 812. The number of duplicate documents received during the last 12 months was 3,543, 33% of the total number of documents processed. During FY 86, duplicate documents accounted for 46% of the total number processed. The S&T, A/NE, and PPC Bureaus and the Contracts Office continued to yield the majority of the documents over the last year. See Section C.2 (Acquisitions) for a more detailed analysis of Bureau contributions.

## EXHIBIT C.8.C

## PRODUCTION TOTALS FY85, FY86, FY87

	*YEAR/MONTH	FY87 TOTALS	FY86 TOTALS	FY85 TOTALS
<b>A. ACQUISITIONS</b>				
1. PD Docs. Sent for Cataloging		2,712	2,432	NA
2. PN Docs. Sent for Cataloging		2,641	2,139	NA
3. Total No. Docs. Processed		10,673	9,793	NA
<b>B. CATALOGING</b>				
1. PD Docs. Added to DOCUMENT	2,500/208	2,539	2,755	2,321
2. PN Docs. Added to DOCUMENT	2,500/208	2,436	2,351	2,601
3. PD & PN Docs. Added to INV	4,500/375	5,063	2,984	3,011
4. PN & PD Records Modified		4,217	5,200	70,501
5. INV/DOCRD Duplicates Screened		3,543	3,219	NA
6. Docs. Added to CATALOG	500/42	590	654	500
7. Docs. Added to CLASSIFIED		1529	1,209	NA
<b>C. FILMING</b>				
1. Total Documents Filmed	5,000/415	4,016	4,669	4,444
2. Fiche Set Distribution	22/22	156	168	10
3. Total Frames Prepped		303,517	371,639	380,705
<b>D. ABSTRACTING/INDEXING</b>				
1. Original Abs. Added to DIS	1,500/125	1,455	1,549	1,447
2. Documents Indexed Only	4,300/356	3,009	5,568	5,120
3. New (1984) Design Docs. Abs.	200/17	317	190	NA
4. (Pre-1984) Design Docs. Abs.	100/8	105	109	NA
5. Edited Author-Prepared Abs.	300/25	295	344	139
6. Proposed Thesaurus Changes	300/25	50	144	114
<b>E. MAILING LIST MAINTENANCE</b>				
1. ARDA Address Additions	300/Combined	31	72	NA
2. ARDA Address Modifications	300/Combined	376	232	NA
3. Total No. ARDA Labels Distr.	7,500 Per Is.	41,212	28,220	7,271
4. No. of Acq. Lists	12/	17	18	16
5. No. Copies/Issue	3,000 per Is.	4,641	4,883	520
<b>F. USER SERVICES</b>				
1. Priority I Docs. (1 Day)	15,000/1,250	24,474	16,871	17,394
2. Priority II Docs. (3 Days)	4,000/333	2,972	3,992	4,899
3. Priority III Docs. (7 Days)	8,000/667	7,223	6,329	5,609
4. Fiche (diaco copies)	3,500/232	4,169	1,675	2,098
5. Paper Blowbacks	9,000/750	15,954	14,085	12,240
6. Shelf Copies		33,900	35,295	12,698
<b>G. ADF SYSTEM USAGE</b>				
1. No. of Dial Up Ports	18/18	12	12	12
2. Total Lines Printed	39mil/2.3mil	12.3mil	15.6mil	16.2mil
3. Total Logon Hours	10,000/833	65,652	61,034	40,052
<b>H. DIHF/MISSION ACTIVITY</b>				
1. No. of Stndg Order Docs.		8,650	9,415	
2. No. of On-Demand Reqs.		759	523	
3. No. of On-Demand Docs. Req.		4,743	4,744	

BEST AVAILABLE COPY

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TABLE C.8.1

ACQUISITION PROCESSING

	FY 86	FY 87
Total Number of Documents Processed	9,758	10,673
Total Number of Duplicates Processed	4,551	3,543
Monthly Processing Average	812	889

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Non-A.I.D. Documentation

During FY 87, 264 monograph titles were ordered and 268 titles received. These titles are ordered in response to requests from the A.I.D. Library.

C.8.1.2 Cataloging

Categories of A.I.D. document cataloging discussed in this section include: (1) cataloging of post-1977 project materials (PDs) onto the DOCUMENT data base; (2) cataloging of post-1979 technical documents (PNs) onto the DOCUMENT data base; (3) cataloging of the remaining PD and PN materials onto the INVENTORY data base; (4) processing of classified materials onto MicroDIS; and (5) cataloging of monographic materials onto the CATALOG data base.

A.I.D. Materials

Production surpassed targeted annual quotas in all categories. In addition, a total of 1,529 classified documents were cataloged onto MicroDIS, a special task involving 1.4 full-time employees for 10 months.

Non-A.I.D. Documentation

A total of 593 items were added to CATALOG in FY 87, 18% over the targeted annual quota.

C.8.1.3 Micrographics (Core Operations)

The FY 87 total of documents filmed was 4,016, which is a shortfall of 984 from targeted goals. However, the number of documents filmed during the fourth quarter totaled 1,147, for 28% of the annual total. The number of documents filmed is tied closely to the number of documents cataloged. The increased filming production is a reflection of the high cataloging achievement levels during the last quarter of FY 87.

C.8.1.4 Abstracting/Indexing

Abstracting came close to meeting its targeted goals in all major categories, with the exception of documents indexed only. During FY 87, the generation of original abstracts achieved 97% of its

annual targeted goal of 1,500 abstracts. The generation of post-1984 Design Document abstracts exceeded the FY 87 targeted goal of 200 by 117 or approximately 60 percent. Pre-84 design documents abstracted surpassed the goal of 100 by 5. Edited author-prepared abstracts were short by 65, 22 percent of the targeted FY 87 total of 300. In the category of documents indexed only, the number indexed was short of the targeted goal of 4,300. However, as previously noted, all documents are indexed and the shortfall is attributable to a discrepancy in estimated quantities detailed in the Statement of Work.

