

PD-ABP-750

**FY 1989 Final Report
for the
A.I.D. Document and Information
Handling Facility**

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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 A.I.D./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 A.I.D./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 A.I.D./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; and
- 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 fifth year of contract management responsibility (FY1989).

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, and official A.I.D. project records included in the APDMS.
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 OPERATIONAL 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 present contract to link DIHF operations to the overall goals and objectives of PPC/CDIE. This has involved developing improved coordination among the DIHF, other CDIE contractors, A.I.D./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. Acquisition/Processing Issues - The transfer of A.I.D. project funding and implementation responsibilities to A.I.D. missions, the increased 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. In addition, source document quality, especially from the APDMS, continues to require special attention because of document duplication, incomplete documents, errors, and marginally useful documentation. A.I.D. geographical bureau documents are a subsidiary source of project design documentation. The lack of quality control of these documents at the Bureau level has resulted in a substantial waste of processing time.

3. A.I.D. Standardization - 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.

Within this context, the DIHF was operated for the fifth year under LTS leadership. Details of the progress made in each of the functional areas are presented in the following sections.

C. PROGRESS, BY FUNCTION

C.1 SYSTEMS DEVELOPMENT, OPERATIONS AND MAINTENANCE

The Systems Development Group (SDG) has been responsible for the development, maintenance, and continued operation of the DIHF micro and minicomputer facilities and their supporting computer files and software. In order to insure that users have been provided adequate automation services, SDG monitored micro and minicomputer equipment, developed new and enhanced software improvements, provided ongoing assistance to the various user communities, and maintained liaisons with computer vendors.

In the course of monitoring micro and minicomputer equipment use, SDG resolved hardware problems and identified operational constraints, implemented computer security and software standards, recommended equipment improvement strategies, initiated and reviewed equipment acquisitions, and reviewed applicability of new equipment offerings.

When required, either under the terms of the contract or by necessity, SDG developed or provided new and enhanced software improvements including, but not limited to, MINISIS version G, MicroDIS version 2.2 and enhancements, MenuDIS software versions and enhancements, MINISIS Report Processor modifications, and upload/download and data exchange processes.

While taking the lead in providing ongoing assistance to Research and Reference and other on-site and off-site user communities, SDG functioned as a central "troubleshooting" service, documented technical procedures and resources, reviewed applicability of automated resources, identified and recommended improved automated processes, and obtained consensus on automation plans.

An important function of SDG has been the maintenance of liaisons with various computer vendors. This has enabled SDG to review vendor hardware and software developments, investigate applicability of new software products, schedule repair and maintenance of equipment, install new and upgraded computer software, and support training of users on new software features.

C.1.1 FY1989 Accomplishment:

This was the 8th year of DIHF/SDG's support to the A.I.D./CDIE community. SDG performed many functions characteristic of a mature operation. Included among the accomplishments of SDG during the past year are such items as reducing software and hardware maintenance costs,

installing the most current release of MINISIS, providing a new release of MicroDIS and beginning the complete upgrade of the Hewlett-Packard computer system upon which the A.I.D. institutional memory resides and is accessed.

The following subsections present those SDG activities during FY1989 which correspond directly to the FY1989 Goals and Objectives as stated in the FY1988 Annual Report.

C.1.1.1 System Maintenance and Upgrades

SDG maintains over 50 MINISIS databases and related files, reports and stream jobs. Approximately 100 COBOL programs are subject to routine maintenance to ensure the proper operation of the system. In addition, SDG has the responsibility for the development of MicroDIS and the maintenance of over 20 microcomputers in four different locations.

During FY1989 SDG oversaw many changes in the minicomputer (HP-3000) environment. MINISIS was upgraded to version G which necessitated the modification of many COBOL programs in order to take advantage of the use of HP high-level intrinsics.

On the hardware side, modems were purchased which will permit faster access (2400/4800 baud) to the system by researchers. The system tape drive was upgraded thereby reducing both the amount of time required to perform a system backup and the number of tapes required by 67%. In addition, this new tape provides SDG with 6250bpi storage capacity.

Ordered, but not yet delivered, are four Eagle disk drives, each with a capacity of 571MB, to replace SDG's aging and increasingly more troublesome bank of five 120MB and one 404MB disk drives. When installed these disk drives will increase the on-line storage capacity of the DIHF from 1.04GB to 2.28GB. This upgrade not only provides the DIHF with greater storage capacity and faster access, but it also pays for itself in reduced maintenance costs.

Also ordered is a systems laser printer to replace the existing line printer. This printer will produce higher quality output in a more compact format thereby providing CDIE clients and customers with a more professional looking product.

In addition, equipment and software has been ordered to install a Novell microcomputer-based local area network (LAN) both in Rosslyn and at the DIHF. The LAN in Rosslyn will replace the existing Tiara LAN and provide increased capacity, faster access and more services to the users located both in SA-18 and in the DIHF Annex. The LAN in the DIHF will be used primarily to remove HP-WORD from the minicomputer system thereby releasing valuable system resources for other uses. These two LAN's will be bridged to each other and, eventually, a gateway will be added to the DIHF LAN to provide direct access to the HP-3000 and MINISIS.

All of the above upgrades have been carefully planned to provide CDIE with better service and more options. The peripheral upgrades were justifiable in and of themselves; however, they all would be necessary should CDIE elect to upgrade the HP-3000 CPU to a more powerful unit. These system improvements provide CDIE with enhanced capabilities now and position CDIE to take full advantage of any future CPU upgrade.

As with any mature installation there were many small tasks performed throughout the year. These tasks included such mundane, yet necessary, items as:

1. weekly backup of the computer system;
2. creating/updating print formats on request;
3. downloading data for MicroDIS installations;

4. constant monitoring of computer resources;
5. scheduling maintenance;
6. updating/modifying databases on request;
7. providing training services;
8. responding to user calls for assistance.

C.1.1.2 Database Administration

During the second quarter of FY1989 MINISIS version G was received and installed on the HP-3000. The conversion was effected virtually without incident and MINISIS has been operational since. From before the conversion and continuing throughout the year, SDG staff has been updating existing COBOL programs to take advantage of the more efficient high-level intrinsics available with version G.

During FY1989, SDG participated in meetings of the local MINISIS user group (DC-MUG) and sent representatives to the MINISIS international conference held in Ottawa, Canada.

In addition, SDG constantly reviewed database resources to determine their relevance to day-to-day operation and with an eye to improving access and performance.

C.1.1.3 Technology Assessments

The technology with which SDG deals and which is used in support of the DIHF and DIHF operations consists of a constantly changing universe of options. SDG staff has taken pains to keep itself current and familiar with these many developments.

Of particular promise for CDIE is the potential use of CD-ROM for the distribution of large volumes of information derived from the DIS and related systems. To this end, the DIHF has acquired the necessary hardware tools (a high speed PC -- 25MHz -- with a large capacity disk drive -- 103MB -- and a CD-Publisher with 1.2GB of disk storage) to permit SDG staff to design a CD-ROM, format its contents, and create a pre-master tape.

C.1.1.4 Mailing List Software Maintenance

The various databases (RECIPRD and REQUESTR) which support the mailing list function were updated and enhanced throughout FY1989 upon request of the users.

C.1.1.5 Distribution of COM Indexes

COM indexes were prepared for distribution to subscribing missions and organizations. The production schedule for the COM indexes was changed from quarterly to semi-annually.

C.1.1.6 Acquisitions/Project Data Integration

The DIHF databases were updated with information derived from A.I.D.'s project and budget databases. This process has become a very time-consuming and difficult task. This is largely due to the relatively infrequent updates made to the DIHF databases and the seemingly frequent changes made to the structure of the A.I.D. databases. These factors combine to create a process which is never the same twice and which requires constant modification.

C.1.1.7 MenuDIS System Support

No changes were made to the software during FY1989. Access to the SERIALS database was added.

C.1.1.8 MicroDIS System Support

According to the FY1989 Goals as stated in the FY1988 Annual Report, SDG was to release version 2.2 of MicroDIS and provide installation copies to 6 A.I.D. missions, offices or contractors and to an additional 12 host country institutions. Further, SDG was to develop and distribute a MicroDIS Evaluation Form to all users of the software in an effort to solicit feedback to be used to guide future development of the software.

During FY1989 SDG provided 27 copies of MicroDIS to A.I.D. missions, offices or contractors and 44 copies to either host country institutions or developed country counterpart agencies. An additional 39 copies of the MicroDIS demonstration software was distributed to a variety of organizations spanning all the above classes of users. A MicroDIS Evaluation Form was developed and distributed to all known users of the software. Approximately 10 of these forms have been returned and are being studied. The results of this survey will be used to help guide the future development of MicroDIS.

Exhibit A

MicroDIS Installations during FY1989 for
USAID's, A.I.D. Offices, and A.I.D. Contractors

USAID's

1. USAID/Antananarivo, Development Info. Center - March 1989
2. USAID/Harare, Development Information Center - April 1989
3. USAID/Harare, download from DIS - April 1989
4. USAID/Kathmandu, Development Info. Center - November 1988
5. USAID/Kathmandu, Projects Coordinator's Office - July 1989
6. USAID/Kigali, Development Information Center - July 1989
7. USAID/Kigali, download from DIS - June 1989
8. USAID/Mbabane, Regional Economist - November 1988
9. USAID/Mogadishu, Development Info. Center - August 1989
10. USAID/Monrovia, Library Information Center - March 1989
11. USAID/Port-au-Prince, Development Info. Center - May 1989
12. USAID/Sanaa, Development Information Center - May 1989
13. USAID/San Jose, Development Info. Center - February 1989
14. USAID/Tegucigalpa, Development Info. Center - August 1989

A.I.D. Offices

15. AID/AFR/MDI - March 1989
16. AID/S&T/Energy - June 1989

A.I.D. Contractors

17. Chemonics Ag. Plan. & Policy: Washington, DC - January 1989
18. Chemonics Local Development II: Cairo, Egypt - December 1988
19. Clearinghouse on Devl. Comm.: Arlington, VA - January 1989
20. Dr. Buck (for S&T/Health)- April 1989
21. Eff. in Educ. Clearinghouse: Tallahassee, FL - November 1988
22. Lincoln Library: Quito, Ecuador - November 1988
23. Meta Systems, Inc.: Cambridge, MA - November 1988
24. Pragma Corporation: Falls Church, VA - March 1989
25. School of Public Health: Kinshasa, Zaire - February 1989
26. WASH Project: Arlington, VA - May 1989
27. MAP International: Quito, Ecuador - November 1988

C.1.1.9 Online Ordering System Support

As per the FY1989 Goals stated in the FY1989 Annual Report, no activity took place for this task.

C.1.1.10 Programmatic Services

No activity took place for this task.

C.1.1.11 A.I.D./DIHF Profiles

As per the FY1989 Goals stated in the FY1988 Annual Report, no activity took place for this task.

C.1.1.12 MINISIS Network Cooperative

SDG supported the networking of the A.I.D. information for exchanging data with other organizations. In addition to the distributions of documents indexes (via microfiche) and small, targeted collections sent to USAID's (via MicroDIS), tapes of A.I.D. data were also sent to the IDRC, the DAC committee, to PAHO for inclusion on their CD-ROM and to others. Dial-up access agreements remained in effect between A.I.D. and IDRC and the World Bank.

C.1.1.13 Task Analysis - Database Integrations

No activity took place for this task.

C.1.1.14 HP/IBM/WANG Communications Link

While no specific activity has taken place for this task, SDG has remained constant in its resolve to effect such a link. Several options have been explored and an X.25 link has been identified as having the greatest potential of providing the necessary communications.

C.1.1.15 Identify PC Software Enhancements

Throughout FY1989 SDG staff devoted considerable time in an effort to keep abreast of developments and new products in the ever changing world of PC software. When it was determined that DIHF operations would benefit, existing packages were upgraded or new packages acquired. For example, PC-based wordpublishing was significantly enhanced with the acquisition of WordStar 5.5 and desk top publishing (DTP) capabilities were improved with the acquisition of PageMaker software.

C.1.1.16 Automated Library System

No activity took place for this task.

C.1.1.17 OCLC Conversion

No activity took place for this task.

C.1.1.18 Update MISSIONRD Data Base

No activity took place for this task; however, with SDG's newly acquired capabilities with respect to CD-ROM, this task will assume an enhanced level of importance.

C.2 ACQUISITIONS

C.2.1 Acquisitions: A.I.D. Documents

From FY1985 through FY1989, Acquisitions was responsible for acquiring all A.I.D.-funded project and technical documentation worldwide for entry into the Agency's Development Information System (DIS). Emphasis was placed on the currency and comprehensiveness of the "Document" and "Project" data bases and on finding documentation to support the required abstracting and publishing activities of the Document and Information Handling Facility (DIHF). Because there is no single document collection point and because there are several document-producing channels, Acquisitions has developed multiple strategies for identifying and obtaining A.I.D. documents over the last five years. Exhibit B indicates the geographic distribution of documents acquired by Bureau for the past 4 years.

The major document sources for acquisitions include:

- * A.I.D./Washington Offices (A.I.D./W)
- * Contractors and Grantees
- * SER/MO APDMS files
- * USAIDs
- * Locally-funded Contractors (USAID contracted)

The accomplishments of FY1989 are discussed first, followed by the major achievements and changes which were made over the previous four fiscal years.

C.2.1.1 FY1989 Accomplishments

* A major briefing was held for PPC/CDIE/DI by Acquisitions to inform the staff of the patterns and trends of A.I.D. documentation, and of the functions and procedures of Acquisitions. Matrices and graphs were prepared to show predictable kinds of Design Documents for particular types of programs, projects, and activities; and briefing packets were distributed promoting the DIS and Acquisitions' support role. Several briefings were held for the regional and central bureaus and visiting USAID DIC personnel.

* The Briefing Packet was revised and upgraded to a portfolio to include the revised Handbook 14 wording and its implementing "Report Processing Form." (q.v. below) and was disseminated to A.I.D. Offices and Contractors.

* The Financial Management data base, PRJSRD, proved to be a valuable source of Design Documentation, particularly retrospectively for Food and Voluntary Assistance (FVA) Grants and Cooperative Agreements. This data base is now consulted regularly when other data bases do not provide requisite documents and for verification of Contractors, Project Numbers, and Contract Numbers. It has become another systematic step in the procedural, retrospective searches for elusive Design Documents.

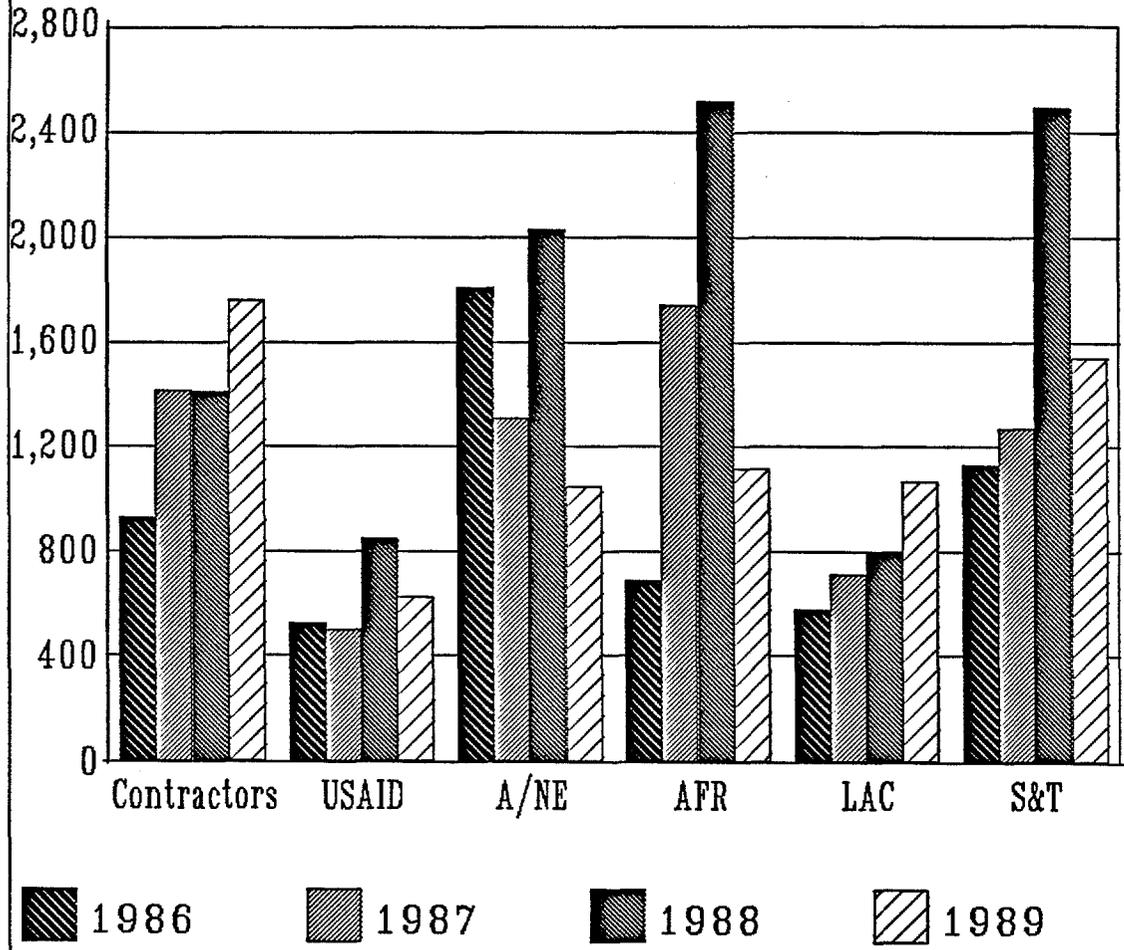
The mass mailing to Contractors was postponed because COORS is to be superseded by CIMS. We are waiting for this data base to become accessible for a download into the dBASE III Contractor data base.