#### C.8.1.5 User Services

User Services responds to 2 types of requests: standing order and on-demand. Four Missions currently receive regular distribution (standing orders) of microfiche of technical materials: Egypt, Costa Rica, Zaire, and Indonesia. A total of 8,660 microfiche were distributed to the Missions during the last year and 2,840 microfiche were distributed during the last quarter. In the on-demand category, user services exceeded annual FY 87 targeted goals in all areas except Priority 2 (LDC Requesters and development organizations). Priority 1 (A.I.D. Missions, AID/W, and A.I.D. Contractors) requests totaled 24,474 documents for FY 87, which is 9,474 more than the targeted total of 15,000. Priority 2 document requests were 1,028 short of the targeted total of 4,000. Priority 3 requests exceeded the targeted goal of 8,000 by 926. The FY 87 total for all 3 categories was 34,669 documents requested, measured against a targeted goal of 27,000 documents requested for a production level of 35 percent over target.

A detailed FY 1987 analysis of orders/documents requested is seen in Exhibit C.4.A. Table C.8.2 compares FY86 and FY87.

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TABLE C.8.2

#### USER SERVICES DOCUMENT DISTRIBUTION

	FY86	FY 87
Distribution	27,192	34,669
AID/W, USAIDs, Contractors (Priority 1)	16,871	24,474
LDCs (Priority 2)	3,992	2,972
Public (Priority 3)	6,329	7,223
Bulk Distribution	34,623	42,059
ARDA	14,795	15,076
FSR	4,200	3,048
CDIE Publications	7,976	4,545
R&RS Publications	NA	9,200
Population	2,046	4,108
Acquisition Lists	4,883	4,638
Portfolios	NA	1,000
NRTB	723	444

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B

#### C.8.1.6 ADP Usage

The systems group is involved in many areas which are undefined as contract activities, such as MicroDIS, MenuDis, etc. However, three contract indicators were specified which measure the operation of the information system. While the number of dial-up ports has remained unchanged, the number of simultaneous sessions has increased from from 25 to 30. The number of lines printed at DIHF comprise but a portion of the total number of lines printed. As printers have been added at CDIE, more printing is conveniently done in Rosslyn.

#### C.8.1.7 DIHF/Mission Activity

Services provided to A.I.D. Missions involved various activities which cross cut functional areas. Documents were provided in paper copy and microfiche in response to specific requests or standing orders. Data base subsets were provided through downloaded tapes or diskettes. Technical assistance was provided onsite for training and installation of MicroDis. CDIE publications were distributed through regular mailings. Briefings were provided to individuals passing through on TDY. The varied scope of this support is difficult to quantify, and yet requires significant resources to provide and coordinate.

#### C.8.1.8 Special Publications

The marketing of DIS products and services is achieved through the regular issuance of publications. Two issues of A.I.D. Research & Development Abstracts (ARDA) were distributed in FY 87. Other publishing activity focused on the production of Acquisition Lists. During FY 87, a total of 4,638 copies of 17 Acquisition Lists were distributed. While the total number of distributed copies of the lists falls short of targeted goals, the number of Acquisition Lists prepared increased from 12 to 17.

During the last quarter of FY 87, 1,150 copies of four Acquisition Lists were distributed. The following publications were prepared and distributed in the last 3 months:

- September - New Acquisitions: Technical Reports - 300 copies  
Bibliography of Readings in Farming Systems, v.3
- August - New Acquisitions: Technical Reports - 300 copies  
New Acquisitions: Project Descriptions - 250 copies  
Requests & Responses - 1,150 printed/distributed  
(for R&RS)
- July - New Acquisitions: Technical Reports - 300 copies  
Requests & Responses - 1,150 printed/distributed  
(for R&RS)

#### C.8.2 Service Evaluation

Service evaluation examines the utility of DIHF products and services. Several approaches are used to collect information on the following service areas: on-demand document and microfiche service; the A.I.D. Thesaurus; MicroDis; MenuDis; the Development Information System; and DIHF special publications, which include Project and Technical Acquisitions Lists and ARDA.

1. On-demand document and microfiche services. All outgoing orders include questionnaires which focus on the quality of the products and services of that order.
2. A.I.D. Thesaurus. Each Thesaurus is distributed with a questionnaire enclosed. This year 50 changes were proposed by users.
3. MicroDis. The microcomputer library system is installed at several sites, one of which is USAID/Cairo. Feedback is collected through cables, onsite demonstrations, and phone calls. As a result of these tests, MicroDis was upgraded from version 1.1 to 2.1 this year, reflecting improvements suggested by users. (See Systems and Training Sections of this report for additional details.)
4. MenuDis. A voluntary online questionnaire was appended to MenuDis in May 1987. Questions regarding the menu commands, their logical order, their ease of use, etc., are provided.
5. Development Information System. The questionnaire appended to MenuDis also lists questions concerning the DOCUMENT, PROJECTS, and CATALOG data bases.
6. Special Publications. Periodically a questionnaire is included with ARDA. This year an ARDA questionnaire was designed for updating the mailing list and provided an opportunity for suggesting improvements to ARDA.

### C.8.3 Plan for FY 1988 Activities

#### C.8.3.1 Quality Assurance

With the reappointment of a Quality Assurance Coordinator, the Quality Assurance Reports will be issued quarterly. These reports will present graphs and statistical tables to support the text. Each report will focus on an area of service, as follows:

1st Quarter - User Services  
2nd Quarter - Acquisitions  
3rd Quarter - Processing  
4th Quarter - Publications, Training, Systems  
Products

Reporting changes will include: restructuring the tables for system usage to focus more on group activities; tracking PPC bulk mailings with more detail to include the number of titles, copies, and dollar amounts; and measuring the progress of MicroDis and Training efforts.

### C.8.3.2 Service Evaluation

Service Evaluation Reports will be issued every 6 months. A redesign of data collection efforts is scheduled for FY 1988 with the replacement of the Quality Assurance Coordinator. The Service Evaluation form for on-demand services will be continued since document delivery is the primary DIHF service contact with AID/W, USAIDs, and the public. A strategy for more systematic tracking of services provided to Missions will be developed.

## C.9 MANAGEMENT

The contract Statement of Work outlining management requirements enumerates the tasks designed to ensure the effective use of resources to carry out DIHF work. LTS has continued its flexible management approach which is designed to respond to specific contract requirements, to adapt to CDIE/DI's changing program goals, and to adjust operations in response to changing financial scenarios.

Specifically, management's responsibility is to:

- \* Organize the staff, equipment, and other resources to ensure that all work is performed in an efficient and cost-effective manner;
- \* Institute controls, reporting mechanisms, and quality control procedures to monitor work and address problem areas by taking prompt and positive actions to meet changing program requirements;
- \* Anticipate and resolve problems;
- \* Constantly seek better and more efficient ways to organize and manage the work of the DIHF.

### C.9.1 FY 1987 Accomplishments

During FY 1987, the following activities were accomplished:

#### C.9.1.1 Staff Organization

Exhibit C.9.A illustrates the project organization and staffing composition during FY 1987. This structure reflects the configuration of personnel along functional lines reflecting the various areas of work in which the DIHF is engaged. During the year, personnel changes and re-designation of CDIE priorities and requirements caused minor organizational changes to occur. The Quality Assurance Coordinator resigned and no replacement was hired pending budget considerations. A Deputy Operations Manager was hired at the end of FY 1987.

#### C.9.1.2 Reporting

## EXHIBIT C.9.A

## ORGANIZATIONAL DIRECTORY

A.I.D. DOCUMENT AND INFORMATION HANDLING FACILITY  
November 1987

DIHF Switchboard: 951-7191

User Services: 951-9647

DIHF ORGANIZATION

<u>UNIT</u>	<u>Name</u>	<u>Position</u>	<u>Extension</u>
<u>PC/CDIE MANAGEMENT:</u>	Lee White	Project Office	235-9037
	Bob Asthon	Quality Control Officer	29
<u>PC/PB/RPA:</u>	Frank Lin (LTS)	Sr. Info. Specialist	647-1906
	Anne Dang (LTS)	Programmer Analyst	647-9853
	Pat Sommers (LTS)	Budget Analyst	647-4020
<u>DIHF MANAGEMENT OPERATIONS:</u>	Jim Booth (LTS)	Project Director	13
	Virginia Van Brunt (LTS)	Deputy Director	69
	Ron Wiles (CDSI)	Senior Advisor/CDSI Sub Mgr	30
	Ken Clarke (CSG)	CSG Sub Manager	16
	Paulette Phillips (LTS)	Facility Receptionist	11
	Jim Biers (LTS)	Contract Administrator	69
	Valerie Milner (LTS)	Administrative Assistant	36
	Quality Assurance	(Vacant)	Coordinator
<u>PROCESSING:</u>			
<u>Acquisitions</u>	Tina Wilson-Romero (LTS)	Acquisitions Supervisor	528-6900
	Merrily Clift (CSG)	Acquisitions Librarian	528-6900
	Susan Cornwall (CSG)	Acquisitions Librarian	40
<u>Processing/Cataloging</u>	Kitty Morgan (CSG)(PT)	Supervisory Librarian	38
	Linda Brilhart (LTS)	Information Specialist (PT)	34
	Margo Klish (CSG) (PT)	Information Specialist	34
	Susan Cornwall (CSG)	Information Specialist	40
	Teresa Vorce (CSG)	Librarian/Cataloguer	34
<u>Indexing/Abstracting</u>	Dennis Ferrara (LTS)	Editor	23
	Clare Imholtz (LTS)	Coordinator/Editor	21
	Clarke Jones (LTS)(PT)	Indexer	23
	Susan Perla (CSG) (PT)	Indexer	23
	Douglas Baker (LTS)	Abstractor	20
	Andrea Yockey (LTS)	Abstractor	22
	Roger Reynolds (LTS)	Abstractor	20
<u>Thesaurus</u>	Clare Imholtz (LTS)	Coordinator	21
<u>PUBLICATIONS</u>	Donald Shockey (LTS)	Coordinator	18
<u>USER SERVICES</u>	Sue Ellen Hersh	Order Fulfillment Supv.	14 or 39
	Linwood Herring (CSG)	Document Clerk	26
	Larry Howard (CSG)	Document Clerk	26
	Henry Summers (CSG)PT	Document Clerk - Evening	26
	Gibson Maxwell (CSG)PT	Document Clerk - Morning	26

EXHIBIT C.9.A (continued)

TRAINING	Carolyn Goshen (LTS)	Coordinator	18
	Barbara Lundberg (LTS)	Consultant	528-6900
<u>SYSTEMS DEVELOPMENT:</u>	Ron Wiles (CDSI)	Coordinator	30
Minisis/HP3000	Lynne Crone (LTS)	Programmer Analyst	32
Operations	Brian Bohall (LTS)	Programmer Analyst	15 or 25
	Ada Hage (CDSI)	Applications Analyst	31
	Nila Zynjuk (CDSI)	Programmer Analyst	32
	Robert Day (CDSI)	Computer Operator	25
Microcomputer			
Operations	Paul Howard (LTS)	Supervisor	528-6900
	Bokary Guindo (LTS)	Information Specialist	15
WANG OIS Operations	Pat Woodberry (LTS)	Systems Admin.	528-6900
<u>MICROFICHE OPERATIONS:</u>	Ken Clarke (CSG)	Supervisor	16
Fiche Operations	Elsie Jones (CSG)	Microfiche Librarian	27
Document Preparation	Emmagean Harris (CSG)	Document Preparation Coord.	35
	Sharon Moore (CSG)	Document Analyst	28
	Ellen Heyden (CSG)	Document Analyst	35
	Hester Brown (CSG)	Document Preparation Clerk	28
	Peg Clukey (CSG)	Microfilm Technician	26
Bureau Operations	Ivy Summers (CSG)	On-Site Coordinator	*
	Alvin Summers (CSG)	Document Analyst	*
	Dennis Estep (CSG)	Document Analyst	*
	Kevin Perry (CSG)	Document Analyst	*

Legend: LTS = Logical Technical Services, Inc.  
 CDSI = Computer Data Systems, Inc.  
 CSG = Capital Systems Group, Inc.  
 PT = Part-Time

\* Check with supervisor; assignment varies. On-site numbers are:

Africa Reg.	-- 647-5174	Asia/N.E.	-- 647-1763
Africa PDS	-- 647-3931	Contracts	-- 235-9110
Lt. Am./C	-- 647-9133	S&T/Energy	-- 235-1272

FB

During FY 1987, refinements in DIHF operational reporting procedures were instituted and improved formats and presentation of statistical information were developed. Exhibit C.9.B provides detailed cumulative FY 1987 statistics in key functional areas.