* In lieu of the mass mailing, time was well spent in contacting contractors for specific missing documentation and combining that with a request for full bibliographies and then insuring receipt of all A.I.D.-funded documents produced by these Contractors. Large batches of documents were acquired in the last quarter by this method.

Exhibit B

ACQUISITIONS: DOCUMENT SOURCES

1986-1989



The Mission mailing is scheduled for the Spring of 1990, having been delayed because of the Administrator's initiative in contacting all Bureau Assistant Administrators in A.I.D./W for a status report on all active projects without Design Documents. All documentation available from A.I.D./W is accessed before Acquisitions approaches the USAIDs.

* In the interim, the new PPC/CDIE/DI Mission Liaison Officer represented Acquisitions on her TDY's to a number of USAIDs, carrying Prjdoc printouts and disseminating mailing labels to expedite USAID document submissions.

Based on the approval of revised Handbook 14 contract wording and the approval of the "Report Processing Form," Acquisitions has been seeking inclusion of the wording and form in all A.I.D. contracts and grants.

* A basic Acquisitions Operations Manual was compiled under a "continual revision" policy to accommodate changes in A.I.D. documentation practices as they occur.

* Document receipts and A.I.D./W Bureau responses were tracked in support of a PPC/CDIE initiative and an implementing directive from the Administrator's Office, requiring a status report from all Bureaus on those projects without Design Documentation. Data compilation and analysis tasks were performed, and the results were submitted to the Chief of the A.I.D. Library for use in a report on the findings.

* To obtain abstracts and to control the eclectic documentation associated with Self-Help, Special Development Activities, Small Program Assistance/ Peace Corps, Human Rights, and Emergency/Disaster Relief projects, a "Design Document Certification or Program/Project Description" form was created and will be submitted for approval as an official form.

C.2.1.2 Accomplishments and Evolution of Acquisitions from FY1985 - FY1988

Several factors have shaped the ways in which Acquisitions operated, including:

1. Diversity in document bibliographic types, particularly in regard to Design Documentation;
2. Prevalence of field initiative and authority for many programs and projects whereby any activity designed, funded, administered, implemented, contracted, and evaluated totally in the field does not have to be documented in A.I.D./W;
3. Multiple document-producing channels in A.I.D./W and worldwide as indicated above;
4. Changes in funding patterns reflected in changes in types of documents produced; and
5. Nature of certain kinds of activities and strategies, e.g., Private Enterprise (PRE), Private Voluntary Organizations (PVO), Regional, Small Program/Project/ Peace Corps, Special Development Activities, Program Development and Support (PD&S), Self-Help, Human Rights, Disaster and Famine Relief, Emergency Assistance, P.L. 480 Titles I, II, and III, etc. which frequently rely on eclectic and sometimes minimal documentation.

Acquisitions implemented several strategies to identify key document sources, and to acquire documents on A.I.D.'s increasingly varied and complex activities.

1. Distribution - Initially, Acquisitions identified and sought inclusion on various distribution lists. This improved document submissions in A.I.D./W significantly; however, a gradual change in document dissemination was occurring within A.I.D./W in that increasingly A.I.D. Offices were reproducing their documents on in-office copy machines rather than tolerating the delay

caused by queuing of documents in the Print Shop. This factor, together with the fact that the Print Shop generally was not handling technical documents and certain USAID documents, necessitated exploring other channels.

2. Evaluations - While the Print Shop could frequently be relied on for Evaluation Summaries, Project Evaluation Summaries, Final Reports, and Project Assistance Completion Reports, PPC/CDIE/PPE believed that many evaluations were slipping or were not being submitted. To augment the receipt of evaluations received from the Print Shop, Evaluation Schedules were checked with the DP offices. While quite productive, these strategies still did not cull all the evaluations produced. Consequently, PPE undertook two activities which directly benefitted Acquisitions: (1) it did an analysis of the submission of Project Assistance Completion Reports, which recommended and implemented more emphasis on requiring submission since this is the official document which signifies the ending of a project; and (2) it revised the Evaluation Handbook and designed a new "Evaluation Summary Form" with accompanying "Instructions" which required submission of evaluations to "PPC/CDIE/DI, Acquisitions" in addition to SER/MO and the appropriate Bureau Office.

3. APDMS Files - From the project's inception, the SER/MO APDMS records were reviewed for major Design Documents, evaluations, audits, and final reports. Initially only five bibliographic categories were checked and the coverage was phased, beginning with Asia/Near East (ANE) 1981, followed by Africa (AFR) in 1983, Latin America (LAC) in 1985, and Science and Technology (S&T) in 1987. A special problem exists for LAC PVO projects which, unlike the other Bureaus, are designed and implemented in its Program Office rather than in its Project Office.

Originally, Cataloguing reviewed the APDMS files even though it was really an Acquisitions function. However, in May 1987, Acquisitions assumed this task. Retrospective searches of the SER/MO data bases and analyses of the kinds of documentation associated with various types of projects by Acquisitions and Abstracting in concert had indicated certain patterns in documentation. On the basis of the cooperative work of these two departments, the number of bibtypes was expanded several times, culminating in the current search on six design bibliographic categories and five evaluative and technical report categories. Occasionally, the design categories are searched on an additional three categories if none of the priority bibtypes are found.

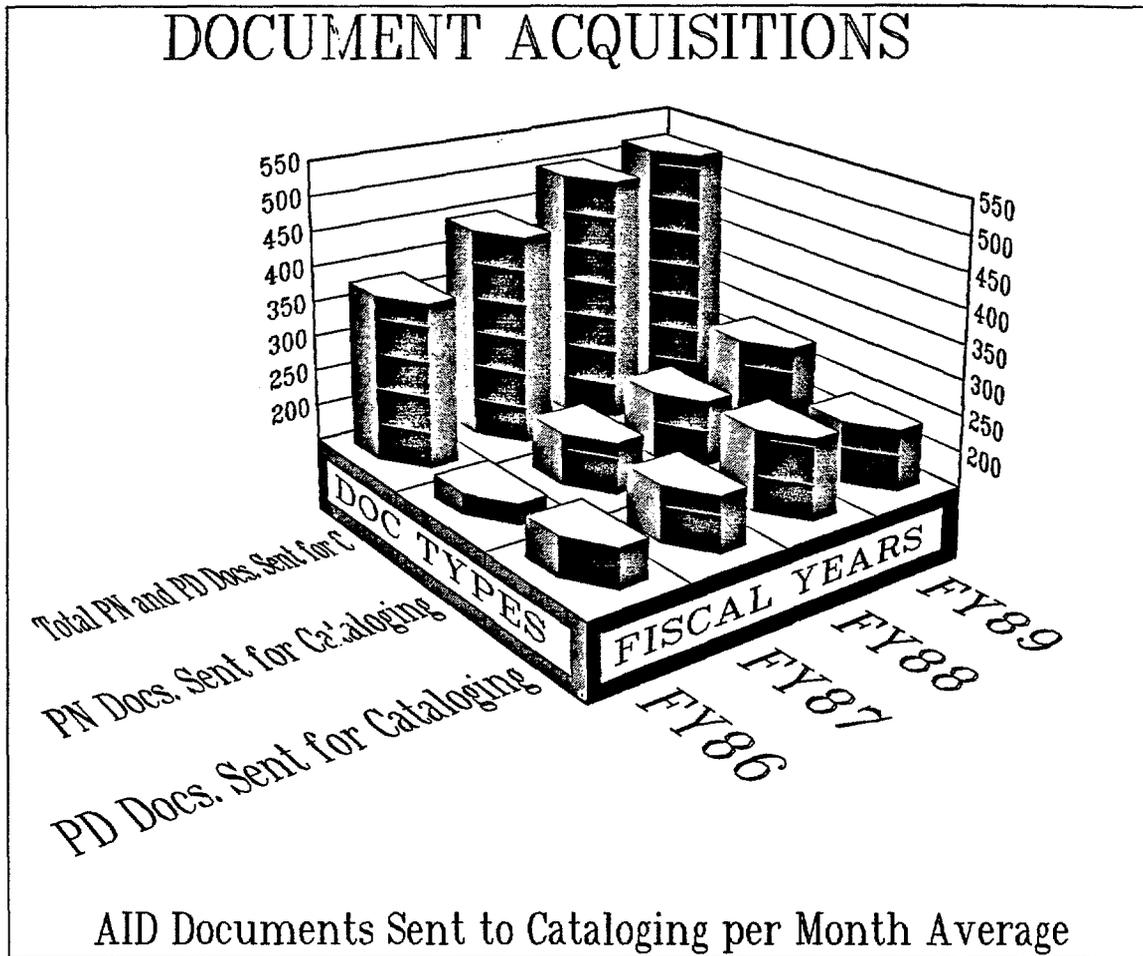
The review of materials in the purely technical bibtypes occurred because there is no systematic technical (TR) channel which distributes documents; and the filming of the S&T records produced a mass of technicals. Subsequently, searches were also instituted for the Regional Bureau technicals. Exhibit C illustrates the four-year yield of documents sent for cataloguing.

4. Other Initiatives - In tandem with increased use of the SER/MO files, there were three other highly significant initiatives:

* Mission Mailing - In 1986, the Project Director sent a cable to all Missions requesting the Design Documentation for specified active projects. The activity was not only quantitatively successful; it also provided a bonanza of information on the variety of Design Documentation being used to implement A.I.D. activities. Based on the findings from this approach, the design bibliographic categories were again expanded greatly.

* A.I.D. Contractor Mailing - Due to the lack of a systematic document channel for technical reports within A.I.D., Acquisitions generated a mailing containing an orientation and information packet to more than 500 Contractors and FVA Grantees. The information gleaned and the documents acquired geometrically increased DIS technical coverage and broadened the

Exhibit C



universe from which prime documents for A.I.D. Research and Development Abstracts (ARDA) were selected.

* A.I.D. Handbook 14 Revised - On October 14, 1987, Handbook 14 was revised to stipulate the requirements for document submission to PPC/CDIE/DI, Acquisitions. Several months later, a proposed "Report Processing Form" was approved to implement the new Handbook 14 contract requirements. Officially establishing document provision as a contract responsibility was a longstanding priority from the onset of the Acquisitions function. The usage of the form has increased dramatically, especially in the Science and Technology Bureau, where various offices have helped to enforce the Handbook 14 requirements by requesting their contractors to comply with these requirements and use the Report Processing Form for all document submissions.

* Tracking Data Bases - In order to monitor documentation sources, several tracking data bases were created:

- * Contractor data base
- * PVO data base
- * USAID profile data base
- * A.I.D./W data base

* A.I.D. Documentation - As Acquisitions surveyed more offices, it found that the documentation for certain A.I.D. Offices and/or specific projects was significantly different even from the variety previously identified agencywide. Particular examples include the document sets of the Office of the Science Advisor, of the Biden-Pell Project, of the Advanced Developing Country Program, and of the Collaborative Research and BIFAD Programs.

In the case of the Science Advisor documentation, the Acquisitions Coordinator analyzed and devised a mechanism for controlling this documentation in the DIS under a special project.

* System Enhancements - The many initiatives undertaken by Acquisitions required certain refinements. These included the creation of combined data bases, such as PRJASIDS, PRJAFRDS, and PRJLACDS which search the SER/MO data bases for any projects for which the Document data base has no Design Documents. The resulting printouts were much easier for the Bureau PD Offices to review because they were based on the Bureau's own records rather than on the records in Document.

"Acqnote" and "Anote" fields were also added to the PROJECTS and SER/MO data bases to identify projects where coverage was adequate (as when a Project Paper on a given project also covered its subprojects) and to indicate when a particular document in the SER/MO data bases was added to the Document data base.

One benefit of transferring the SER/MO records to the Document data base was a reduction in duplicate filming and resulting cost and processing time reductions.

* Program Documentation - Acquisitions adapted its requirements to changes within A.I.D. Increasingly, funding moved from Development Assistance (project-related) options to (program-related) Economic Support Funds, the Development Fund for Africa, etc. Program documentation became as vital as project documentation, sometimes supplanting it; Acquisitions monitored such trends, identified additional document types, and established networks and mechanisms to obtain requisite documents.

* Acquisitions Statistics - As Acquisitions acquired in-depth knowledge, reporting and statistical measures were refined to accommodate new sources of documents. For example,

initially, the number of documents acquired through distribution and the number derived from the SER/MO data bases were combined. As the SER/MO data base coverage improved, statistics for documents received through distribution were differentiated from those culled from the various SER/MO data bases and combined only for totals. Reports and graphs from Lotus records were generated to identify documentation patterns.

In retrospect, Acquisitions took an amorphous situation and shaped it with systems, procedures, and strategies into a unified, comprehensive process for the accession of A.I.D.-funded materials.

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

Non-A.I.D. acquisition includes the procurement of commercial vs. A.I.D.-supported publications in print or microform, monograph or serial, for the A.I.D. Library primarily, and the Reference Center at 3742 NS. It also includes the procurement of monographs for special mailing to A.I.D. missions abroad and the purchase of serials for distribution by the Population Directorate of S&T Bureau.

The function involves the placement of orders upon written request and approval by the A.I.D. Librarian, interaction with publishers and vendors while monitoring those orders through delivery of publications, and the payment of invoices. Order records are kept in online databases as well as in print.

From the outset, the guiding principles of non-A.I.D. acquisitions have been:

- (a) promptness and accuracy in ordering;
- (b) utilization of economies in purchasing where possible; and
- (c) flexibility in procedures to facilitate A.I.D.'s priorities.

C.2.2.1 FY1989 Accomplishments

During FY1989, 383 monographs and 37 new serial subscriptions were ordered. 144 serial subscriptions and 62 standing orders were regenerated.

The number of serials ordered for distribution to A.I.D. missions and offices by the Population Directorate of the Bureau for Science and Technology was reduced from 9 to 8 due to the substantially increased price of International Journal of Gynecology and Obstetrics.

Faxon and Ebsco serials management services continued to be the main avenue for serials ordering, handling 90% of the 181 subscriptions currently on order. As individually subscribed journals come up for renewal, they will be transferred to either Faxon or Ebsco, if possible. In view of time and bookkeeping costs, these serial management services have proven to be more economical than individual subscriptions.

Deposit accounts with Kramer Books, GPO, and NTIS have been maintained during the year, providing the advantage of telephone ordering and a charge account which can be used by specified A.I.D. personnel on personal visits to the booksellers.

The Reference Center at 3742 NS was inaugurated in July 1989 and orders for publications for that resource were managed.

Non-A.I.D. Acquisitions - FY1985-FY1989

Promptness and Accuracy in Ordering

Throughout the contract, orders for publications were generated through computer generated purchase orders developed from the CATALOG and SERIALS databases.

In 1987 a deposit account was established with Sidney Kramer Books, Inc., a leading bookseller in the Washington Metropolitan area who stocks a comprehensive collection related to A.I.D. interests. With this account came the service of Booklink, an online ordering system, which was tried, but was discontinued, as it was realized that ordering directly by telephone from Kramer brought quicker results.

Deposit accounts have also been established with the U.S. Government Printing Office (GPO) and the National Technical Information Service (NTIS). These deposit accounts are particularly advantageous because they enable specified A.I.D. and DIHF staff to personally browse the collections of the booksellers and select material on a charge account, thus saving time in ordering and delivery.

Economies in Purchasing

Economic efficiency in purchasing publications is an underlying principle of non-A.I.D. acquisition activities. Where possible orders have been prepaid in order to reduce handling and postage charges. Standing orders have also been utilized where appropriate as these result in discounts.

For serials purchasing, Ebsco and Faxon serials management services have been used for 90% of serial subscriptions. These services have proved to be more economical than individual subscriptions in terms of ordering and claiming time and bookkeeping costs. In future individual subscriptions which come up for renewal will be transferred to one of the two serial management services if possible.

Flexibility of Procedures to Facilitate A.I.D.

Changes in policy or procedure at the A.I.D. Library often trigger modifications of procedure in non-A.I.D. acquisitions. During the five-year review period, the serials database has been modified on various occasions to enhance serials searching, tracking, claiming and recording. At the request of the A.I.D. Library all codes and abbreviations used in the Serials database were replaced by full word text for easier use.

While collection development for the Library falls outside the scope of non-A.I.D. acquisitions, it has been observed from the publications ordered that the focus of the A.I.D. Library collection has broadened to include more comprehensive reference and information functions.

C.3 PROCESSING

C.3.1 Cataloguing

C.3.1.1 A.I.D. Document Cataloguing -- FY1989 Accomplishments

In FY1989, the Cataloguing Unit met the scope of work requirements for technical documents (2,500) and narrowly missed the goal for project documents (2,270 of the 2,500 goal). While the total for the INVENTORY database was considerably short of the established goal (2,786 of 4500), it represented a notable effort and achievement in light of the continued shortage of staffing and the increasing difficulty in acquiring older documents for this database. Although this fiscal year brought new sources of documents to the INVENTORY database--for example,

cataloguing of current progress reports (bibtype 53) and trip reports (bibtype 92) was shifted to INVENTORY and a group of older documents corresponding to B-number docid records were transferred from the A.I.D. Library and were, for the most part, catalogued on INVENTORY--these sources did not make up for the overall deficit of older documents. As was stated in our monthly report of July, 1989, our warehouse supply of older, stored documents has nearly been exhausted. Because of the number of duplicates and miscellaneous documents, the dividend of usable documents was often small when compared to the investment of time and energy expended in checking them. It is suspected that the overseas missions are a likely source of older documentation. Unless this source can be tapped, our statistics for the INVENTORY database will continue to fall short.

Work on the remaining B-number docid records (from the previous INQUIRE system) was completed during the fiscal year. The final part of the effort involved the examination of B-numbers with call numbers. The corresponding documents with those call numbers were pulled from the A.I.D. Library. Because of the age of the documents, most of the records were deleted in DOCRD and then catalogued on the INVENTORY database. The remaining B-number records and abstracts were downloaded on an archival tape. A total of 505 B-number records and 400 B-number abstracts were deleted. Forty abstracts used to identify projects in the PROJECTS database were retained.