LOTUS spreadsheet models were used to enable DIHF and CDIE management to quickly determine the project's financial status from a number of perspectives and to provide for more accurate and timely reporting of expenditures and funding levels, invoicing, and financial reporting. Support was also provided to the Academy for Educational Development (AED)/R&RS staff on using Lotus spreadsheets and graphic display features. Formulas and macros were developed to expand and improve on the creation of charts and graphs using the HP plotter to depict both DIHF and CDIE statistical information.

Detailed information on DIHF operational costs are contained in the financial reports that accompany each months progress reports.

#### C.9.1.3 Operational Planning

During the third year of operations, overall management was decentralized. Using the plans set forth in the FY 1987 Forward Plan, primary management emphasis was given to monitoring the work of the operating supervisors to whom day-to-day responsibilities had been delegated. Review sessions to resolve problems, discuss personnel needs, and correct procedural deficiencies were held as required. In addition, emphasis on inter-contractor coordination with other CDIE operations (AED and Price Williams Associates) was stressed and supervisory-level coordination and planning were encouraged to the maximum extent possible. These efforts were designed to ensure open lines of communication and prompt resolution of issues that may have arisen out of the complex interrelationships among the different organizations that support CDIE operations.

#### C.9.1.4 Facility Management

Operating two facilities - the DIHF in Bethesda and the DIHF Annex in Rosslyn - during FY 1987 had a positive effect on a number of contract operations. The Annex facility improved the ability to coordinate acquisitions, microcomputer software development, training, and outreach efforts.

The Annex also provided a means to improve coordination among the AED, R&RS, and PWA staffs by providing a Local Area Network (LAN) between the buildings, which improved communications and the use of available computing resources. Greater efficiencies through expansion of the LAN were achieved.

Work proceeded during FY 1987 to correct the damage done to the DIHF in Bethesda resulting from the water main break in January 1987. As a result, the basement was vacated. Documents were sent to the warehouse, damaged documents destroyed, and the

EXHIBIT C.9.B  
FY 1987 CUMULATIVE STATISTICS - DIHF OPERATIONS

AID/DIHF PROGRESS REPORT FOR AUGUST 1987  
\* Output levels specified by AID's Statement of Work

A. DOCUMENT ACQUISITIONS	*YEAR/MONTH	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
<b>1. AID Document Activities</b>													
a. PD Docs. Sent for Cataloging		158	123	141	114	250	367	269	318	215	214	293	250
b. PN Docs. Sent for Cataloging		223	191	165	94	182	171	226	325	224	204	426	210
c. Miscellaneous Docs. Processed		110	75	57	11	172	12	38	44	56	7	55	158
d. Duplicates		252	98	531	132	424	420	265	358	326	442	873	404
e. Total No. of Docs. Processed		743	487	894	351	1,028	970	798	1,045	821	867	1,647	1,022
<b>2. Non-AID Document Activities</b>													
a. Titles Ordered		15	7	38	70	10	18	4	3	11	38	41	9
b. Ordered FY 1987		15	22	60	130	140	158	162	165	176	214	255	264
c. Titles Received		19	21	12	29	61	16	14	5	16	9	37	29
d. Titles Rcvd FY 1987		19	40	52	81	142	158	172	177	193	202	239	268
e. Rcv'd 1985 - 1987		884	924	976	1,057	1,199	1,357	1,529	1,706	1,899	2,101	2,340	2,608
f. Obligated Current Mo. (Est. Dollars)		3,352	3,175	4,125	4,564	3,374	4,542	3,264	2,973	3,613	4,049	4,613	3,172
g. Obligated FY to Date (Est. Dollars)		3,352	6,527	10,652	15,216	18,590	23,132	26,396	29,369	32,982	37,031	41,644	44,816
h. Spent Current Mo. (In Dollars)		1,351	2,301	4,040	2,968	2,835	2,757	2,014	771	6,715	1,422	3,305	3,868
i. Spent FY to Date (In Dollars)		1,351	3,652	7,692	10,660	13,495	16,252	18,266	19,037	25,752	27,174	30,479	34,347
j. FY87 Funds Not Obligated (Est. Dollars)		73,649	71,348	67,308	64,340	61,505	58,748	56,734	55,963	49,248	47,826	44,521	40,653
<b>B. DOCUMENT CATALOGING</b>													
<b>1. A.I.D. Materials</b>													
a. Total Docs. in Que		21,075	21,075	20,325	19,800	19,800	19,425	19,425	19,650	9,900	6,150	2,175	2,025
b. Total Added to Que		0	0	225	0	0	0	225	0	0	1,425	0	0
c. Total Discarded From Que		0	0	0	0	0	0	0	7,275	75	1,500	150	0
d. Total Processed From Que		0	750	750	0	375	0	0	2,475	3,675	3,900	0	0
e. PD Docs. Processed		316	418	389	409	357	453	435	716	1,126	1,266	392	314
1. Added to DOCUMENT	2,500/208	173	222	138	165	208	239	285	149	292	227	143	298
2. Added to INV		143	196	251	244	149	214	150	567	834	1,039	249	16
3. Added to Unproc. Que		0	0	0	0	0	0	225	0	0	1,425	0	0
f. PN Docs. Processed		244	208	211	138	207	181	325	185	631	571	328	280
1. Added to DOCUMENT	2,500/208	223	175	175	116	161	166	198	107	292	284	325	276
2. Added to INV		21	33	36	22	46	15	127	78	339	287	3	4
3. Added to Unproc. Que		0	0	225	0	0	0	0	0	0	0	0	0
g. Total Docs. Proc. DOCUMENT		396	397	313	281	369	405	483	256	584	511	468	574
h. Total Docs. Proc. INV	4,500/375	164	229	287	266	195	229	277	645	1,173	1,326	252	20
i. Total Docs. Processed		560	626	600	547	564	634	760	901	1,757	1,837	720	594
j. No. of Changes to DOCR		186	0	187	316	150	73	1,120	163	0	561	261	365
k. No. of Dupl. Found		27	300	138	162	262	63	132	376	609	1,219	182	73
l. New Que Total		21,075	20,325	19,800	19,800	19,425	19,425	19,650	9,900	6,150	2,175	2,025	2,025
m. Classified Database		364	224	301	240	229	123	48	NA	NA	NA	NA	NA

BEST AVAILABLE COPY

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<b>2. Non-A.I.D. Materials</b>													
a. OCLC		0	0	0	0	0	0	0	0	0	0	0	
<b>b. CATALOG DB Processing</b>													
1. Orders Cataloged		21	55	14	12	54	45	11	1	2	12	4	28
2. Backlog Processed (Total)		0	0	0	0	0	0	0	0	0	0	0	0
(1) Acceptances		0	0	0	0	0	0	0	0	0	0	0	0
(2) Rejections		0	0	0	0	0	0	0	0	0	0	0	0
3. Gifts Cataloged		38	31	20	30	2	13	36	1	1	43	16	63
4. Retrospective Cataloging		1	1	9	13	1	0	13	0	0	2	0	0
5. Total Cataloged	500/42	60	87	43	55	57	58	60	2	3	57	20	91
6. Total for Contract		60	147	190	245	302	360	420	422	425	482	502	593
c. Call Nos. Added to DOCR		15	9	12	24	4	7	13	6	5	218	295	179
<b>C. ABSTRACTING/INDEXING</b>													
	*YEAR/MONTH	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
-----													
1. Abstracts Added to DOCUMENT		132	119	133	83	93	132	151	136	112	102	104	155
<b>a. DIHF Generated Abstracts</b>													
1. Project Documents		90	90	53	61	45	71	110	32	55	50	51	97
a. New 1984 Des. Docs.	200/17	36	16	9	38	30	41	49	9	19	17	21	32
b. Pre-1984 Des. Docs.	100/8	23	13	3	8	8	4	14	2	3	5	10	12
c. Evaluations		31	61	41	15	7	26	47	21	33	28	20	53
2. Amendments		21	8	9	15	5	17	21	5	4	5	22	22
3. Technical Documents		16	16	55	7	22	35	14	65	36	33	27	18
<b>b. Edited Author-prep. Abs.</b>													
1. Project Documents		3	0	0	0	2	2	4	11	4	11	0	13
a. New 1984 Des. Docs.		0	0	0	0	1	0	0	1	0	0	0	0
b. Pre-1984 Des. Docs.		0	0	0	0	0	0	0	0	0	0	0	0
c. Evaluations		3	0	0	0	1	2	4	10	4	11	0	13
2. Technical Documents		2	5	16	0	19	7	2	23	13	3	4	5
2. Abs. Added Only to PROJECTS		13	13	4	20	0	46	93	11	23	0	5	12
<b>a. DIHF Generated Abs.</b>													
b. Edited Author-prep. Abs.		0	0	0	0	0	22	63	1	0	0	0	2
3. Total No. Abs. Added to DIS		145	132	137	103	93	178	244	147	135	102	109	167
<b>a. DIHF Generated</b>													
b. Edited Author-prep. Abs.	1,500/125	140	127	121	103	72	147	175	112	118	88	105	147
<b>b. Edited Author-prep. Abs.</b>													
4. Documents Indexed Only	300/25	5	5	16	0	21	31	69	35	17	14	4	20
<b>4,300/358</b>													
a. Project Documents		240	86	215	176	203	197	119	386	246	352	250	538
b. Technical Documents		120	12	117	94	77	109	76	201	130	229	56	274
5. Documents Reindexed	500/42	120	74	98	82	126	88	43	185	116	123	194	264
6. Proposed Thea. Changes	300/25	2	2	3	3	2	5	5	2	22	0	2	2
<b>D. Data Base Statistics (Cumulative to Date)</b>													
	*YEAR/MONTH	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
-----													
1. DOCUMENT		47,045	47,446	47,769	48,068	48,447	48,901	49,487	49,756	50,377	50,902	51,383	51,980
2. INVENTORY		13,524	13,754	14,045	14,311	14,508	14,737	15,017	15,667	16,842	18,211	18,464	18,484
3. SERIALS		1,119	1,125	1,133	1,133	1,137	1,143	1,143	1,143	1,143	1,143	1,144	11,146
4. PROJRD		7,516	7,528	7,542	7,561	7,579	7,616	7,634	7,940	7,955	7,959	7,976	7,995
5. CATALOG		1,767	1,798	1,861	1,971	1,998	2,025	2,075	2,102	2,144	2,219	2,319	2,337
6. INSTIT. AUTHORITY		4,925	4,967	5,008	5,031	5,070	5,096	5,136	5,161	5,217	5,268	5,332	5,421

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EXHIBIT C.9.B (continued)

E. MAILING LIST MAINTENANCE		*YEAR/MONTH	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
1. ARDA Address Transactions														
a. Additions	300/Combined		0	0	2	8	0	0	1	0	2	1	0	17
b. Modifications	300/Combined		7	0	5	28	4	4	3	1	2	7	10	299
c. Deletions			26	242	7	0	4	6,322	3	0	4	2	4	84
2. Total No. ARDA Recipients			7,349	7,107	7,102	7,110	7,106	784	782	782	780	779	775	7,545
3. Requests for ARDA Labels														
a. Number of Requests			0	0	8	0	0	0	0	8	0	1	0	0
b. Total No. of Labels														
ARDA Distribution	7,500 Per Is.		0	0	8,359	0	0	0	0	12,929	0	500	0	0
4. Reqs. for (Non-ARDA) Subsets														
a. Number of Requests			0	0	0	0	0	0	0	0	0	0	0	0
b. Total No. of Labels			0	0	0	0	0	0	0	0	0	0	0	0
5. Reqs. for POP/Off Labels (J)														
a. Number of Requests			0	1	0	0	1	0	2	0	0	0	0	1
b. Total No. of Labels			0	65	0	0	65	0	63	0	0	0	0	68
F. PUBLICATIONS		*YEAR/MONTH	VOL. 13:1		VOL. 13:2		VOL. 13:3/4		VOL. 14:1					
1. ARDA														
a. No. of Docs. Abs.	600/150 Is.		150		100		200				100			
b. Essay review/approval			N/A											
c. Date to Printer			8/29/86				04/10/87							
d. Date From Printer			9/17/86		11/17/86		04/27/87							
e. Date Mailed			9/31/86		12/1/86		5/28/87							
f. No. of Printed Copies	7,500 Per Is.		7,513		7,500		7,576							
2. Special Bibliographies			OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
a. No. of Bibl. Issued	6/		1	0	0	0	0	0	0	0	0	0	0	0
b. No. of Copies/Issue	1,000 Per Is.		3,500	0	0	0	0	0	0	0	0	0	0	0
3. Acquisitions Lists														
a. No. of Acq. Lists Distr.	12/		1	2	1	1	1	2	2	2	1	1	1	2
b. No. of Copies/Issue	3,000 Per Is.		260	531	260	260	260	531	543	543	300	300	300	550
G. FILMING REPORT		*YEAR/MONTH	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
1. No. Docs. Prepared for Filming														
a. PD Docs. Sent to Filming			253	265	303	321	330	440	319	270	336	423	200	735
b. PN Docs. Sent to Filming			95	131	163	155	193	218	158	135	147	157	83	572
c. Total Frames Prepped			158	134	140	166	137	222	161	135	189	266	117	163
2. Total Docs. Filmed:		5,000/415	21,422	22,004	21,302	18,026	24,724	34,529	23,865	19,167	26,462	30,240	31,647	30,129
a. PD's:			261	235	344	239	231	381	374	419	385	355	373	419
(1) Documents			129	83	176	114	104	207	216	215	170	157	131	149
(2) Total No. of Fiche			168	112	230	143	138	253	268	265	208	197	171	180
(3) Total No. of Frames			9,188	6,356	11,265	6,416	6,403	10,663	12,994	12,079	9,727	9,727	9,025	8,375
b. PN's:														
(1) Documents			132	152	168	125	127	174	158	204	215	198	242	270
(2) Total No. of Fiche			198	249	233	150	185	284	250	300	297	305	326	418
(3) Total No. of Frames			10,598	16,153	12,704	6,594	10,877	18,035	15,575	18,064	15,646	17,881	17,315	25,622