Special activities during the fiscal year included the shipment of ten boxes of old serials from the A.I.D. Library. The titles were entered on the INVENTORY database and the boxes sent to the warehouse. Another special activity involved the modification of 1,300 records resulting from the removal of PN's from the A.I.D. Library shelves. These documents were shipped to the DIHF, where the call number and location fields were deleted and the records checked to see if copies were already on hand at the warehouse. If a document was not in the warehouse, a box number was entered in the location field and the Library copy was sent to the warehouse.

Database refinement and clean-up activities continued throughout the fiscal year. A major database refinement with regard to cataloguing was the reorganization of the INSTDS database. It was decided to discontinue the practice of entering records for acronyms and foreign names as separate records with the primary English record referenced in a "see" field. Instead, two new fields for acronyms (I900) and other names (I910) were added. These two new fields were inverted on the same fast access file as I100. This has cut down on searching time and enabled the searcher to enter the acronym or foreign name and pull up the full institution name in English with the correct code. A total of 665 "see" records were modified in order to bring the existing database into alignment with this new policy. An additional change in processing was made with regard to the author field (B210) in DOCUMENT. Editors and compilers are now distinguished from authors with the addition of a comma and either "ed." or "comp." as appropriate following the surname. This change will accurately identify a collection of writings from an authored work. In addition, an effort to check and correct the contract number field (D060) was begun during the fiscal year.

Five-Year Focus -- Highlights

Since the beginning of the current five-year contract, the A.I.D. document databases (DOCUMENT and INVENTORY) have grown not only in size, but in quality. Fields have been added and the number of document bibtypes increased. The INSTDS database was expanded and refined. Most importantly, cataloguing guidelines and overall processing procedures were standardized and improved. All changes in document processing policy and procedure were discussed with CDIE and presented in written format. For example, guidelines governing the processing of PID's, PAIP's, and draft documents were a cooperative effort recognizing the needs of CDIE and other units within the DIHF. Streamlining the document flow was also a priority. The Cataloguing Unit (in conjunction with the Acquisitions Unit) organized its receipt

of documents and workflow so that the most current/highest priority documents were always processed first. The Unit's experience and knowledge of A.I.D. documentation greatly facilitated this process. Document routing and storage was also standardized and documented. The Paper Copy Library was developed to answer problems of draft and problem documents (missing pages, blurred print, etc). As requested, current-year collections of ARDA and major project evaluations have been maintained.

In addition to these regular, on-going processing activities, the DIHF Cataloguing Unit carried out many and varied special projects and requests. These special projects included organization and cataloguing of the classified document collection; sorting A.I.D. documents and materials from non-A.I.D. materials at the WID Library; and developing the RTAC database and training personnel to modify records and provide print-outs. Over the past five years, the Unit responded to many requests to expedite processing of priority or special interest documents and it assisted in the coordination and compilation of bibliographies, including two on Farming Systems Research, two on housing and others relating to irrigation, energy, and Food for Peace. Special assistance was provided to the A.I.D. Library on several occasions--e.g., the 50-boxes project which involved checking for cards in the card catalogue and making and filing shelf list cards; and assisting with the Library inventory in 1986. The Unit also sorted and organized boxes and other materials following the flood in the DIHF basement.

Overall, the Cataloguing Unit has consistently made available all priority and current documents on a timely basis. It organized and managed its workload so that those priorities were able to be met. While viewing this as its primary goal, the Unit also demonstrated a high degree of flexibility in diverting its attention to special needs and projects when they arose over the five-year period.

C.3.1.2 Non-A.I.D. Cataloguing FY1989

Scope of work

During the FY1989 the scope of work requirement to catalogue 500 non-A.I.D. supported documents was exceeded. This was also the case for the previous four years as the supply of new acquisitions through orders and gifts provided a steady flow of documents to be catalogued. More recently, the policy with respect to collection development at the A.I.D. Library has changed to reflect a more current and comprehensive collection. Since July 1989 there has been a noticeable increase in orders for publications which will subsequently require cataloguing. If this trend continues, consideration needs to be given to increasing the scope of work requirement for non-A.I.D. cataloguing to correspond with the change in collection development of the A.I.D. Library.

Procedural highlights

Consistent with policy to make procedures efficient and responsive to A.I.D.'s information services:

(a) The DIHF developed capability to produce computer-generated shelf list cards and book labels from CATALOG and DOCUMENT databases using MINISIS version G. This capability will serve to reduce the time taken to catalog and process a document and so enable its speedier return to the A.I.D. Library.

(b) The 20th edition of the Dewey Decimal Classification Scheme was put in use in October 1988. This revision of DDC provides accomodation for subjects more specific than could be accomodated in the 19th edition.

(c) In March 1989, cataloguers began to distinguish between authors, editors, illustrators, etc. by adding the appropriate designation after the name in the author (B210) field of both CATALOG and DOCUMENT databases.

Communication

Regular monthly meetings were held throughout the year between the non-A.I.D. cataloguing staff and the A.I.D. Library staff. At these meetings, issues of mutual interest were discussed and guidelines for procedures formulated and modified.

These meetings complemented the telephone and daily courier service which formed the base of communication between both offices.

New Information Center

In August 1989, the Reference Center at 3742 NS was set up and priority cataloguing was given to new acquisitions as well as older documents. A shelf list for the Center was also started.

Non-A.I.D. Cataloguing - FY1985-FY1989

Non-A.I.D. cataloguing describes the bibliographic recording of non-A.I.D. supported publications. It includes all non-A.I.D. acquisitions, purchased or received as gifts, primarily for the A.I.D. Library, but also for the Women in Development (WID) Resource Center and the Reference Center at 3742 NS.

The underlying aim of non-A.I.D. cataloguing has been to provide a facility in storing records of non-A.I.D. publications for easy and effective search and retrieval as well as a service responsive to the users of the A.I.D. information centers. In this light great importance was placed on:

- (a) awareness of the changing needs and priorities of A.I.D.'s services;
- (b) maintaining good relations and free communication between A.I.D. staff and the cataloguing staff; and
- (c) continuous review of policies and procedures to ensure increased productivity and efficiency in cataloguing.

Awareness of A.I.D.'s priorities

Every year for the five years under review, the scope of work requirement to catalogue 500 non-A.I.D. supported documents annually has been exceeded, mainly because of the number of documents received for cataloguing through orders or gifts. More recently, the focus on collection development at the A.I.D. Library and the establishment of the Reference Center at 3742 NS have triggered a rash of orders which will subsequently require cataloguing. If this trend continues, it will be necessary to increase the scope of work requirement for non-A.I.D. cataloguing to correspond with the priorities of A.I.D.'s information services.

Priority in cataloguing has always been given to new acquisitions purchased over gifts or backlogs, and to reference materials over other materials. Top priority, however, is given to materials with a "RUSH" label which are often returned to the Library in about 2 days.

Generally, non-A.I.D. publications are classified by the Dewey Decimal Classification scheme, catalogued using AACR II rules, indexed with descriptors from the A.I.D. Thesaurus and

recorded in one of 4 databases: CATALOG, SERRD, BANKRD, and WIDRD. A few exceptions exist, however. For example, where it has been determined that A.I.D. patrons can be otherwise better served, modifications have been made to the standard guidelines.

In response to the A.I.D. Library, several modifications were made to the Serials database during the five-year period. Most important of these was the replacement of all codes and abbreviations by full word text. Lists of serials were periodically printed for use at the A.I.D. Library.

Several modifications were made in the Catalogue database in response to A.I.D.'s needs. Early in 1986 the A.I.D. Library took full-scale inventory of its collection and several documents were weeded out, necessitating the deletion and/or modification of records. From time to time, publications have been withdrawn from the A.I.D. Library collection for various reasons and the CATALOG database has been accordingly modified.

In April 1988, the A.I.D. Library requested that OCLC numbers be added to records in both CATALOG and DOCUMENT databases and since then records in these databases which are also in OCLC are easily identifiable.

In May 1988, it was suggested that publications of the African Development Bank be included in the CATALOG database. These reports are restricted to U.S. Government employees only and so are considered confidential. Their inclusion in the CATALOG database was therefore considered unwise.

In June 1988 a special database BANKRD was set up especially for sensitive non-A.I.D. supported documents. This data base currently includes 2,137 records of documents from the African Development Bank, Asian Development Bank, and the Inter-American Development Bank and it will accommodate sensitive documents received from other development banks, except the World Bank.

In March 1989, in coordination with the A.I.D. Library, modifications were made to enable editors, illustrators, et al to be distinguished from authors in the author field.

Good Relations and Communications with A.I.D.

The Cataloguing section maintains an open door policy for communicating with the A.I.D. Library, WID Resource Center, and the Reference Center at 3742 NS.

In addition to telephone contact monthly meetings are held between the staff of the A.I.D. Library, the Reference Center at 3742 NS and the cataloguing staff.

Continuous review of policies and procedures

The cataloguing staff have been acutely aware of the need to keep up with latest innovations which affect its work. Consequently there has been continuous review of procedures. The employment of skilled staff has been one key element. During the period of review staff of the cataloguing section have participated in training workshops on cataloguing Government documents and on AACR II rules.

In coordination with the A.I.D. Library a major policy change took place in February 1985 which substantially increased cataloguing productivity. The responsibility for assigning call numbers to non-A.I.D. documents was transferred from A.I.D. to the DIHF.

Non-A.I.D. cataloguers have employed the most up to date tools in cataloguing. The 20th edition of the Dewey Decimal Classification Scheme was put into use in October 1988, and the operations manual for the cataloguing process has been continuously revised to reflect new options.

In the final year of the review period, the DIHF developed the capability to produce computer generated shelf list cards from the DOCUMENT and CATALOG databases using the MINISIS version G print formats. Book labels have also been produced by a similar process.

In the foregoing, A.I.D. Library, WID Resource Center and the Reference Center at 3742 NS, have been treated together. However, special note is required on the two latter services.

The Reference Center at 3742 NS was inaugurated in July/August 1989 and so far concentration has been on collection development.

The WID Resource Center has experienced some trying times during the five-year period. From a state of closure (March - September 1989) due to funding problems, it is now on the verge of reopening. The collection was moved from the State Department in March 1989, and the part of the collection containing A.I.D.-supported documents was put in storage. However, the non-A.I.D. documents which in April 1988 were catalogued in an abbreviated form in the WIDRD database were shelved at the DIHF Annex in Rosslyn.

Three bibliographies of the WID collection in author, title, and subject arrangements were produced in February 1988.

C.3.2 Abstracting/Indexing

Abstracting

Abstracting production during FY1989 exceeded that of the previous year. The A/I staff prepared a total of 1,780 abstracts, vs. 1,632 in FY1988. Of these, 358 (vs. a targeted 200) were abstracts of design documents dating from 1984 on, and 102 (vs. a targeted 100) were abstracts of pre-1984 design documents (Exhibit D).

Another 229 of these abstracts were "Projects-Only abstracts," i.e., design abstracts drawn from the Congressional Presentation, from A.I.D. Action Plans and Annual Budget Submissions, and occasionally from other sources. In FY1989, the majority of these Project-only abstracts were derived from the A/I department's culling of individual Action Plans and ABS's as received in the department.

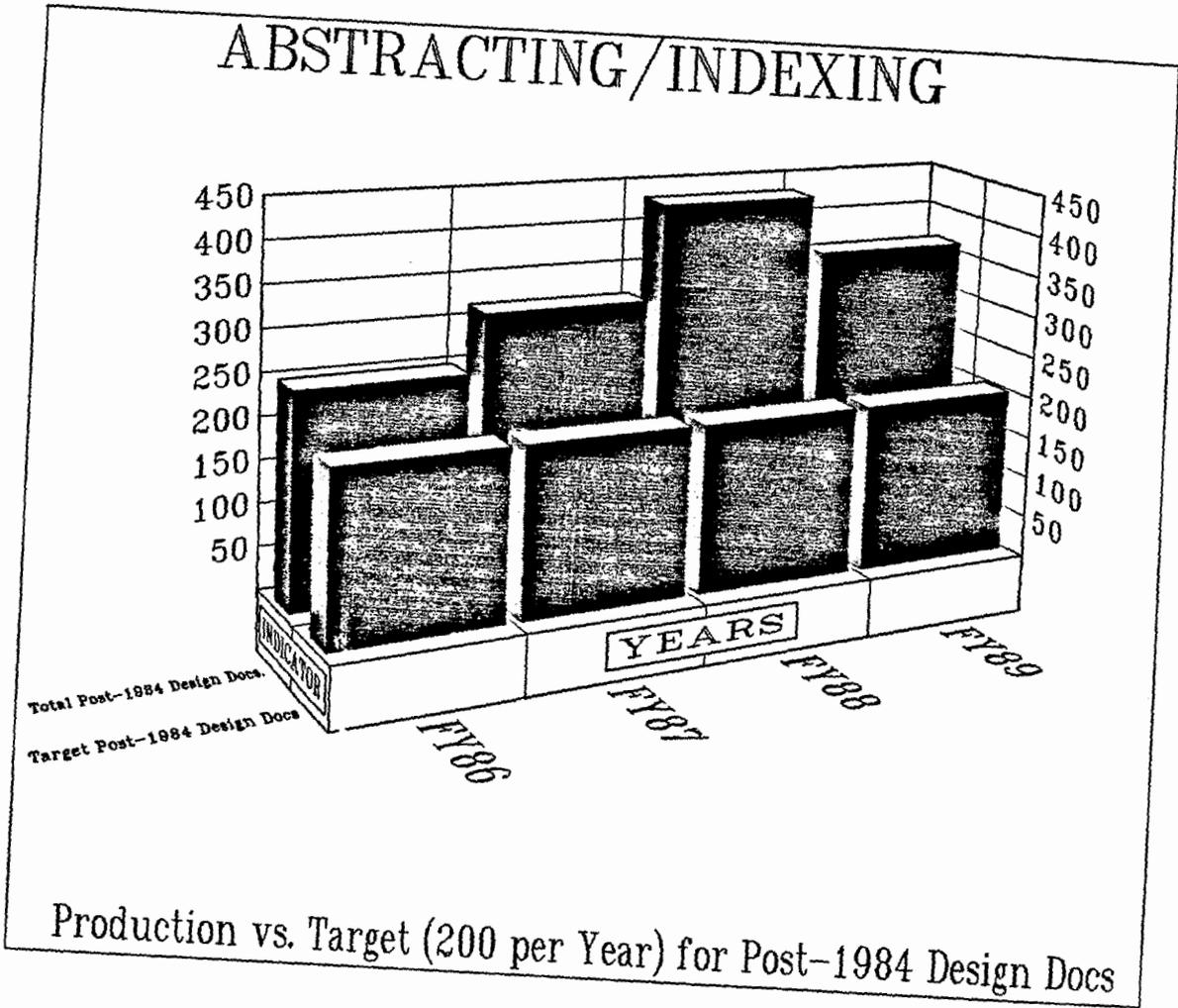
The use of author abstracts (representing 406 documents) was about equivalent to that during FY1988, except that significantly more of our author abstracts this past year were document abstracts (as opposed to project abstracts from the CP).

The total number of A/I-prepared abstracts was 1,374. This was 126 short of the targeted number (1,500), but was an increase of 86 over the FY1988 figure. If the department had not been understaffed most of the year, the targeted number could have been reached easily.

Indexing

Indexing production totaled 3,536 documents. While this was 765 short of target, and 490 documents fewer than those indexed last year, this was so only because the supply of documents was insufficient to support the contract target. This in fact is the situation which has continued for most of the past 5 years. Indexing was up to date throughout FY1989.

Exhibit D



Other

1. DAC: During the Spring, the A/I department prepared A.I.D. evaluation abstracts for transmittal to the Development Assistance Committee in Paris. This activity included the mapping of fields from DOCRD to the DAC data base and the assigning of DAC-specific codes.

2. Scanning: Scanning of abstracts and executive summaries was tried during the Spring, with mixed results. We understand that better scanning software has since been acquired.

3. Projects Data Base Upgrades: A/I initiated several improvements to the Projects database over the year, including standardization of the records for Humans Rights projects in Africa, and the preparation of overview records for umbrella projects lacking them. Support to the Acquisitions Department's review of Geobureau records for design documents was an ongoing function.

4. Version G: A/I was instrumental in expanding the length of the abstract field following the installation of MINISIS Version G. As a result, project amendments authorizing significant changes in design no longer have to be given short shrift due to field length limitations, as was often the case in the past.

1984-1989: The Past 5 Years

During the past 5 years, the A/I department has responded substantively to changes in A.I.D.'s information needs and in the nature of A.I.D. documentation. Our abstracting guidelines have been upgraded periodically with this in mind, and the department also makes a concerted effort to keep staff au courant with new developments and trends in the donor community.

Nowhere has change been more evident than with respect to project design abstracts. In 1984, for example, project papers represented about 80% of abstracted design documents; in 1989, they represented only about 15%, having been supplanted to a large degree by a variety of document types---especially grant agreements, but also PAAD's, PID's, and others. A/I has reacted flexibly to these changes, and also to changes in programmatic emphasis. To give just a few examples, we revised our abstracts of nonproject assistance programs to stress policy dialogue and conditionality, and we devised a "document data base only" type of design abstract to accommodate subactivities under umbrella projects, when these activities are extensive but do not have subproject status.

Other operational changes in the A/I department have included: (1) vastly increased reliance on executive summaries in the abstracting of audits and of external evaluations, and to a lesser extent, project papers; (2) increasing the approved length of the abstract field for most document types, to save abstracting time; and (3) improved procedures for indexing of certain document types.

C.3.3 Thesaurus Maintenance

Years of work in developing and refining the A.I.D. Thesaurus culminated early in FY1989 in the distribution of a new, in-house publication of the Thesaurus. This edition incorporated several design enhancements, including the use of differing typefaces in the alphabetical display and the adoption of a column format for the hierarchical and permuted displays.

Over the 5-year contract period, the DIHF received more than 300 suggestions for changes to the Thesaurus. Most of the suggestions came from our own abstracting and indexing staff, but

suggestions also came from R&RS staff, A.I.D. Mission and Bureau personnel, and other users. More than 180 of the suggestions were adopted.

The A.I.D. Thesaurus was published three times during the contract period, and between publications update pages and memos were issued regularly.

Other achievements during the contract included the following:

- mapping of RANDD and DiS keywords to A.I.D. Thesaurus terms, and preparation of a Concordance;
- establishment of a permanent A.I.D. Thesaurus Review Committee;
- the addition of a "date-added" field to the published Thesaurus;
- a comprehensive postings analysis which identified more than 400 terms for deletion;
- development of a mini-A.I.D. Thesaurus for use in indexing for the Serials data base;
- preparation of an A.I.D. Thesaurus training aid; and
- development of detailed Thesaurus maintenance guidelines.

C.4 USER SERVICES

Fulfillment of orders from A.I.D., contractors, LDC's, PVO's, and the general public continues to be one of the key operations of the DIHF. 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. User Services provides timely fulfillment of all orders received according to the schedule previously set forth in the statement of work:

Priority I - Requests are fulfilled within one workday of receipt at the DIHF from A.I.D./Washington, A.I.D. Missions, A.I.D. Contractors and Congressional requests.

Priority II - Requests are fulfilled within three workdays of receipt by the DIHF. Those requests represent LDC institutions, PVO's, Peace Corps and other host country development organizations.

Priority III - Requests are fulfilled within seven workdays. These requests apply to the general public, commercial firms and universities.

C.4.1 Order Fulfillment: FY1989 Accomplishments

During FY1989, User Services processed 5,074 on-demand orders, providing a combination of 4,962 fiche copies, 18,438 blowback paper copies, and 12,743 stock copies. The breakdown of orders by major user categories is as follows: Priority 1 - 2,830; Priority 2 - 540; Priority 3 - 1,704. In addition, 11,422 copies of ARDA and 14,227 copies of population and evaluation publications were distributed using the approved mailing list. A detailed summary of document distribution during FY1989 is presented in Exhibit E.

The invoice was modified to improve customer relations. The User Services phone and FAX numbers were added to the invoice so that customers can contact the unit directly. Also, users are asked to return a copy of the invoice with payment to facilitate tracking of the order and applying the money to the CASH data base.

Exhibit E

CUMULATIVE USER SERVICES REPORT FOR FY89 THROUGH SEPTEMBER 1989

REQUESTORS	Orders Received	Orders Filled	Fiche Copies	Paper Blwbks.	Stock Copies	Total Docs.
PRIORITY I						
USAID Total	612	612	248	2,981	1,267	4,496
Africa	228	227	238	1,177	616	2,031
Asia/Near East	175	176	0	718	318	1,036
LAC	198	197	9	948	249	1,206
Other	11	12	1	138	84	223
AID/W Total	1,815	1,794	279	8,685	6,145	15,109
Africa	106	103	1	337	429	767
Asia/Near East	59	59	0	189	132	321
F/PVA	93	95	0	256	439	695
LAC	33	33	3	147	170	320
PPC/E	973	974	258	4,929	2,801	7,988
S&T	282	280	13	1,141	1,546	2,700
Other	269	250	4	1,686	628	2,318
AID/Contractors	403	371	31	1,251	958	2,240
Priority I Total	2,830	2,777	558	12,917	8,370	21,845
PRIORITY II						
LDC Total	447	346	680	613	678	1,971
Africa	131	91	98	159	252	509
Asia/Near East	181	146	353	283	307	943
LAC	135	109	229	171	119	519
Development Orgs.	93	84	22	268	131	421
Priority II Total	540	430	702	881	809	2,392
PRIORITY III						
Developed Country	314	281	754	601	969	2,324
U.S. Business	521	466	352	1,402	546	2,300
U.S. Education	369	320	1,614	1,335	356	3,305
U.S. Government	120	108	492	256	159	907
U.S. Individuals	380	344	490	1,046	1,534	3,070
Other	0	0	0	0	0	0
Priority III Total	1,704	1,519	3,702	4,640	3,564	11,906
On-Demand Total	5,074	4,726	4,962	18,438	12,743	36,143
BULK DISTRIBUTION						
CDIE Publications					12,827	12,827
Population					4,023	4,023
R&RS Newsletter					12,500	12,500
CDIE Portfolios					1,189	1,189
ARDA					4,372	4,372
World Bank Documents					317	317
Acquisitions Lists					9,046	9,046
Other					4,533	4,533
Bulk Distribution Total					48,807	48,807
Grand Total	5,074	4,726	4,962	18,438	61,550	84,950
Total Dollar Amount Received \$60,595						

Pricing Structure

The pricing structure was revised in April 1989 to reflect a change in A.I.D.'s policy to recover costs from A.I.D. contractors (Exhibit F).

The basic pricing policy remains unchanged with a charge of \$2.00 per copy for shelf copies, \$0.13 per page for blowback copy and \$1.08 per fiche copy. Postage and handling fees are added for invoiced items and are determined by the type of shipment (fiche, shelf or paper) and destination (domestic or international).

Bulk Mail Distribution

User services continued to provide bulk mailing services to CDIE (DIHF, R&RS and PPE), S&T/POP, S&T/H, and PPC/WID. A total of 46,184 items were distributed during FY1989 including CDIE publications, population journals, R&RS Newsletter, CDIE Portfolios, ARDA, Acquisitions Lists, and other special distributions.

Warehouse Control

At years end, over 350 pallets were stored in the warehouse, including a combination of the following: (1) paper copies of processed documents; (2) SER/MO files; (3) bulk copies of CDIE and other A.I.D. publications; and (4) miscellaneous storage. As the end of contract physical inventory was taken, surplus copies of publications and retired SER/MO files were identified for destruction.

CDIE publication negatives remain stored in the DIHF vault. User Services continues to maintain an inventory system of in stock CDIE publications. Regular reports are submitted to CDIE regarding their available stock and distribution. CDIE is notified on a regular basis when publications need to be reprinted.

Reproduction Equipment

A Minolta Model 505 Reader/Printer was used 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. However, because it does take a considerably longer time to reproduce a document using this method, the Minolta cannot be used for routine reproduction. A TDC scanner was ordered to replace the Xerox 970 blowback machine.

C.4.2 User Services: FY1985-FY1989

The distribution of documents in response to orders has been consistently above targets through the contract. Exhibit G demonstrates the distribution of documents by priority during the contract. Exhibit H indicates geographical distribution of orders received for the last three fiscal years.

C.5 MICROGRAPHICS

Micrographics operations at 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.

Exhibit F

U.S. Agency for International Development
Center for Development Information and Evaluation - A.I.D. Document and Information Handling Facility
7222 47th St. · Suite 102 · Chevy Chase, MD 20815-6019 USA
User Services: (301) 951-9647 · Telex 3730100LTSCORP · Fax (301) 951-7191

Document Distribution Fee Schedule

Effective April 1989

Schedule 1: User Categories

Category I (1 day turnaround)

All A.I.D./W and Mission requests are fulfilled free of charge.

Category II (3 day turnaround)

A.I.D.-funded contractors, grantees, and international organizations* , and non-A.I.D. funded developed country donors and U.S. government agencies must pay for A.I.D. materials.

A.I.D.-funded private voluntary organizations receive 5 free paper copies per order.

A.I.D.-funded LDC/host country institutions receive 5 free microfiche cards per order.*

The U.S. Congress and the Congressional Research Service receive A.I.D. materials free or charge.

Category III (7 day turnaround)

Non-A.I.D. funded LDC Institutions, businesses, consultants, the general public, developed country institutions, and non-A.I.D. funded private voluntary organizations must pay for A.I.D. materials.

*Organizations with CDIE exchange agreements are exempted.

Schedule 2: User Fees

Handling (setup) cost:		\$5.00 domestic shipments \$5.00 overseas shipments
Postage:	Domestic	\$5.00 1-10 items \$0.50 each additional item
	Foreign	\$9.00 1-10 items \$0.75 per each additional item
Paper enlargements:		\$0.13 per page
Shelf copies		\$2.00 per copy
Diazo Microfiche		\$1.08 per card

All orders except microfiche are shipped at book rate (domestic) and surface rate (overseas). Airmail is available if requested and only if order is prepaid in US dollars drawn on a US bank.

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Exhibit G

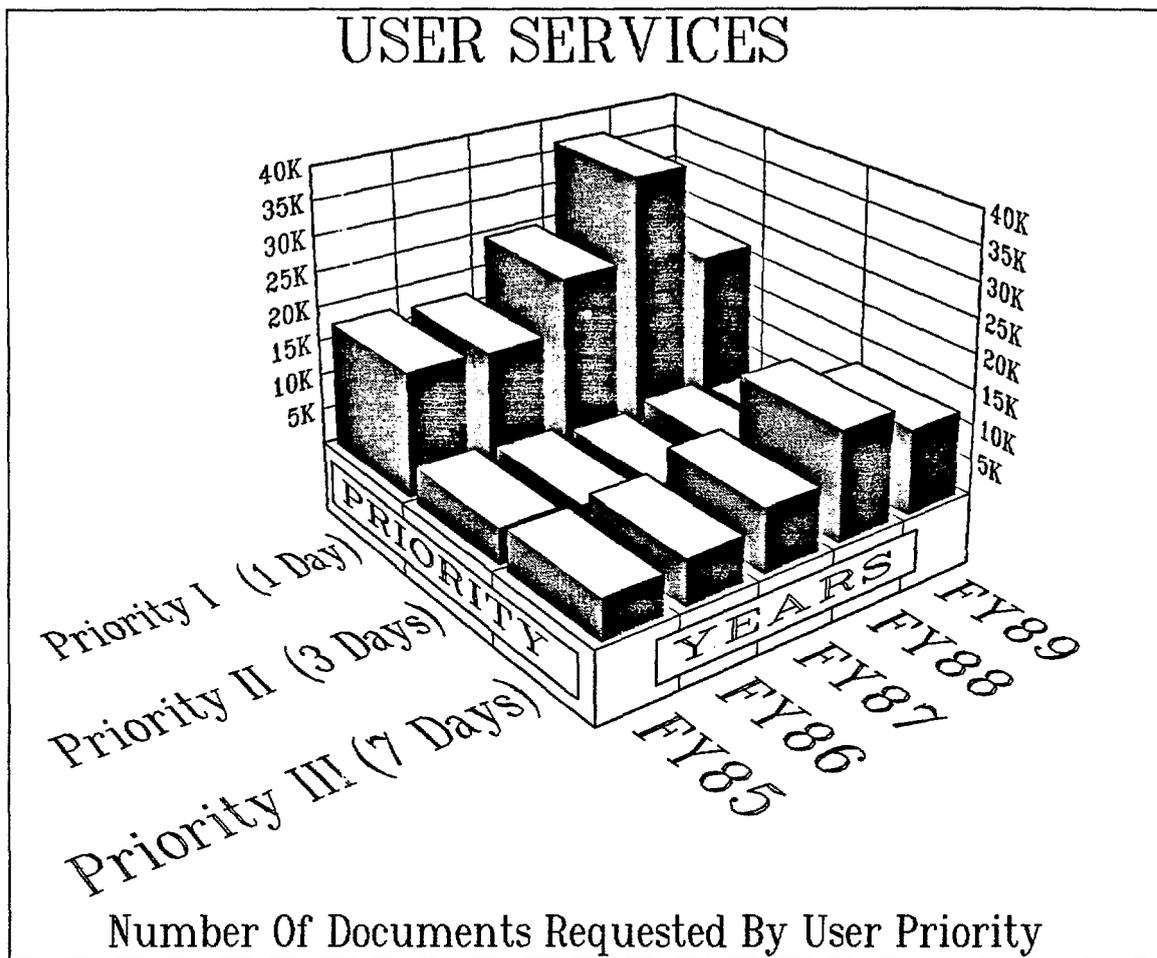
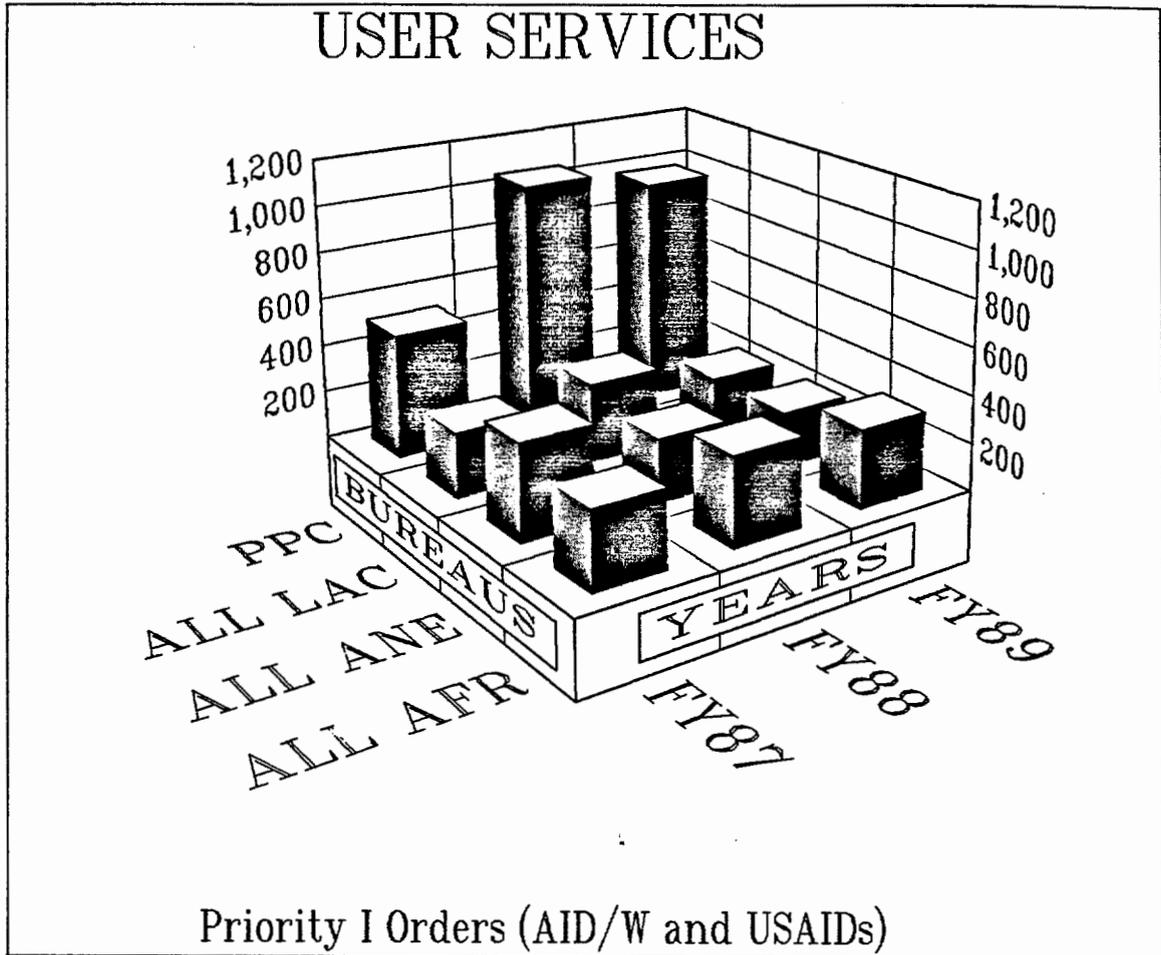


Exhibit H



23C

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 available. The staff of eleven personnel produced microfiche for over 21,000 documents and distributed in excess of 490,000 microfiche duplicates during FY1989.

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' 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, if non-A.I.D., require prepayment. These 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 billed.

C.5.1.1 FY1989 Accomplishments

C.5.1.1.1 Document Preparation

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 FY1989, no serious backlogs developed; however, there were occasions of shortages of available documents and A.I.D.-approved supplies, resulting in overall production being lower than Statement of Work estimated volumes. During these occasions, micrographics staff were assigned to assist with APDMS operations.

Documents acquired as a result of APDMS activities accounted for over 20 percent of the year's preparation volume, sustaining the reliability of the linkage between APDMS and Core operations. Initiated in FY1988, automation of the preliminary step of identifying potential "hits" on the APDMS file continued with success. The procedure involves automatic production of a report targeting bibliographic codes (selected by the Acquisitions Staff) in conjunction with the submission of individual boxes of APDMS documents to the microfilm service bureau. The report notifies Acquisitions of the impending return of the documents from the microfilmer, at which time the source document may be retrieved for processing.

This procedure provides the advantages of eliminating the need for cataloging from microfiche or enlargements and of allowing the retention of marginal-quality source documents in the "Paper Copy Library". In addition, because of the way in which APDMS documents are organized for filming, Acquisitions can consider the acceptability of a document with respect to other documentation provided for a given project (which is particularly useful during the conversion of new APDMS client offices).

C.5.1.1.2 Fiche Distribution

Standing Order distribution applies to the current month's production of fiche as well as COM output fiche. COM clients supported during the year included USAID's in Lima, Dhaka and Kathmandu.