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<b>3. Dupl. Fiche Production:</b>													
a. No. of Masters		366	361	463	293	323	537	518	565	505	502	497	598
b. Total PD Fiche Dupl.		504	336	690	429	414	759	804	795	624	591	513	540
c. Total PN Fiche Dupl.		1,980	2,490	2,330	1,500	1,850	2,840	2,500	3,000	2,970	3,050	3,260	4,180
d. Total (PD&PN) Fiche Dupl. Monthly		2,484	2,826	3,020	1,929	2,264	3,599	3,304	3,795	3,594	3,641	3,773	4,720
<b>4. Fiche Distribution</b>													
a. Total (PN&PD) Filmed Since October 1984		97,535	100,361	103,381	105,310	107,574	111,173	114,477	118,272	121,866	125,507	129,280	134,000
b. Fiche Set Distribution	22/22	13	13	13	13	13	13	13	13	13	13	13	13

**PD - DATE Distributed**

a. No. of Documents		129	83	176	114	104	207	216	215	170	157	131	149
b. No. of Fiche		168	112	230	143	138	253	268	265	208	197	171	180
c. No. of Fiche Distr. (3 Sets)		504	336	690	429	414	759	804	795	624	591	513	540
d. No. of Fiche FY 1987		504	840	1,530	1,959	2,373	3,132	3,936	4,731	5,355	5,946	6,459	6,999

**Distribution**

AID (SA-18/105)	10/31	11/30	12/31	1/31	2/28	3/31	4/30	5/29	6/30	7/31	8/31	9/30
AID (NS/3659)	10/31	11/30	12/31	1/31	2/28	3/31	4/30	5/29	6/30	7/31	8/31	9/30
DIHF	10/31	11/30	12/31	1/31	2/28	3/31	4/30	5/29	6/30	7/31	8/31	9/30
World Bank												

**PN - Date Distributed**

a. No. of Documents		132	152	168	125	127	174	158	204	215	198	242	270
b. No. of Fiche		198	249	233	150	185	284	250	300	297	305	326	418
c. No. of Fiche Distr. (10 Sets)		1,980	2,490	2,330	1,500	1,850	2,840	2,500	3,000	2,970	3,050	3,260	4,180
d. No. of Fiche FY 1987		1,980	4,470	6,800	8,300	10,150	12,990	15,490	18,490	21,460	24,510	27,770	31,950

**Distribution**

AID (SA-18/105)	10/31	11/30	12/31	1/31	2/28	3/31	4/30	5/29	6/30	7/31	8/31	9/30
AID (SA-18/209)	10/31	11/30	12/31	1/31	2/28	3/31	4/30	5/29	6/30	7/31	8/31	9/30
Costa Rica	10/31	11/30	12/31	1/31	2/28	3/31	4/30	5/29	6/30	7/31	8/31	9/30
Jakarta	10/31	11/30	12/31	1/31	2/28	3/31	4/30	5/29	6/30	7/31	8/31	9/30
Cairo	10/31	11/30	12/31	1/31	2/28	3/31	4/30	5/29	6/30	7/31	8/31	9/30
Zaire	10/31	11/30	12/31	1/31	2/28	3/31	4/30	5/29	6/30	7/31	8/31	9/30
World Bank	10/31	11/30	12/31	1/31	2/28	3/31	4/30	5/29	6/30	7/31	8/31	9/30
Peace Corps.	10/31	11/30	12/31	1/31	2/28	3/31	4/30	5/29	6/30	7/31	8/31	9/30
DIHF	10/31	11/30	12/31	1/31	2/28	3/31	4/30	5/29	6/30	7/31	8/31	9/30
IDRC	10/31	11/30	12/31	1/31	2/28	3/31	4/30	5/29	6/30	7/31	8/31	9/30

**5. DataBase Tape Exchanges**

	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
Cairo	0	0	0	0	0	0	0	0	0	0	0	0
IDRC	0	1	0	0	0	0	0	0	0	0	0	0



I. PRODUCTION THROUGHPUT (AVERAGE TIME PER DOC.)

1. A.I.D. Document Cataloging (Days)	11	13	23	15	11	8	10	11	10	11	13	15
2. Core Filming (Days)	11	10	7	12	15	20	22	15	7	8	9	27
3. Abstracting/Indexing/Editing (Days)	125	126	60	89	100	89	89	55	61	54	78	47
4. Indexing of Index-Only Docs. (Days)	19	10	23	25	18	27	26	35	33	45	33	40
5. User Services	(See Section J.)											