COM indexes were produced for both PN and PD fiche in March and September 1989. Over 40,000 microfiche duplicates were distributed on a standing order basis. Current standing orders are shown below:

MICROFICHE STANDING ORDER DISTRIBUTION

Recipient	Fiche		COM Index	
	PN	PD	PN	PD
AID, SA-18	X	X		
AID, 3659NS	X	X	X	X
AID/DIHF User Services	X	X		
IDRC	X		X	
Inter-American Dev Bank	ARDA		X	
Library of Congress	ARDA		X	
Mercy Corps Int'l			X	
Peace Corps	X		X	
REDSO/ESA	X*	X*	X	X
USAID/Cairo		X	X	X
USAID/Dhaka				X
USAID/Jakarta	X*	X*	X	X
USAID/Kathmandu			X	X
USAID/Kinshasa	X		X	X
USAID/Lima	X		X	X
USAID/New Delhi			X	X
USAID/Ouagadougou	X*	X*	X	X
USAID/Port-au-Prince			X	X
USAID/Quito			X	X
USAID/San Jose	X		X	X
U. Calif Shields Library	ARDA		X	
World Bank	X	X*	X	

X* selected

C.5.1.2.1 Document Preparation

With paper documents having a principal role as sources for U.S.A.I.D.'s knowledge base, consideration of new imaging technologies continued from the perspective of document preparation by the DIHF. The definition of parameters appropriate for the new imaging methods available for document/fiche conversion were further researched in conjunction with CD-ROM development activities during the year.

C.5.2 Agency Records Management

This is the end of the seventh and final year of Agency Project Document Management System (APDMS) operations at DIHF. We are pleased to report that all objectives have been substantially achieved, with the exception of the conversion of the Population Division in the Science and Technology Bureau which was postponed. Each year's production has met or exceeded the quantities forecast despite numerous postponements and cancellations. Exhibits I and J show annual production and distribution data for the program through the end of FY1989.

C.5.2.1 FY1989 Accomplishments

Each year's agenda is structured around two basic activities: (1) source document conversion and (2) fiche file updating. Goals for each of these activities involve timeliness and production volume. We expeditiously processed all document volumes furnished by SER/MO in a timely manner. Original planning schedules, however, were not useful primarily due to Bureau update

Exhibit I

APDMS PRODUCTION BY FISCAL YEAR

Work Completed:	FY83	FY84	FY85	FY86	FY87	FY88	FY89	TOTAL
AFR/IPS								
Documents	11,966	6,110	4,293	6,540	4,126	5,641	4,534	43,210
Fiche	13,986	6,554	456	6,703	4,221	5,737	4,674	42,331
Frames	443,278	123,020	80,322	75,106	46,275	55,983	50,298	874,282
Boxes (*)	120	62	50	68	45	61	50	456
ARA (**)								
Documents	0	0	2,588	1,972	251	147	0	4,958
Fiche	0	0	3,125	2,258	293	158	0	5,834
Frames	0	0	112,998	65,162	9,544	3,816	0	191,520
Boxes	0	0	56	31	5	4	0	96
A/NE (***)								
Documents	5,676	2,843	3,018	4,202	5,123	3,413	4,293	28,568
Fiche	5,231	2,950	3,114	4,856	5,356	3,542	4,434	29,483
Frames	154,242	44,044	30,784	111,276	73,793	41,168	50,142	505,449
Boxes	57	29	33	69	54	38	44	324
CONTRACTS								
Documents	0	7,784	6,192	5,396	5,673	10,447	4,393	39,885
Fiche	0	8,149	7,065	5,416	5,717	10,536	4,473	41,356
Frames	0	198,184	165,231	71,919	83,398	120,765	59,387	698,884
Boxes	0	107	92	61	60	112	51	483
LAC								
Documents	0	0	0	7,120	2,653	2,266	3,268	15,307
Fiche	0	0	0	7,722	2,865	2,330	3,347	16,264
Frames	0	0	0	266,833	59,276	28,274	38,544	392,927
Boxes	0	0	0	99	29	25	40	193
NEAR EAST								
Documents	0	0	7,578	1,857	0	0	0	9,435
Fiche	0	0	9,263	2,091	0	0	0	11,354
Frames	0	0	341,027	54,069	0	0	0	395,096
Boxes	0	0	192	30	0	0	0	222
LOANS								
Documents	0	0	0	0	11,763	0	721	12,484
Fiche	0	0	0	0	12,005	0	726	12,731
Frames	0	0	0	0	233,314	0	10,923	244,237
Boxes	0	0	0	0	141	0	8	149
S & T								
Documents	0	0	0	0	808	9,760	4,642	15,210
Fiche	0	0	0	0	1,041	10,872	5,444	17,357
Frames	0	0	0	0	38,905	292,520	168,850	500,275
Boxes	0	0	0	0	23	169	94	286
Actual Total								
Documents	17,642	16,737	23,669	27,087	30,397	31,674	21,851	169,057
Fiche	19,217	17,653	23,023	29,046	31,498	33,175	23,098	176,710
Frames	597,520	365,248	730,362	644,365	544,505	542,526	378,144	3,802,670
Boxes	177	198	423	358	357	409	287	2,209

* Estimated for FY83-84

** Merged with Africa IPS, FY88

*** Asia and Near East merged FY86

Exhibit J

CUMULATIVE DOCUMENT DISTRIBUTION

BUREAU	DISTRIBUTION	FY83	FY84	FY85	FY86	FY87	FY88	FY89
AFRICA/PD	AFPD	11,966	18,076	22,369	28,909	33,035	38,676	40,777
	IPS	11,966	18,076	22,369	28,909	33,035	36,800	34,367
	ARD	-	9,395	11,631	13,877	15,515	17,130	15,440
	ENG	-	3,580	4,303	5,304	5,630	5,924	5,588
	EHR (NOW ED)	-	4,670	5,889	7,290	8,129	9,040	8,250
	HN (NOW HPH)	-	4,549	5,642	-	-	-	-
	POP (NOW HPN)	-	1,665	2,138	9,761	10,856	11,765	10,682
	SDP (NOW PRO)	-	3,841	4,762	5,878	6,350	6,779	6,333
	OTHER	-	-	1,693	1,693	1,693	1,693	-
	TR CENTRAL	11,966	-	-	-	-	-	-
AFRICA/RA	CENTRAL	-	-	2,588	4,558	4,809	4,956	-
	PROJECT OFFICERS	-	-	2,588	4,558	4,809	4,956	-
	AFRICA/PD	-	-	2,588	4,558	4,809	4,956	-
ASIA *	A/NE/PCS	5,676	8,519	11,537	24,544	29,667	33,080	33,515
	* A/PDO	5,676	8,519	11,537	18,593	23,716	27,129	37,673
	ARD (NOW TRC'S)	-	5,566	7,496	-	-	-	-
	EHR (NOW TRO'S)	-	1,364	1,908	-	-	-	-
	PHN (NOW TRO'S)	-	1,484	1,927	-	-	-	-
	EFE (NOW TRO'S)	-	700	-	-	-	-	-
	* A/NE/TRO	-	-	-	20,491	25,614	29,027	31,422
	* A/NE/TR GEN.	5,676	-	-	23,376	25,809	29,222	33,320
CONTRACTS	CENTRAL	-	7,784	13,976	22,028	27,901	38,348	42,741
	CENTRAL, 2nd set	-	7,784	13,976	20,519	22,410	32,857	20,519
	PROJECT OFFICERS	-	6,817	6,817	14,393	18,175	18,175	34,856
LAC	CENTRAL	-	-	-	7,120	9,775	12,041	14,576
	FINANCE OFFICERS	-	-	-	6,550	9,205	11,471	14,006
	REGIONAL FILES	-	-	-	6,550	9,205	11,471	14,006
	GENERAL COUNSEL	-	-	-	2,254	3,519	4,133	6,668
	TR OFFICERS	-	-	-	-	7,232	9,498	12,033
NEAR EAST	PD CENTRAL	-	-	7,578	-	-	-	-
	PROJECT OFFICERS	-	-	3,004	-	-	-	-
	TECH CENTRAL	-	-	7,578	-	-	-	-
	NE/TRO	-	-	4,574	-	-	-	-
	DP/EVAL	-	-	7,578	-	-	-	-
	NR/TR/ENV	-	-	305	827	827	878	937
LOANS	CENTRAL	-	-	-	-	11,763	11,763	12,484
S & T	CENTRAL	-	-	-	-	808	10,568	15,210
	PROJECT OFFICERS	-	-	-	-	808	10,568	15,210
	PROGRAM OFFICE	-	-	-	-	808	10,568	15,210
	ENERGY	-	-	-	-	752	1,984	3,287
	EDUCATION	-	-	-	-	56	1,012	1,012
	HEALTH	-	-	-	-	-	2,008	2,008
	AGRICULTURE	-	-	-	-	-	-	1,265
	FORESTRY	-	-	-	-	-	246	246
	NUTRITION	-	-	-	-	-	552	552
	RURAL DEVELOPMENT	-	-	-	-	-	3,371	3,371
	RESEARCH/UNIV RE	-	-	-	-	-	1,355	1,355
	POPULATION	-	-	-	-	-	-	-
	SPECIAL	-	-	-	-	752	950	1,233
PROGRAM TOTAL DISTRIBUTION		52,926	112,389	188,351	282,540	357,472	454,950	490,152

cancellations and/or delays. The paragraphs that follow provide details of the major activities for the year. The year's conversion and distribution statistics, by bureau, are summarized in Exhibit K.

C.5.2.1.1 Conversion Activities

The last conversion under this contract was to have been the Food for Peace and the Housing Offices, but it has been cancelled. The total estimated volume for these files was not significant compared to the other bureaus, and the overall effect already reduced by the Loan File conversion achieved in FY1987. The composite level of effort continues to shift from conversion to update as the last conversion to be done -- S&T -- proceeds.

Science & Technology: All targeted offices except POP have been converted and EY provided a number of documents not included in the original estimate. POP will have nearly 30,000 pages of material to convert as soon as reformatting is completed and the General Counsel approves release of the documents for conversion. Legal considerations have delayed the start of the POP conversion for nearly two years. Detailed production and distribution data are shown in Exhibit K.

Briefings on the structure and use of the fiche files have been conducted for all of the offices converted. All twenty fiche readers installed at S&T were surplus items given up by the geographic bureaus. Four reader/printers were installed for the eight offices to share, representing a savings to the Agency of over \$10,000.

C.5.2.1.2 Updates

One of the continuing challenges of the program is to create and adhere to an update schedule which satisfies the needs of each office and makes efficient use of staff. FY1989 was no exception: S&T, and LAC postponed or cancelled several scheduled updates; and SNT/AG, Africa and LAC had requirements beyond those projected. Programming this activity was a challenge which we were able to meet effectively. Exhibit L contains the update statistics for the year.

Africa Bureau

AFR provided a supply of documents approximately equivalent to the number projected. Programming of production was made difficult by logistical delays at the Bureau, including formatting problems, A.I.D. materials shortages, a reluctance to release documents for filming, and staff leave issues. Two areas of concern identified in FY1988 carrying over into FY1989 were the discontinuation of the satellite files, and the handling of microfiche for terminated projects. Early in the year, ENG, PRO requested that distribution of their fiche duplicates be suspended; the other TR's and PD then followed suit. The reasons given for these actions include a lack of familiarity with the fiche system and unwillingness to take on the task of file maintenance by these groups.

The surplus fiche have been returned to DIHF and all but one set (from PD) recycled for use of the printed envelopes. The PD file is being retained for possible distribution to USAID/Senegal. At this time, only the file at IPS is being maintained.

Effective in September 1988, the Africa Regional Affairs database (ARARD) was merged with the Africa/IPS database. The need for this became apparent as earlier in the year, documentation of a number of regional projects such as SAFGRAD II and CYMMIT began to appear as IPS updates. This de facto merger of documentation, along with the low level of update activity, increased user efficiency and simplified administrative procedures were all

Exhibit K

Attachment 1 Page 1: Bureau Microfilm Summary Report for FY89

Work Completed:	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEP	TOTAL
Africa Bureau													
Documents	98	632	464	0	739	360	0	779	467	0	0	995	4534
Fiche	101	669	473	0	789	365	0	802	469	0	0	1006	4674
Frames	1326	11424	4223	0	10268	2826	0	8975	2901	0	0	8357	50300
Boxes	1	8	5	0	9	4	0	8	5	0	0	11	51
A/NE Bureau													
Documents	584	1078	588	152	0	0	0	1456	435	0	0	0	4293
Fiche	600	1103	607	162	0	0	0	1523	439	0	0	0	4434
Frames	6352	12434	6192	2612	0	0	0	18635	3910	0	0	0	50135
Boxes	6	11	6	2	0	0	0	15	5	0	0	0	45
Contracts													
Documents	0	476	1644	1400	0	0	0	0	0	873	0	0	4393
Fiche	0	498	1690	1407	0	0	0	0	0	878	0	0	4473
Frames	0	6558	31726	11560	0	0	0	0	0	9543	0	0	59387
Boxes	0	5	21	16	0	0	0	0	0	9	0	0	51
LAC Bureau													
Documents	733	0	0	0	0	742	402	0	0	0	780	611	3268
Fiche	752	0	0	0	0	760	416	0	0	0	790	629	3347
Frames	8288	0	0	0	0	9473	5507	0	0	0	8022	7254	38544
Boxes	10	0	0	0	0	9	6	0	0	0	8	7	40
Loans													
Documents	0	0	0	0	0	0	0	721	0	0	0	0	721
Fiche	0	0	0	0	0	0	0	726	0	0	0	0	726
Frames	0	0	0	0	0	0	0	10923	0	0	0	0	10923
Boxes	0	0	0	0	0	0	0	8	0	0	0	0	8
S and T													
Documents	0	598	0	515	0	0	788	0	620	856	947	318	4642
Fiche	0	783	0	606	0	0	840	0	706	1041	994	474	5444
Frames	0	33229	0	19485	0	0	16319	0	20171	36834	18453	24359	168850
Boxes	0	17	0	12	0	0	11	0	11	19	14	10	94
Actual Total													
Documents	1415	2784	2696	2067	739	1102	1190	2956	1522	1729	1727	1924	21851
Fiche	1453	3053	2770	2175	789	1125	1256	3051	1614	1919	1784	2109	23098
Frames	15966	63645	42141	33657	10268	12299	21826	38533	26982	46377	26475	39970	378139
Boxes	17	41	32	30	9	13	17	31	21	28	22	28	289
Projected Total													
Documents	2300	2900	2800	2900	3100	3200	2900	3000	2900	2900	3000	3000	34900
Fiche	2400	2980	2950	5810	3200	3350	3050	3130	3050	3050	3130	3150	39250
Frames	53500	53700	73000	63700	68300	82000	74600	69400	74000	76400	69600	75000	833200
Boxes	23	29	28	29	31	32	29	30	29	29	30	30	349
INVOICE \$\$ AMOUNT													
	66241	65907	88266	72062	67627	69725	64004	86942	62212	56288	54074	63660	\$817,008

Attachment 1 Page 2: AFRICA PD/IPS Bureau FY89 Activities/Status
as of 30-Sept-89

Work Completed:	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEP	TOTAL
Projected Total													
Documents	500	700	0	700	300	0	600	400	0	400	600	0	4200
Fiche	500	700	0	700	300	0	600	400	0	400	600	0	4200
Frames	5500	7700	0	7700	3300	0	6600	4400	0	4400	6600	0	46200
Boxes	5	7	0	7	3	0	6	4	0	4	6	0	42
Actual Total													
Documents	98	632	464	0	739	360	0	779	467	0	0	995	4534
Fiche	101	669	473	0	789	365	0	802	469	0	0	1006	4674
Frames	1326	11424	4223	0	10266	2826	0	8975	2901	0	0	8357	50298
Boxes	1	8	5	0	9	4	0	8	5	0	0	11	50
Quality Assurance													
Inspected	6	48	30	0	54	24	0	48	30	0	0	50	290
Rejected	4	1	0	0	0	0	0	0	0	0	0	3	8
Diazo Copies													
Documents	98	632	464	0	739	360	0	779	467	0	0	995	4534
Fiche	101	669	473	0	789	365	0	802	469	0	0	1006	4674
Doc's Distributed													
Central Files	98	632	464	0	739	360	0	779	467	0	0	995	4534
Project Files -	98	632	464	0	739	0	0	0	0	0	0	0	1933
- TR's													
ARD	0	0	0	0	0	0	0	0	0	0	0	0	0
ENG	0	0	0	0	0	0	0	0	0	0	0	0	0
ED	0	0	0	0	0	0	0	0	0	0	0	0	0
PRO	0	0	0	0	0	0	0	0	0	0	0	0	0
HPN	0	0	0	0	0	0	0	0	0	0	0	0	0
Other, Special	0	0	0	0	0	0	0	0	0	0	0	0	0
Cum Distribution													
Central Files	36341	36973	37437	37437	38176	38536	38536	39315	39782	39782	39782	40777	
Project Files -	34367	34367	34367	34367	34367	34367	34367	34367	34367	34367	34367	34367	
- TR's													
ARD	15440	15440	15440	15440	15440	15440	15440	15440	15440	15440	15440	15440	
ENG	5588	5588	5588	5588	5588	5588	5588	5588	5588	5588	5588	5588	
ED	8250	8250	8250	8250	8250	8250	8250	8250	8250	8250	8250	8250	
PRO	6333	6333	6333	6333	6333	6333	6333	6333	6333	6333	6333	6333	
HPN	10682	10682	10682	10682	10682	10682	10682	10682	10682	10682	10682	10682	
Other, Special	0	0	0	0	0	0	0	0	0	0	0	0	
Work In Process													
Boxes at AID	1	1	0	2	0	1	1	0	0	0	0	0	
Boxes at DIHF	2	0	0	2	0	1	1	0	0	0	0	0	
At Service Bureau													
Documents	294	98	0	97	0	0	195	0	0	0	0	0	
Fiche	310	101	0	98	0	0	200	0	0	0	0	0	
Frames	4739	1034	0	792	0	0	1942	0	0	0	0	0	
Boxes	3	1	0	1	0	0	2	0	0	0	0	0	

Attachment 1 Page 3: A/NE Bureau FY89 Activities/Status
as of 30-Sept-89

Work Completed:	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEP	TOTAL
Projected Total													
Documents	800	0	0	900	600	0	800	700	0	900	500	0	5200
Fiche	800	0	0	900	600	0	800	700	0	900	500	0	5200
Frames	8000	0	0	9000	6000	0	8000	7000	0	9000	5000	0	52000
Boxes	8	0	0	9	6	0	8	7	0	9	5	0	52
Actual Total													
Documents	584	1078	588	152	0	0	0	1456	435	0	0	0	4293
Fiche	600	1103	607	162	0	0	0	1523	439	0	0	0	4434
Frames	6352	12434	6192	2619	0	0	0	18635	3910	0	0	0	50142
Boxes	6	11	6	2	0	0	0	15	5	0	0	0	44
Quality Assurance													
Inspected	36	66	36	12	0	0	0	90	30	0	0	0	270
Rejected	1	0	0	0	0	0	0	0	0	0	0	0	1
Diazo Copies													
Documents	2336	4312	2352	608	0	0	0	5824	1740	0	0	0	17172
Fiche	2400	4412	2428	648	0	0	0	6092	1756	0	0	0	17736
Doc's Distributed													
TR Central	584	1078	588	152	0	0	0	1456	435	0	0	0	4293
PCS Central	584	1078	588	152	0	0	0	1456	435	0	0	0	4293
Proj. Officers	584	1078	588	152	0	0	0	1456	435	0	0	0	4293
TR Officers	584	1078	588	152	0	0	0	1456	435	0	0	0	4293
A/NE/ENV	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0	0
Cum Distribution													
TR Central	29806	30884	31472	31624	31624	31624	31624	33080	33515	33515	33515	33515	
PCS Central	33964	35042	35630	35782	35782	35782	35782	37238	37673	37673	37673	37673	
Proj. Officers	27713	28791	29379	29531	29531	29531	29531	30987	31422	31422	31422	31422	
TR Officers	29611	30689	31277	31429	31429	31429	31429	32885	33320	33320	33320	33320	
A/NE/ENV	937	937	937	937	937	937	937	937	937	937	937	937	
Other	0	0	0	0	0	0	0	0	0	0	0	0	
Work In Process													
Boxes at AID	1	1	0	0	0	0	1	1	0	0	0	0	
Boxes at DIHF	1	2	0	0	0	0	2	1	0	0	0	0	
At Service Bureau													
Documents	388	196	152	0	0	0	490	294	0	0	0	0	
Fiche	402	202	160	0	0	0	513	296	0	0	0	0	
Frames	5097	2046	2619	0	0	0	6447	2412	0	0	0	0	
Boxes	4	2	2	0	0	0	5	3	0	0	0	0	

Attachment 1 Page 4: LAC Bureau FY89 Activities/Status
as of 30-Sept-89

Work Completed:	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEP	TOTAL
Projected Total													
Documents	0	600	500	0	0	500	0	0	600	0	0	600	2800
Fiche	0	600	500	0	0	500	0	0	600	0	0	600	2800
Frames	0	6000	5000	0	0	5000	0	0	6000	0	0	6000	28000
Boxes	0	6	5	0	0	5	0	0	6	0	0	6	28
Actual Total													
Documents	733	0	0	0	0	742	402	0	0	0	780	611	3268
Fiche	752	0	0	0	0	760	416	0	0	0	790	629	3347
Frames	8288	0	0	0	0	9473	5507	0	0	0	8022	7254	38544
Boxes	10	0	0	0	0	9	6	0	0	0	8	7	40
Quality Assurance													
Inspected	60	0	0	0	0	54	36	0	0	0	0	31	181
Rejected	0	0	0	0	0	2	0	0	0	0	0	2	4
Diazo Copies													
Documents	3036	0	0	0	0	2968	1923	0	0	0	3120	2444	13491
Fiche	3220	0	0	0	0	3040	2007	0	0	0	3160	2516	13943
Doc Distributed													
Central Files	733	0	0	0	0	742	402	0	0	0	780	611	3268
Finance Office	733	0	0	0	0	742	402	0	0	0	780	611	3268
Regional Files	733	0	0	0	0	742	402	0	0	0	780	611	3268
Gen'l Counsel	104	0	0	0	0	0	315	0	0	0	0	0	419
Tech Officers	733	0	0	0	0	742	402	0	0	0	780	611	3268
Other, Special	0	0	0	0	0	0	0	0	0	0	0	0	0
Cum Distribution													
Central Files	12041	12041	12041	12041	12041	12783	13185	13185	13185	13185	13965	14576	
Finance Office	11471	11471	11471	11471	11471	12213	12615	12615	12615	12615	13395	14006	
Regional Files	11471	11471	11471	11471	11471	12213	12615	12615	12615	12615	13395	14006	
LAC/GC	4133	4133	4133	4133	4133	4875	5277	5277	5277	5277	6057	6668	
Tech Officers	9498	9498	9498	9498	9498	10240	10642	10642	10642	10642	11422	12033	
Other, Special	0	0	0	0	0	0	0	0	0	0	0	0	
Work in Process													
Boxes at AID	0	0	0	0	0	1	0	0	0	0	0	0	
Boxes at DIHF	0	0	0	0	0	1	0	0	0	0	0	0	
At Service Bureau													
Documents	0	0	0	0	0	84	0	0	0	0	0	0	
Fiche	0	0	0	0	0	88	0	0	0	0	0	0	
Frames	0	0	0	0	0	1369	0	0	0	0	0	0	
Boxes	0	0	0	0	0	1	0	0	0	0	0	0	

Attachment 1 Page 5: Loan Office FY89 Activities/Status
as of 30-Sept-89

Work Completed:	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEP	TOTAL
Projected Total													
Documents	0	0	0	0	700	500	0	0	0	0	0	0	1200
Fiche	0	0	0	0	700	500	0	0	0	0	0	0	1200
Frames	0	0	0	0	14000	10000	0	0	0	0	0	0	24000
Boxes	0	0	0	0	7	5	0	0	0	0	0	0	12
Actual Total													
Documents	0	0	0	0	0	0	0	721	0	0	0	0	721
Fiche	0	0	0	0	0	0	0	726	0	0	0	0	726
Frames	0	0	0	0	0	0	0	10923	0	0	0	0	10923
Boxes	0	0	0	0	0	0	0	8	0	0	0	0	8
Quality Assurance													
Inspected	0	0	0	0	0	0	0	48	0	0	0	0	48
Rejected	0	0	0	0	0	0	0	0	0	0	0	0	0
Diazo Copies													
Documents	0	0	0	0	0	0	0	721	0	0	0	0	721
Fiche	0	0	0	0	0	0	0	726	0	0	0	0	726
Doc's Distributed													
Central Files	0	0	0	0	0	0	0	721	0	0	0	0	721
Other, Special	0	0	0	0	0	0	0	0	0	0	0	0	0
Cum Distribution													
Central Files	11763	11763	11763	11763	11763	11763	11763	12484	12484	12484	12484	12484	
Other, Special	0	0	0	0	0	0	0	0	0	0	0	0	
Work In Process													
Boxes at AID	0	0	0	0	0	0	1	0	0	0	0	0	
Boxes at DIHF	0	0	0	0	0	0	0	0	0	0	0	0	
At Service Bureau													
Documents	0	0	0	0	0	0	0	0	0	0	0	0	
Fiche	0	0	0	0	0	0	0	0	0	0	0	0	
Frames	0	0	0	0	0	0	0	0	0	0	0	0	
Boxes	0	0	0	0	0	0	0	0	0	0	0	0	

Attachment 1 Page 6: Contracts Office FY89 Activities/Status
as of 30-Sept-89

Work Completed:	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEP	TOTAL

Projected Total													
Documents	0	800	800	0	500	700	0	600	800	0	600	900	5700
Fiche	0	800	800	0	500	700	0	600	800	0	600	900	5700
Frames	0	8000	8000	0	5000	7000	0	6000	8000	0	6000	9000	57000
Boxes	0	8	8	0	5	7	0	6	8	0	6	9	57
Actual Total													
Documents	0	476	1644	1400	0	0	0	0	0	873	0	0	4393
Fiche	0	498	1690	1407	0	0	0	0	0	878	0	0	4473
Frames	0	6558	31726	11560	0	0	0	0	0	9543	0	0	59387
Boxes	0	5	21	16	0	0	0	0	0	9	0	0	51
Quality Assurance													
Inspected	0	30	126	96	0	0	0	0	0	0	0	0	252
Rejected	0	0	1	1	0	0	0	0	0	0	0	0	2
Diazo Copies													
Documents	0	476	1644	1400	0	0	0	0	0	873	0	0	4393
Fiche	0	498	1690	1407	0	0	0	0	0	878	0	0	4473
Doc's Distributed													
Central Files	0	476	1644	1400	0	0	0	0	0	873	0	0	4393
Bureau Files	0	476	1644	1400	0	0	0	0	0	873	0	0	4393
Other, Special	0	0	0	0	0	0	0	0	0	0	0	0	0

Cum Distribution													
Central Files	38348	38824	40468	41868	41868	41868	41868	41868	41868	42741	42741	0	
Audit Files	20519	20519	20519	20519	20519	20519	20519	20519	20519	20519	20519	0	
Bureau Files	30463	30939	32583	33983	33983	33983	33983	33983	33983	34856	34856	0	
Other, Special	0	0	0	0	0	0	0	0	0	0	0	0	

Work In Process													
Boxes at AID	0	5	2	0	0	0	0	0	0	0	0	0	
Boxes at DIHF	0	1	3	0	0	0	0	0	0	0	0	0	
At Service Bureau													
Documents	0	365	154	0	0	0	0	0	0	0	0	0	
Fiche	0	370	160	0	0	0	0	0	0	0	0	0	
Frames	0	4797	2845	0	0	0	0	0	0	0	0	0	
Boxes	0	4	2	0	0	0	0	0	0	0	0	0	

Attachment 1 Page 7: S & T Bureau FY89 Activities/Status
as of 30-Sept-89

Work Completed:	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEP	TOTAL
Projected Total													
Documents	1000	800	1500	1100	1000	1500	1500	1300	1500	1500	1300	1500	15500
Fiche	1100	880	1650	1210	1100	1650	1650	1430	1650	1650	1430	1650	17050
Frames	40000	32000	60000	44000	40000	60000	60000	52000	60000	60000	52000	60000	620000
Boxes	10	8	15	11	10	15	15	13	15	15	13	15	155
Actual Total													
Documents	0	598	0	515	0	0	788	0	620	856	947	318	4642
Fiche	0	783	0	606	0	0	840	0	706	1041	994	474	5444
Frames	0	33229	0	19485	0	0	16319	0	20171	36834	18453	24359	168850
Boxes	0	17	0	12	0	0	11	0	11	19	14	10	94
Quality Assurance													
Inspected	0	102	0	72	0	0	66	0	66	64	71	24	465
Rejected	0	2	0	0	0	0	0	0	0	0	1	1	4
Diazo Copies													
Documents	0	598	0	515	0	0	788	0	620	856	947	318	4642
Fiche	0	783	0	606	0	0	840	0	706	1041	994	474	5444
Doc's Distributed													
Central Files	0	598	0	515	0	0	788	0	620	856	947	318	4642
Project Files	0	598	0	515	0	0	788	0	620	856	947	318	4642
Program Office													
Sectors EY	-	-	-	515	-	-	788	-	-	-	-	-	1303
ED	-	-	-	-	-	-	-	-	620	-	-	-	620
H	-	-	-	-	-	-	-	-	-	-	-	-	0
AG	-	-	-	-	-	-	-	-	-	856	947	318	2121
FOR	-	-	-	-	-	-	-	-	-	-	-	-	0
N	-	-	-	-	-	-	-	-	-	-	-	-	0
RD	-	-	-	-	-	-	-	-	-	-	-	-	0
RUR	-	598	-	-	-	-	-	-	-	-	-	-	598
POP	-	-	-	-	-	-	-	-	-	-	-	-	0
Other, Special	0	0	1233	0	0	0	0	0	0	0	0	0	1233
Cum Distribution													
Central Files	10568	11166	11166	11681	11681	11681	12469	12469	13089	13945	14892	15210	
Project Files	10568	11166	11166	11681	11681	11681	12469	12469	13089	13945	14892	15210	
Program Office													
Sectors EY	1984	1984	1984	2499	2499	2499	3287	3287	3287	3287	3287	3287	
ED	1012	1012	1012	1012	1012	1012	1012	1012	1012	1012	1012	1012	
H	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	
AG	0	0	0	0	0	0	0	0	620	856	947	1265	
FOR	246	246	246	246	246	246	246	246	246	246	246	246	
N	552	552	552	552	552	552	552	552	552	552	552	552	
RD	3371	3371	3371	3371	3371	3371	3371	3371	3371	3371	3371	3371	
RUR	1355	1355	1355	1355	1355	1355	1355	1355	1355	1355	1355	1355	
POP	0	0	0	0	0	0	0	0	0	0	0	0	
Other, Special	0	0	1233	1233	1233	1233	1233	1233	1233	1233	1233	1233	
Work In Process													
Boxes at AID	2	0	0	0	2	0	0	2	0	0	0	0	
Boxes at DIHF	5	0	1	0	2	0	0	1	0	0	0	0	
At Service Bureau													
Documents	132	0	219	0	0	286	0	0	0	0	0	0	
Fiche	170	0	264	0	0	294	0	0	0	0	0	0	
Frames	7464	0	9497	0	0	4064	0	0	0	0	0	0	
Boxes	4	0	5	0	0	3	0	0	0	0	0	0	

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Exhibit L

ATTACHMENT II

REVISED: 11-SEPT-89

PART I: APDMS PRODUCTION SCHEDULE AND VOLUME ESTIMATE

OFFICE	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEP	Est.	ACTUAL	
													FY89	FY89	FY88
TOTAL	TOTAL	TOTAL	TOTAL	TOTAL	TOTAL	TOTAL	TOTAL	TOTAL	TOTAL	TOTAL	TOTAL	TOTAL	TOTAL	TOTAL	TOTAL
AFRICA/IPS	800	700	0	600	900	0	0	900	300	800	700	300	5800	3539	5641
A/NE	500	900	800	0	0	1200	200	0	1000	400	0	0	4800	4293	3413
LAC	800	0	0	400	500	0	400	400	0	0	0	500	3000	2657	2266
/CONTRACTS	0	400	800	800	0	1000	1000	0	0	800	900	800	6100	4393	10415
M/LOANS	0	0	0	0	0	0	0	900	800	0	0	0	1700	721	0
NT CONVERT	500	1000	1000	1000	1000	500	750	0	0	0	0	0	5750	4324	3760
UPDATE	0	0	350	0	250	0	300	200	200	800	700	200	3000		0
			EY		ED		H	H	F,N	RD	POP	AG			
PROJECTED	2600	3000	2750	2800	2650	2700	2850	2400	2300	2400	2300	1800	30150	*****	*****
FY89 ACTUAL	1415	2784	2696	2067	739	1102	1190	2956	1522	1729	1727	-	*****	19927	*****
FY88 ACTUAL	2283	1141	2580	1776	3532	3876	3854	2891	3047	2705	3387	770	*****	*****	31495

PART II: ON SITE ACTIVITIES LOG

	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEP
AFRICA/IPS	S 17th			23rd		2nd 24th					31st	
	E		23rd		18th 24th				7th			30th FY90
A/NE	S 17th						24th					← FY90
	E		14th						8th			
LAC	S FY88					8th					7th	← FY90
	E						7th				28th	
/CONTRACTS	S	7th								5th		
	E			16th							8th	
M/LOANS	S						28th					
	E							31st				
S&T	S 20th	←				23rd			12th			←
	E		11th				17th			30th		
CONVERT	←	SIFAD				EY/BST					AG	
UPDATE	** S		23rd		**							
	E			18th								
			EY	EY	ED							

considered in the decision to proceed with the merger. Beginning in FY1989, all financial and production reports reflected the change.

Asia/Near East

This bureau's updates proceeded on schedule and resulted in FY1989 production of over 50,000 pages of material. The main issues in managing updates were timeliness in processing throughput and accurate filing of the microfiche produced.

Throughput is a potential problem because the collection procedures which PCS must follow, due to their space limitations, requires project staff to submit update documentation up to two weeks prior to the beginning of DIHF processing. With the DIHF turnaround time added, documents may be in process for as long as three weeks. This year, we tried several procedures designed to minimize the total throughput time:

- * DIHF processing was overlapped with PCS processing so that filming activities were underway while collection was still taking place;
- * pre-printed folder labels were used to speed batching by DIHF; and
- * folders from the update documents were emptied and returned to PCS, in order to save time spent formatting.

In addition, production status and scheduling were closely monitored to ensure that DIHF processing took place as quickly and accurately as possible.

The main problem with filing was the amount of time needed to maintain all of the TR Officer's files, due to the physical dispersion of A/NE offices. This was compounded by omission of certain projects and names from the distribution list furnished by PCS. We understand that a reorganization of portfolio assignments caused this problem and the difficulty we experienced as a result will not be repeated.

A new satellite file was produced and installed at the PD office. The file consists of contracts for the following projects: 3980174, 3980178, 3980179 and 3980249; and will be updated at the end of each A/NE update session. An update of the A/NE/ENV collection (project papers, bureau-wide) was also accomplished.

A/NE is long overdue for an update of terminated projects in their MINISIS database. This activity continues "on hold" pending Bureau identification of terminated projects and authorization to retire or destroy those documents and fiche meeting the criteria.

Latin American/Caribbean

Updating resulted in a fifteen percent increase in documents over the amount anticipated. Although there were minor scheduling delays due to new formatting personnel, production was good.

A special collection of Guatemala project microfiche was created at DIHF and delivered to the mission there by Ralph Williams. Since this file was not acquired through the established Mission-APDMS procurement process, we shall await instructions on whether to update that file.

Contracts

Production exceeded the volume anticipated during the year. A delay until July of the final portion of the update allowed them to accumulate more documents for processing.

The document categories for Work, Task and Delivery Orders were combined into a single category in order to make room for additional document types found in the geographic bureaus. Growth of the fiche collection and limited file space forced Contracts to eliminate the redundant file originally intended for IG. The removal of the duplicate files may have caused a little difficulty due to that office's practice of co-mingling the two collections.