J. ADP SYSTEM USAGE

*YEAR/MONTH	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
1. No. Minis Users	98	70	73	66	74	84	84	68	65		45	92
2. No. of Dial Up Ports	18/18	12	12	12	12	12	12	12	12	12	12	12
3. CPU Usage (All Groups)												
a. No. of Sessions	4,360	3,514	3,581	3,446	3,294	3,843	3,846	3,156	3,509	3,938	4,470	5,480
b. Total CPU Hours	305	430	328	256	351	421	391	322	350	341	302	386
c. Total Logon Hours	5,638	5,310	4,766	4,602	4,583	5,003	6,022	5,001	5,441	5,581	6,168	7,537
4. CPU Usage (A.I.D. Users)												860
a. No. of Sessions	578	542	543	558	558	681	701	521	513	581	681	40
b. Total CPU Hours	30	30	25	37	53	38	38	31	26	26	25	1725
c. Total Logon Hours	10,000/833 Hrs	1033	1020	931	922	1,017	1,142	937	920	877	923	
5. Printer Usage												
a. No. of Print Sessions	NA	2,602	1,319	3,446	2,114	2,611	2,882	1,942	2,590	2,739	3,060	3,761
b. Lines Printed HP Printer	NA	1.0mil	718,625	1.3mil	1.1mil	1.2mil	1.4mil	1.3mil	1.4mil	1.4mil	1.0mil	1.3mil
c. Total Sectors Used	NA	469,956	293,664	486,164	400,844	499,624	561,048	481,668	503,036	462,068	408,516	511,420
6. Total Used Disk Space	1000MB	NA	779MB	NA	742MB	685MB	699MB	666MB	694MB	740MB	699MB	671MB

archival microfiche relocated to offsite storage. By year's end, most of the major renovations had been completed with only minor interior work remaining. Efforts to make more efficient use of DIHF space through subleasing the basement did not come about.

#### C.9.1.5 Personnel Resources

Exhibit C.9.C presents, in tabular form, the total number of hours spent by project personnel in carrying out the many functions throughout the fiscal year. The report also compares overall levels of effort with previous years totals.

It should be noted that program activities were accomplished with twenty-two percent fewer hours (64,985 in FY86 vs 50,528 in FY87). This decrease was reflected across all program areas. In the "OE" side of operations, LTS expended sixteen percent more labor hours in 1987 (26,067 in FY87 vs 22,388 in FY86). For the total contract the overall reduction in labor hours was 10,778 hours or a 12.3 percent decrease.

In spite of these reductions in personnel hours, DIHF operations were not affected and in some instances, such as User Services, production units per employee hour increased considerably. In other areas, such as abstracting, the level of effort and production levels dropped equally (six percent) from FY86 to FY87.

In sum, efficiencies in productivity continue to be realized as new and improved procedures are instituted and the total staff commitment to improving overall performance continues to yield major dividends....enabling us to "do more with less".

#### C.9.2 FY 1988 Plans

##### C.9.2.1 Reporting

LTS will continue to refine the format and presentation of DIHF monthly statistical reports. Regular Quality Assurance and Service Evaluation Reports will be issued with the reappointment of a Quality Assurance Coordinator. Reports will be prepared, as needed, to provide CDIE with information required. An annual report will be prepared covering activities in FY 1988.

##### C.9.2.2 Budget Controls

Recognizing the ever-growing need for tighter budget controls, LTS will continue to provide frequent cost analyses and projections regarding contract finances. In light of projected funding reductions, it is not anticipated that the DIHF will be able to absorb as many unspecified activities in FY 1988 as it has in the past. Attention will concentrate on maintaining existing levels of performance and eliminating activities found to be less than entirely essential to CDIE plans. Attention will also be given to introducing new procedures designed to be more productive and responsive.

**EXHIBIT C.9.C  
PERSONNEL HOURS BY ACTIVITY**

Functional Breakout of Staff Hours by Month/yr (September 1987)