Science & Technology

Much was accomplished during the year, but not nearly to the degree anticipated because some divisions did not release their documents for filming on a timely basis. The conversion of BIFAD documents was completed, as well as complete updates of ST/EY, ST/AG, and ST/RUR. Conversion preparations for ST/POP (estimated at nearly 30,000 pages of material) continue, although an actual commencement date remains undefined due to unresolved legal considerations.

PFM/Loans

The Loan Office's relocation and SER/MO's lack of resources for reformatting the Loan file updates caused repeated postponement of the scheduled update activity. The update was finally completed in mid-year with a volume a little less than half of what had been expected.

C.5.2.1.3 Other FY1989 Accomplishments

APDMS Mission Support

Six Missions continue participation in this activity, and all were updated one or more times during the year. Services and/or products were provided in support of inquiries from Missions at Nepal, Senegal and Guatemala. Because Senegal's inquiry indicated interest in microfiche of all country-specific projects in (sub-Saharan) Africa, the APDMS costs were recalculated for the purpose of providing cost information.

As was done for the Librarian from Nepal, Mission-APDMS briefings were provided to representatives of REDSO and Lima, who were in Washington D.C. on other A.I.D. business. Exhibit M indicates the volumes associated with all Mission-APDMS installations accomplished to date.

Operations Management

Automation: Three types of automated enhancements to operations management implemented during the prior year continued with success:

- * MINISIS command files were created to generate production "pull" lists and other reports necessary to monitor and maintain the increasingly numerous and narrowly-defined satellite fiche files for APDMS users. Applications include Mission and A.I.D./W collections and production of folder and fiche file labels;

- * Microcomputer-based files were created for generating the monthly statistics, tracking Mission-APDMS participation, maintaining the APDMS equipment inventory, and other



Exhibit M

MISSION FICHE DISTRIBUTION

As of: December 14, 1988

<u>REQUESTING MISSION</u>	<u>ORDER DATE</u>	<u>SHIP DATE</u>	<u>AMOUNT DUE</u>	<u>AMOUNT PAID</u>
Garborone: APDMS/Botswana (1st notice dtd 3/26/88) (2nd notice dtd 8/30/88)	9/29/87	10/22/87	\$670.00	\$670.00 (9/26/88)
Accra: APDMS/Ghana	10/27/87	12/14/87	\$340.00	\$340.00 (6/2/88)
Yaounde: APDMS/Cameroon	11/10/87	12/14/87	\$865.00	\$865.00 (2/4/88)
Zaire: APDMS/Kinshasa	10/21/87	2/1/88	\$2,306.00	\$2,306.00 (4/25/88)
Sudan: APDMS/Khartoum (1st notice dtd 8/30/88) (2nd notice dtd 11/18/88)	4/19/88	6/27/88	\$1,327.00	\$1,327.00 (12/14/88)
Peru: APDMS/Peru	7/27/88	08/19/88	\$ 424.00	\$ 424.00 (11/18/88)

TOTAL AMOUNT COLLECTED: \$5,932.00

project/production management tasks. Application software includes spreadsheet, word processing, communications and database.

* A hardware link between microcomputer and minicomputer was established to improve productivity in creating MINISIS command files, creating and transmitting project information.

A microcomputer-based equivalent of MINISIS -- MicroDIS -- developed by CDIE, has gained more exposure in the international development field, including several A.I.D. missions.

Warehousing: A complete physical inventory of the warehouse was taken mid-year and control procedures refined. Control procedures use PC support to determine stock quantities and locations accurately. These procedures support our distribution efforts.

Fiche camera masters are stored off-site in a commercial vault. The vault meets the ANSI standards required by AID including fireproofing and environmental controls for temperature and humidity, as well as Agency security requirements.

Volume calculations were made to support the destruction of source documents filmed through December 1987. We received approval from A.I.D. and destroyed them.

Equipment: During the year, one Minolta RP503 reader/printer was installed in ST/AG. Contracts had their reader/printer upgraded to an RP503 from the RP405e transferred to them from ST/H. Other equipment procurements for the year included two-drawer fiche files and black fiche boxes for the S&T, LAC and A/NE bureaus. Exhibit N lists the current inventory of micrographics equipment.

C.6 PUBLICATIONS

C.6.1 Publications: the last five years

The last five years have seen the DIHF's ability to produce and distribute publications grow markedly. On the production side, the development of sophisticated desktop publishing technology has saved a great deal of time and money in the production of ARDA and the New Acquisitions lists, and has also meant that the DIHF can produce a whole range of professional quality non-DIS related publications. Full exploitation of this technology has been hampered, however, by the DIHF's limited editorial mandate. The DIHF has production capabilities that are, perhaps, unique in the Agency, but at present their use has been limited to rehashes of DIS abstracts, with certain notable exceptions.

Some key publication activities of the last five years follow.

A.I.D. Research and Development Abstracts. The publication of ARDA continued to serve as an important and highly visible means for disseminating recently published A.I.D.-funded technical reports. ARDA volumes 12-15 were produced during the contract; some 1,600 abstracts were published in ARDA during this time.

New Acquisitions Lists. Acquisitions lists distributed by the DIHF are designed to inform users of current materials recently added to the DIS. Three kinds were published during the contract: New Acquisitions: Technical Reports lists technical reports published 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. New Acquisitions: Evaluation Reports lists evaluation documentation recently added to the DIS for projects begun in the last two years.

Exhibit N

EXHIBIT C.5.6: APDMS - DIER EQUIPMENT INSTALLATION REPORT Sorted by Bureau, Office

ITEM NAME	MAKE	MODEL	SERIAL #	TAG	BUR	OFF	ROOM#	COST	DIER	DATE
										INSTALLED
FILE, 8-DWR	HIGHSITE	82-168	NONE	220	APR	ARD	NS2884	500		198504
PICHE READER	NMI	513	EA010D334	230	APR	IPS	NS2647	257		198708
PICHE READER	NMI	513	EA010D339	452	APR	IPS	NS2485	257		198603
READER/PRINTER	MINOLTA	RP405R	1621554	225	APR	IPS	NS2467	2878		198506
FILE, 8-DWR	HIGHSITE	82-168	NONE	NONE	APR	IPS	NS2465	500		198506
READER/PRINTER	MINOLTA	RP405R	1615467	104	APR	IPS	NS2465	2878		198708
FILE, 8-DWR	HIGHSITE	82-168	219	NONE	APR	IPS	NS2465	500		198708
MODEM	BACAL-FADIC	VA212LC	250950	063	APR	IPS	NS2465	495		198708
TERMINAL	HP	2922A	2143R05851	062	APR	IPS	NS2465	2300		198708
FILE, 8-DWR	HIGHSITE	82-168	NONE	NONE	APR	IPS	NS2465	500		198504
FILE, 8-DWR	HIGHSITE	82-168	219	NONE	APR	IPS	NS2465	500		198708
PICHE READER	MICRODESIGN	935	100233	NO	APR	IPS	NS2485	216		198301
PICHE COPIER	CANON	KALPISH480	486	NONE	APR	IPS	NS2465	3148		198708
KEYBOARD	HP	2922A	2143R05851	060	APR	IPS	NS2465	-		198708
FILE, 8-DWR	HIGHSITE	82-168	219	NONE	APR	IPS	NS2465	530		198708
FILE, 2-DWR	11 EACH	4 X 6"	NONE	NONE	APR	PD	---	768		198609
PICHE READER	MICRODESIGN	935	3191120	NO	APR	PD	NS2733A	256		198306
PICHE READER	MICRODESIGN	935	3020692	NO	APR	PD	NS2884	256		198301
PICHE READER	MICRODESIGN	935	4071706	NO	APR	PD	NS2465	275		198406
PICHE READER	MICRODESIGN	935	3031646	NO	APR	PD	NS2443	256		198303
PICHE READER	MICRODESIGN	935	3020696	NO	APR	PD	NS2733	256		198303
FILE, LUNAR	10 EACH	PS-21	NONE	NONE	APR	PD	---	884		198609
PICHE READER	MICRODESIGN	935	5061275	*	APR	PRO	NS4531	275		198506
PICHE READER	MICRODESIGN	935	5061271	226	APR	PRO	NS2467	275		198507
PICHE READER	NMI	513	EA010D335	229	APR	PRO	NS4531	257		198601
PICHE READER	MICRODESIGN	935	4071708	NO	APR	PRO	NS2485	275		198406
FILE, 2-DWR	11 EACH	4 X 6"	NONE	NONE	APR	PRO	NS4533	352		198609
FILE, 2-DWR	4 EACH	4 X 6"	NONE	NONE	APR	BA	---	128		198609
FILE, LUNAR	7 EACH	PS-21	NONE	NONE	APR	BA	---	156		198609
PICHE READER	MICRODESIGN	935	4070179	NO	APR	TR	NS3321A	275		198501
PICHE READER	MICRODESIGN	935	5061259	NO	APR	TR	NS2485	275		198605
PICHE READER	MICRODESIGN	935	5061267	NO	APR	TR	NS2941K	275		198605
PICHE READER	MICRODESIGN	935	3191118	NO	APR	TR	NS3319	256		198501
PICHE READER	MICRODESIGN	935	4071709	130	APR	TR	NS2645	275		198708
PICHE READER	MICRODESIGN	935	3191123	NO	APR	TR	NS29411L	275		198605
PICHE READER	MICRODESIGN	935	3390970	NO	APR		NS3318	288		198304
PICHE READER	MICRODESIGN	935	3191116	*	APR		NS3318	256		198409
PICHE READER	MICRODESIGN	935	3191124	NO	APR		NS3318	288		198304
PICHE READER	MICRODESIGN	935	3191129	*	APR		NS4440	256		198501
PICHE READER	MICRODESIGN	935	3191115	*	APR		NS4440	288		198412
PICHE READER	MICRODESIGN	935	4071707	*	APR		NS4440	275		198412
PICHE READER	NMI	513	EA010D048	148	APR		NS3321A	257		198412

EXHIBIT C.5.6: APDMS - DIHF EQUIPMENT INSTALLATION REPORT
Sorted by Bureau, Office

ITEM NAME	MAKE	MODEL	DIHF SERIAL #	TAG	BOE	OFF	ROOM#	COST	DATE INSTALLED
FICHE READER	MICRODESIGN	935	3020693	NO	ANE	PCS	WS3318	288	198305
FILE, 8-DRWR	HIGHSWITH	82-168	NONE	221	ANE	PCS	WS3320A	500	198509
FICHE READER	MICRODESIGN	935	3191114	*	ANE	PCS	WS3318	288	198305
READER/PRINTER	MINOLTA	RP405E	1617085	222	ANE	PCS	WS3320A	2878	198305
FICHE READER	NMI	513	LX010D338	233	ANE	PCS	WS3318	257	198604
FILE, 8-DRWR	HIGHSWITH	82-168	NONE	218	ANE	PCS	WS3320A	500	198509
FICHE READER	MICRODESIGN	935	3390971	*	ANE	PD	WS3321	256	198503
FICHE READER	MICRODESIGN	935	5061266	189	ANE	PD	WS4440	275	198504
FILE, 2-DRWR	14 EACH	4 X 6"	NONE	NONE	ANE	PD	---	1248	198609
FICHE READER	MICRODESIGN	935	3450706	398	ANE	PD	WS3319	256	198501
FILE, LUXOR	10 EACH	FS-21	NONE	NO	ANE	PD	WS4725	260	198509
FICHE READER	MICRODESIGN	935	3191119	NO	ANE	PD	WS3328	288	198305
FICHE READER	MICRODESIGN	935	3191117	*	ANE	PD	WS4440	256	198501
FICHE READER	NMI	513	LX010D336	451	ANE	TR	WS4440	257	198605
READER/PRINTER	MINOLTA	RP405E	1621594	NO	ANE	TR	WS4725	2878	198606
FILE, 8-DRWR	HIGHSWITH	82-168	NONE	NONE	ANE	TR	WS	500	198509
FILE, 8-DRWR	HIGHSWITH	820168	NONE	223	ANE	TR	WS4725	500	198509
FICHE READER	NMI	513	LX010D050	147	ANE	TR	WS4725	257	198509
FICHE READER	MICRODESIGN	935	5061258	*	ANE	TR	WS4733	275	198510
FICHE READER	MICRODESIGN	935	5061256	210	ANE	TR	WS4725	275	198505
FICHE READER	NMI	513	LX010D049	149	ANE	TR	WS4440	257	198406
FICHE READER	MICRODESIGN	935	3190966	183	ANE	TR	WS4725	275	198501
FICHE READER	MICRODESIGN	935	5061273	211	ANE	TR	WS4725	275	198505
FICHE READER	MICRODESIGN	935	5061272	206	ANE	TR	WS4725	275	198505
FICHE READER	MICRODESIGN	935	5061265	NONE	ANE	TR	WS4720	275	198505
FICHE READER	MICRODESIGN	935	5061262	199	ANE	TR	WS4440	275	198505
FICHE READER	NMI	513	LX010D340	453	ANE	TR	WS4440	257	198602
FICHE READER	MICRODESIGN	935	5061269	423	ANE	TR	WS4733	275	198505
FILE, LUXOR	22 EACH	FS-21	NONE	NONE	ANE	TR	WS4733	572	198609
FILE, 8-DRWR	HIGHSWITH	82-168	NONE	NONE	ANE	TR	WS4720	530	198809
FILE, 2-DRWR	14 EACH	4 X 6"	NONE	NONE	LAC	---	WS2252	448	198609
FILE, LUXOR	32 EACH	FS-21	NONE	NONE	LAC	---	WS2252	104	198609
READER/PRINTER	MINOLTA	RP405E	1621534	184	LAC	DE	WS2253	2878	198406
KEYBOARD	HP	2922A	---	056	LAC	PD	WS2253A	-	198604
TERMINAL	HP	2922A	---	056	LAC	PD	WS2253A	2300	198604
FICHE READER	NMI	513	LX010D337	231	LAC	PD	WS2248	257	198604
FILE, 8-DRWR	HIGHSWITH	820168	NONE	223	LAC	PD	WS2253A	520	198606
FICHE READER	NMI	513	LX010D333	232	LAC	PD	WS2248	257	198604
FICHE READER	MICRODESIGN	935	6040850	483	LAC	PD	WS2252	275	198605
FICHE READER	NMI	513	LX010D373	NO	LAC	PD	WS2252	257	198301
FICHE READER	NMI	513	LX010D047	150	LAC	PD	WS2252	257	198412
FICHE READER	MICRODESIGN	935	3020698	NO	LAC	PD	WS2252	256	198301
FILE, 2-DRWR	11 EACH	4 X 6"	NONE	NONE	LAC	TR	WS2251	192	198609

EXHIBIT C.5.6: APDMS - DHP EQUIPMENT INSTALLATION REPORT
Sorted by Bureau, Office

ITEM NAME	MAKE	MODEL	DHP			GOST	DATE INSTALLED
			SERIAL #	TAG	BOX OFF		
PICHE READER	NMI	513	7256270	NONE	LTS DHP ---	257	198804
FILM REIDERS	HOLLYWOOD	935	NONE	NONE	LTS DHP MICRO	25	198801
MODEN	RACAL-VADIC	VA212LC	46191	170	LTS DHP NS927B	495	198607
PICHE READER	NMI	513	7256267	NONE	LTS DHP ---	257	198804
PILB, 8-DWR	HIGHSITH	82-168	NONE	NONE	LTS DHP FILES	520	198801
PICHE READER	MICRODESIGN	935	5061250	190	LTS DHP SA18	275	198507
PILB, 8-DWR	HIGHSITH	82-168	NONE	NONE	LTS DHP FILES	520	198801
PILB, 8-DWR	HIGHSITH	82-168	NONE	NONE	LTS DHP FILES	-	198801
PICHE READER	MICRODESIGN	935	3191125	369	LTS DHP USRSTVCS	520	198403
PILB, 8-DWR	HIGHSITH	82-168	NONE	NONE	LTS DHP SPARE	256	198708
DRSSTIONETER	MAGBETH	71502	NONE	037	LTS DHP MICRO	900	198101
PICHE READER	MICRODESIGN	935	3390960	NO	LTS DHP DHP	275	198609
PILB, 8-DWR	HIGHSITH	82-168	NONE	NONE	LTS DHP FILES	520	198801
TERMINAL	HP	29224	2126R05568	048	LTS DHP NS927B	2300	198607
PICHE READER	MICRODESIGN	935	3181121	177	LTS DHP CAT	256	198605
PILB, LUDOR	40 EACH	PE-21	NONE	NONE	LTS DHP ---	260	198609
PICHE READER	MICRODESIGN	935	3191127	182	LTS DHP SPARE	256	198708
PILB, 2-DWR	2 EACH	4 X 6"	NONE	*	LTS DHP DHP	64	198609
LIGHT BOX	KEYAN	136	NONE	NONE	LTS DHP MICRO	200	198510
PILB, 2-DWR	21 EACH	4 X 6"	NONE	NONE	LTS DHP ---	231	198707
PICHE READER	MICRODESIGN	935	3390969	NO	LTS DHP USRSTVCS	256	198606
PICHE READER	MICRODESIGN	935	3390967	NO	LTS DHP ANNEX	256	198309
KEYBOARD	HP	29224	2126R05568	057	LTS DHP NS927B	---	198607
PILB, 2-DWR	5 EACH	4 X 6"	NONE	NONE	LTS DHP NS927B	96	198701
MODEN	RACAL-VADIC	VA212LC	629913	192	LTS DHP SDG	495	198609
PAX X-MITTER	BRRBOUGHS	DEK1100	65423	NONE	LTS DHP DHP	---	198505
PILB, 8-DWR	HIGHSITH	82-168	NONE	NONE	LTS DHP FILES	520	198801
PICHE READER	MICRODESIGN	935	1501123	043	LTS DHP FILES	275	198605
MICROSCOPE	WILL WETZLAR	---	NONE	038	LTS DHP MICRO	300	198101
PILB, 8-DWR	HIGHSITH	82-168	NONE	NONE	LTS DHP FILES	520	198801
PICHE READER	NMI	513	LX0100371	480	LTS DHP NS927B	257	198708
PILB, 8-DWR	HIGHSITH	82-168	NONE	NONE	LTS DHP FILES	520	198801
PICHE READER	NMI	513	7256268	NONE	LTS DHP ---	257	198804
PILB, 8-DWR	HIGHSITH	82-168	NONE	NONE	LTS DHP FILES	520	198801
READER/PRINTER	MINOLTA	RP505	1655388	NONE	LTS DHP USRSTVCS	7515	198609
PILB, 8-DWR	HIGHSITH	82-168	NONE	NONE	LTS DHP FILES	520	198801
PICHE READER	MICRODESIGN	935	6040854	NO	LTS DHP DHP	275	198605
PILB, 8-DWR	HIGHSITH	82-168	NONE	NONE	LTS DHP FILES	520	198801
MODEN	RACAL-VADIC	VA212LC	BROKEN	*	LTS DHP SDG	495	198609
PICHE READER	NMI	513	LX0100376	372	LTS DHP ANNEX	257	198804
PILB, 8-DWR	HIGHSITH	82-168	NONE	NONE	LTS DHP USRSTVCS	520	198403
PILB, 8-DWR	HIGHSITH	82-168	NONE	NONE	LTS DHP FILES	520	198801
PICHE COPIER	BROWING	0P99/88	---	039	LTS DHP DHP	20000	198101
PICHE CUTTER	KEYAN	138	NONE	NONE	LTS DHP DHP	225	198510