Company/Employee	PHASE I:		PHASE II							PHASE III				Total						
	Qual/Ass	Asst/Adv	Act's	Pres/Ext	Byr	Rev	A/I	Resour	Micro	User	Publ	FBI	AID		PEST	Facility	Science	Outreach	Training	
<b>LTS</b>																				
Baker, B.							168												168	
Biers		67																	67	
Bloomberg		18																	18	
Booth		67														9	17	32	105	
Bohail						134													134	
Brillhart																			134	
Crone																		21	189	
Ferrara								57.5					9.5						69	
Garhan																	66	66	132	
Guindoo, L.							168												168	
Howard																		160	160	
Jaholitz							140	12					4						156	
Jones							84												84	
Kalner																			0	
Phillips										165									165	
Raymond, R.							119											35	154	
Shockey											112	24							136	
Vestas		32	32																64	
Wilson			67.5	67.5													13		132	
Woodberry		150																	150	
Wolcott							150												150	
<b>Total LTS</b>	<b>0</b>	<b>314</b>	<b>101.5</b>	<b>203.5</b>	<b>392</b>	<b>720.5</b>	<b>12</b>	<b>0</b>	<b>165</b>	<b>0</b>	<b>112</b>	<b>37.5</b>	<b>0</b>	<b>9</b>	<b>30</b>	<b>279</b>	<b>101</b>	<b>2477</b>		
<b>CBSI</b>																				
Brenble																			0	
Brewster										17.5									17.5	
Bry										2									2	
By, R.						44													44	
Fowler																			0	
Hope						84													84	
Waldman		8																	8	
Ward										2									2	
Wan										12									12	
Wiles		84																	84	
Zynak						20													20	
<b>Total CBSI</b>	<b>0</b>	<b>92</b>	<b>0</b>	<b>0</b>	<b>148</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>33.5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>273.5</b>	
<b>CBS</b>																				
Brown, S.																			0	
Clerke		24																	24	
Cliff						163													163	
Cisley										65									65	
Connell						110													110	
Harris										166									166	
Herring										168									168	
Hurst, E.										120									120	
Myrdal																			0	
Howard, L.										164	4								168	
Jones										47									47	
Kish, H.						162													162	
Reynolds, G.										36									36	
Roore										11									11	
Wagon						123							3						126	
Ferry, L.																			104	
Summers, H.										88									88	
Summers, I.																			0	
Verco, T.						168													168	
<b>Total CBS</b>	<b>0</b>	<b>24</b>	<b>0</b>	<b>726</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>249</b>	<b>374</b>	<b>4</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>304</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1684</b>	
<b>Monthly Cumulative</b>																				
October 86	0	465	128	938	362	722	90	354	491.5	0	139	27.5	0	0	0	0	0	280.5	243.5	623
November 86	0	410	144	828	340.5	678.5	24	233	516.5	0	0	0	0	0	0	0	0	300.5	56	379
December 86	0	461.5	144.5	879	223	696	30	322.5	445.8	144	132	21	0	0	0	0	0	414	64	3847.3
January 87	0	463	306	696	334	711.5	7	212.5	335	0	129	22	0	0	0	0	0	433	68	3757
February 87	0	483	148	891.5	266	742	8	193.5	396.2	4	102	5	0	0	0	0	0	397.5	162.5	2879.2
March 87	0	481.5	87	981.5	316	739.5	10	213.5	580.8	0	133	3	0	0	0	0	0	314	76	4145.8
April 87	0	538.5	241	732	388.5	776.5	12	220	680.4	1	163	68.5	0	0	0	0	0	318	73	4152.4
May 87	0	444	230	763	407	526.5	11	294.5	623.3	4	135	102.5	0	172	0	0	0	238	72	4042.8
June 87	0	514	162	1147.5	380	782.5	20	214	858	0	166	68	0	180	0	0	0	282	74	4758
July 87	0	464	82.5	1384.5	436	751.5	7	261.5	919.35	0	160	113	0	297.5	0	0	0	174	79	5123.05
August 87	0	432	389	671	537	668	9	259	871.5	0	136	64.5	0	25	0	0	0	278	64	4344
September 87	0	430	181.5	921.5	340	720.5	12	249	774.5	4	112	60.5	0	9	134	279	101	279	101	4434.5
<b>TOTAL FY-85</b>	<b>1344</b>	<b>8107.75</b>	<b>2027.5</b>	<b>9853.5</b>	<b>8916.5</b>	<b>8418.5</b>	<b>1527</b>	<b>3481.5</b>	<b>7603.2</b>	<b>363</b>	<b>302</b>	<b>626.75</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2888</b>	<b>1086</b>	<b>5778.2</b>		
<b>TOTAL FY-86</b>	<b>798</b>	<b>8408.5</b>	<b>3708.5</b>	<b>10639.5</b>	<b>7795.7</b>	<b>9040.5</b>	<b>1624.25</b>	<b>8731</b>	<b>9273.7</b>	<b>129</b>	<b>839</b>	<b>1089</b>	<b>128</b>	<b>0</b>	<b>0</b>	<b>4880.5</b>	<b>1251</b>	<b>6495.15</b>		
<b>TOTAL FY-87</b>	<b>0</b>	<b>3238.5</b>	<b>2163.5</b>	<b>10881.5</b>	<b>4650</b>	<b>8475</b>	<b>260</b>	<b>2857</b>	<b>7833.65</b>	<b>165</b>	<b>1607</b>	<b>817.5</b>	<b>0</b>	<b>613.5</b>	<b>134</b>	<b>3788.5</b>	<b>1104</b>	<b>30528.05</b>		
<b>CONTRACT CDR TO DATE</b>	<b>2142</b>	<b>22074.75</b>	<b>8099.5</b>	<b>31374.5</b>	<b>22562.2</b>	<b>28734</b>	<b>3411.25</b>	<b>13249.5</b>	<b>24731.95</b>	<b>657</b>	<b>2748</b>	<b>2233.25</b>	<b>128</b>	<b>613.5</b>	<b>134</b>	<b>10897</b>	<b>3261</b>	<b>173298.4</b>		

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EXHIBIT C.9.C (continued)

100-100-100-100

Functional Breakout of Staff Hours by Month/Yr (September 1967)

Company/Employee	AFR (B)	A/NE	CTRCT (D)	AFRES (E)	LAC (G)	S&T (H)	FFP/Hsg (I)	Loans	Other	Total
<b>LTS</b>										
Siens	4	22	13		0.5	16		0.5		56
Bloomberg	1	4	2		0.5	3		0.5		11
Booth			15			32				47
Crone										0
Goshen	4				8	16				28
Milner	25	25.5	25	23	22	23		21		164.5
Phillips										0
Vadas										0
Total LTS	34	51.5	55	23	31	90	0	22	0	306.5
<b>CDSI</b>										
Day, R.	20	24	24	12	12	12		12		
Hage	20	10	16	6	10	10		12		64
Wiles	8	10	12	14	14	14		12		64
Zynjuk	14	21	28	28	21	14		14		140
Total CDSI	62	65	80	60	57	50	0	50	0	424
<b>CSG</b>										
Brown		56	32			64				152
Clarke	14	56	33			41				144
Clukey		41	67			15				123
Estep	96	72								168
Harris		8	9			5				22
Held										0
Herring										0
Heyden		64	56			48				168
Howard, L.										
Jones	10	36	33		5	20		9		113
Klish										0
Moore		45	29			51				125
Payne										0
Perry			64							64
Summers, A.		168								168
Summers, I.		4				164				168
Summers, H.										0
Malsh										0
Total CSG	120	350	323	0	5	408	0	9	0	1415
<b>Monthly Cumulative</b>										
October 86	412	423.5	317	118	185	2	0	942.5	0	2420
November 86	81	619.6	81	71	227	0	0	686.5	0	1768.1
December 86	390.5	572	206	86	545.5	0	0	345.5	0	2145.5
January 87	352	218.5	420.5	74	183.5	0	0	746	0	1994.5
February 87	149.5	144.5	447	107	110.5	0	0	1032	0	1992.5
March 87	458.5	223.5	305	178	120	0	0	1306	0	2591
April 87	413.5	658.5	84	109	352.5	0	0	850.5	0	2468
May 87	345	959	324	101	202	0	0	580.5	0	2131.5
June 87	667	309.5	642.5	89	316.5	93	0	80	0	2197.5
July 87	547.5	307	130.5	62	481	486.5	0	86	0	2102.5
August 87	517	301	512	79	187	412	0	103	0	2111
September 87	216	666.5	458	83	93	548	0	81	0	2145.5
TOTAL FY-85	3808	9309.25	2930.5	2075	14	0	0	0	0	18136.75
TOTAL FY-86	4428.5	6100	5125.5	1734	4296	0	0	208.5	49%	22388.5
TOTAL FY-87	4569.5	5005.1	3927.5	1157	3003.5	1543.5	0	6861.5	0	26067.6
<b>CONTRACT CLM TO DATE</b>										
	12806	20414.35	11983.5	4966	7313.5	1543.5	0	7070	49%	66592.85

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