EXHIBIT C.5.6: APDMS - DIHP EQUIPMENT INSTALLATION REPORT
Sorted by Bureau, Office

ITEM NAME	MAKE	MODEL	DIHP SERIAL #	TAG	BUR	OFF	ROOM#	COST	DATE INSTALLED
FICHE READER	MICRODESIGN	935	3321316	498	LTS	NS	B927	256	198808
FICHE READER	MICRODESIGN	935	3929681	424	LTS	NS	B927	256	198303
FICHE READER	MICRODESIGN	935	4071710	128	LTS	NS	B927	275	198808
FICHE READER	MICRODESIGN	935	5061268	212	LTS	NS	B927	275	198505
FICHE READER	MICRODESIGN	935	3061261	209	LTS	NS	B927	256	198309
FICHE READER	MICRODESIGN	935	3390968	NO	LTS	NS	B927	256	198309
FICHE READER	MICRODESIGN	935	4071711	136	LTS	NS	B927	275	198406
FICHE READER	NMI	935	7256269	---	LTS	NS	SA18	257	198804
FICHE READER	NMI	935	LX010D368	359	LTS	NS	B927	257	198708
FICHE READER	MICRODESIGN	935	3191122	204	LTS	NS	B927	256	198501
FICHE READER	MICRODESIGN	935	3191123	437	LTS	NS	NS927B	256	198808
FICHE READER	MICRODESIGN	935	5061261	204	LTS	NS	B927	275	198505
FICHE READER	NMI	935	LX010D370	360	LTS	NS	B927	257	198708
FICHE READER	NMI	935	LX010D369	361	LTS	NS	B927	257	198710
UTILITY CART	HIGHSMITH	---	NONE	NONE	LTS	NS	B927	117	198504
FICHE READER	MICRODESIGN	935	3020695	*	LTS	NS	B927	256	198503
FILE, 8-DRWR	HIGHSMITH	82-168	NONE	392	M	CON	TT1400	520	198801
FILE, 8-DRWR	HIGHSMITH	82-168	NONE	427	M	CON	TT1400	520	198606
READER/PRINTER	MINOLTA	RP405B	1619581	146	M	CON	TT1400	2878	198403
FICHE READER	MICRODESIGN	935	3450705	117	M	CON	TT1400	256	198312
FILE, 8-DRWR	HIGHSMITH	82-168	NONE	393	M	CON	TT1400	500	198310
FICHE READER	MICRODESIGN	PORTABLE	7256053	370	M	CON	SA18	256	198801
KEYBOARD	HP	2922A	---	097	M	CON	TT1400	---	198310
TERMINAL	HP	2922A	2245W30061	096	M	CON	TT1400	2399	198310
MODEM	BACAL-VADIC	VA212LC	466189	171	M	CON	TT1400	495	198310
FILE, 2-DRWR	7 EACH	4 X 6"	NONE	NONE	M	CON	TT1400	224	198609
READER/PRINTER	MINOLTA	935	3020699	NONE	M	FM	SA2-326	2815	198701
FICHE READER	MICRODESIGN	935	6040851	NO	M	SER	TT2-1100	275	198708
FICHE READER	MICRODESIGN	935	5061270	NO	NMS	VENDRS	WD	275	198503
FICHE READER	NMI	513	LX010D375	NO	ST	ED	SA18-508	257	198711
FILE, 8-DRWR	HIGHSMITH	82-168	NONE	NONE	ST	ED	SA18-600	520	198707
FICHE READER	MICRODESIGN	935	6040852	360	ST	ED	SA18-609	275	198709
FICHE READER	NMI	513	LX010D377	NO	ST	ED	SA18-600	257	198712
READER/PRINTER	MINOLTA	RP503	1611279	373	ST	ED	SA18-600	2815	198803
FICHE READER	MICRODESIGN	935	3020697	365	ST	ED	SA18-500	256	198708
FICHE READER	NMI	513	LX010D374	NO	ST	ED	SA18-600	257	198712
FICHE READER	MICRODESIGN	935	3020699	497	ST	ED	SA18-609	256	198301
FICHE READER	MICRODESIGN	935	3020700	496	ST	EY	SA18 500	288	198609
FICHE READER	MICRODESIGN	935	3020701	366	ST	EY	SA18 500	256	198708
FICHE READER	MICRODESIGN	935	3191130	367	ST	EY	SA18 500	256	198708
FICHE READER	MICRODESIGN	935	3191126	NO	ST	EY	SA18 508	256	198709
READER/PRINTER	MINOLTA	RP503	168294	375	ST	EY	SA18 500	2815	198709

EXHIBIT C.5.6: APDMS - DIHF EQUIPMENT INSTALLATION REPORT
Sorted by Bureau, Office

ITEM NAME	MAKE	MODEL	DIHF SERIAL #	TAG	BUR	OFF	ROOM#	COST	DATE INSTALLED
FILE, LUXOR	3 EACH	PS-21	NONE	NONE	ST	F	SA18 506	78	198804
READER/PRINTER	MINOLTA	RP503	---	NO	ST	H	SA18 702	2815	198806
FICHE READER	MICRODESIGN	935	5061264	205	ST	N	SA18 320	275	198803
FICHE READER	MICRODESIGN	935	5061257	200	ST	N	SA18 400	275	198804
FICHE READER	MICRODESIGN	935	3191128	NO	ST	N	SA18 400	256	198803
FILE, 8-DRWR	HIGHSMITH	935	NONE	382	ST	PO	SA18 308	530	198804
FICHE READER	MICRODESIGN	935	3020690	390	ST	RD	SA18 620	256	198302
FICHE READER	NMI	513	LX010D372	347	ST	RD	SA18 620	257	198608
FICHE READER	NMI	513	LX010D462	387	ST	RD	SA18 620	257	198807
FICHE READER	NMI	513	LX010D463	386	ST	RD	SA18 620	257	198807
FICHE READER	MICRODESIGN	935	5061263	188	ST	RD	SA18 620	275	198806
READER/PRINTER	MINOLTA	RP503	1611266	NONE	ST	BUR	SA18 300	2815	198803
FICHE READER	MICRODESIGN	935	5061274	213	ST	BUR	SA18 309	275	198803
FICHE READER	MICRODESIGN	935	5061260	180	ST	BUR	SA18 309	275	198505
FILE, 2 DRWR	7 EACH	4 X 6"	NONE	NONE	ST	BUR	SA18 309	224	198609
FILE, LUXOR	32 EACH	PS-21	NONE	NONE	ST	VAR	SA18	598	198710
FILE, 2-DRWR	6 EA	4 X 6"	NONE	NONE	ST	VAR	SA18	160	198707
FICHE READER	MICRODESIGN	935	3020694	NO	ST	VAR	SA18	256	198302
TOTAL								\$125,800	

The DIC Manual. During FY1988 the DIHF produced the Development Information Center Manual, a training manual for DIC managers overseas. A DIHF editorial team worked with an Agency contractor to write and edit the manual, which has been a big success.

CDIE's Information Services: Four Years of Progress. During FY1989 the DIHF wrote and produced this review of CDIE accomplishments since 1985.

Special Bibliographies. Most notable was the publication and translation into French and Spanish of four volumes of the Farming Systems Research bibliographies in cooperation with the University of Florida. This activity was completed in FY1988.

The A.I.D. Thesaurus. During FY1989, a revised edition of the A.I.D. Thesaurus was produced, using desktop publishing software for the alphabetical display.

The CDIE Portfolio. The portfolio was written, revised, and produced in FY1987, and revised periodically afterwards.

C.6.2 FY1989 Accomplishments

Publication accomplishments for FY1989 fall in three broad areas: acquisitions lists, ARDA, and special publications.

Acquisitions Lists

During FY1989, approximately 400 copies of each of 12 monthly issues of New Acquisitions: Technical Reports were prepared and distributed. Approximately 320 copies of each of 5 issues of the bimonthly New Acquisitions: Project Descriptions and New Acquisitions: Evaluation Reports were also prepared and distributed.

An important change was made in the production process for the lists in February. Each list was completely redesigned using desktop publishing software (PageMaker), resulting in improved appearance and reduced production time. Currently, the entire production process for a typical Acquisitions list (from initial MINISIS search to printing of camera ready copy) takes about two days, as compared to the week or more it took using conventional word processing software.

In an effort to ensure the widest possible distribution of the lists, the September issues were sent to 820 Mission and A.I.D./W addresses on A.I.D.'s RAMPS list, together with a form to be filled out if they wished to continue to receive the Lists. Assuming that the response to this mailing will be at least marginally favorable, circulation of the lists should continue to grow through FY1990.

The lists continue to be well received, as judged by the number of document orders they've generated over the past year.

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

During FY1988, three issues of ARDA, 14:4, 15:1, and 15:2/3 were published, containing a total of 350 abstracts. 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.

Circulation of ARDA has increased, largely due to use of the Agency's RAMPS mailing list, which adds about 800 internal addresses to those on ARDA's RECIPRD and REQUESTR mailing lists. As a result, average circulation for the three issues published in FY1989 was about 4,000. With 15:2/3 a letter was sent to recipients on the RAMPS list much like the one sent with the September Acquisitions Lists, asking them to respond if they wished to continue receiving ARDA. The letter also solicited their comments about ARDA. In addition, in May a renewal letter was sent out to subscribers whose subscriptions were to run out with 15:2/3 or had already lapsed. For many, ARDA is *the* way to order documents through CDIE.

ARDA continues to be typeset and composed completely in-house using Ventura Publisher, resulting in significant savings over conventional typesetting and composition services. Partly due to its in-house production, the last two issues of ARDA have been produced slightly ahead of schedule.

Special Publications

During the fiscal year LTS produced the CDIE report CDIE's Information Services: Four Years of Progress. LTS designed, wrote, edited, and typeset the document for CDIE, and 500 copies were printed and distributed.

Preliminary investigations were made into producing a number of sector-specific bibliographies from the DIS, in much the same way acquisitions lists are produced. These lists would include citations and (when available) abstracts of all technical and project documents in a given field, and would be issued on an annual (or semi-annual) basis. An initial search on the agriculture sector was performed, but problems of size (just a cursory search brought up hundreds of records) and finding an indexing scheme common to PD and PN documents (the AGRIS codes assigned to ARDA records seemed to offer a way to sort citations, but catalogers do not assign these codes to PD documents) forced the idea to be shelved.

Other

The CDIE information portfolio was updated during the year to reflect changes in phone numbers, and a new xerox master was produced. During the coming FY, the portfolio will be redesigned to make it more appealing visually while not altering its functionality. Some consideration should also be given to having the portfolio printed, rather than xeroxed, in order to ensure quality from copy to copy.

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 use of CDIE's Development Information System (DIS) and three associated database management software packages (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) development of training and user education materials, and (4) ongoing communication with user communities.

C.7.1 FY1989 Accomplishments

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.

During FY1989 the New Entry and Project Design courses sponsored by the A.I.D. Training Office continued to provide an excellent opportunity to familiarize direct hire staff with the DIS and other DIHF systems and services. At least 150 staff were briefed in this manner during eight CDIE workshops held in the A.I.D. Library in conjunction with these courses.

Specific A.I.D./W offices provided with briefings during the year include: PFM/PM/TD's Training Library, AFR/TR/EDHR, S&T/RD and OFDA. USAID DIC staff from Nepal, Sri Lanka and Zambia were provided with DIHF and MicroDIS briefings.

A demonstration of the DIS was provided to the development community attending the International Development Conference held at the Washington D.C. Convention Center, using the CDS-ISIS software (Micro version) and a prototype CD-ROM version of DIS data.

Training:

As in previous years, training needs have been specific to the system used, the objective of the user, and the user's previous experience. As a result, training sessions on all systems have been highly individualized. The number and nature of training sessions conducted in FY1989 is summarized for each system below.

MINISIS: MINISIS training is only provided to CDIE contractors and others who use the system on a daily basis. A total of seven sessions were held with R&RS staff covering either introductory or advanced topics. An additional two sessions were held to review system changes following the installation of Version G of the software. CDIE staff in the State Department were trained in six sessions on-site.

MenuDIS: Although designed to be self-instructional, MenuDIS training was provided to several users who expressed an interest in in-depth familiarization with the system. Sessions were provided to the PFM/PM/TD Training Library staff, and to two contractors authorized by CDIE to access the system on an ongoing basis (Hampshire College and the Institute for International Research).

MicroDIS: MicroDIS is also designed to be self-instructional. Although on-site training support has been provided to selected DIC's in the past, no sessions were conducted during this year. Attention was given instead to development of a workbook to further assist overseas users in installation and implementation without on-site support (see following sub-section).

Training and User Education Materials:

Continuing attention was given to the development and enhancement of training and user education materials during FY1989. These included the following:

MINISIS: Hand-outs were prepared on changes and enhancements to the QUERY and ENTRY/MODIFY processors brought about by the installation of Version G of the software in mid-year. These were distributed to all DIHF, R&RS and other CDIE users.

MenuDIS: Print-outs of sample sessions were developed in support of the MenuDIS training provided during the year, as noted in the previous sub-section.

MicroDIS: All MicroDIS Manuals and Demonstration Packages (in English/French/Spanish) were revised and reformatted using Word Star 5.0. The English version was completely

re-indexed. A workbook was designed to assist new users in better understanding the process involved in initial installation and implementation of the package. Completion of the workbook is scheduled for the first quarter of FY90.

Ongoing Communication with User Communities:

Activity in this area continued as in past years, with involvement in the DC-MINISIS User Group and ongoing communication with R&RS and other regular users as needed.

C.7.2 Five-Year Summary FY85-89: Trends in Training

Since completion of a training needs assessment in FY85, the number and nature of training requirements has changed significantly. In FY85, access to DIS data was still limited to A.I.D. personnel given full training in MINISIS command language through standardized classroom sessions. By FY1989, with the intervening development of MenuDIS and MicroDIS, the emphasis has shifted to more user-friendly means of accessing and managing A.I.D. bibliographic data, development of supporting self-instructional manuals and materials for general use, and tailoring of a limited number of training sessions to the requirements of specific users as needed. Given the size of the Agency and the financial support available for training, especially overseas, this trend is likely to continue.

As the number of systems has increased and access has become more decentralized, the number of training materials and user aids has expanded considerably. Approximately 30 initial and revised versions of manuals and user aids have been developed, updated to accommodate user feedback, and maintained. With the anticipated development of a compact disk version of the DIS in FY90, and the possibility of regional training workshops to support USAID DIC staff, the emphasis on materials development will also likely continue.

At the same time, the training function has shifted attention toward working with system developers in upfront design and ongoing improvement of systems in the belief that the easier systems are to use, the less training will be required. Considerable time has thus been invested in review of MenuDIS and MicroDIS screens and messages. Again, this role is likely to continue.

C.8 QUALITY ASSURANCE

Although the position of the Quality Assurance (QA) and Service Evaluation (SE) Coordinator has not been continuously filled throughout each period of the contract the major functions which pertain to this position have been carried out continuously.

8.1 Quality Assurance

The collection and production of monthly statistics, the basic tracking mechanism for DIHF activities, has continued uninterrupted since the turnover of the facility from the previous contractor. During this period a great deal of refinement has been brought to both the product and the process. In particular, all departments except that of Microfilming have expanded their reporting so that more discrete operations are tracked more closely. However, this expansion has not occurred without some thought being given to the utility of each of the statistics which are presented. This scrutiny has resulted in the dropping of various statistics when their allied operation was changed or when they have been superseded by other indicators. The reporting of Microfilming (at least in the consolidated monthly statistics) has been significantly streamlined since FY1988. The result has been a section which much more clearly tracks and demonstrates the activities of the department.

During the tenure of the present QA Coordinator a major revamping of the process of automated statistical collection and analysis was undertaken. Although this resulted in only minor changes in the published forms it did yield significant savings in preparation time as well as a more accurate report. Extensive documentation of the duties and procedures of the QA/SE Coordinator was prepared for the DIHF Operations Manual. It is expected that this will greatly reduce the time necessary for anyone to assume the duties of the Coordinator on either a temporary or permanent basis.

Along with the monthly statistical annex, a quarterly presentation is made of selected statistics which are tied directly to Statement of Work goals. These reports have been produced regularly whenever the position of QA Coordinator has been filled. The tabular presentation of these reports has been improved in appearance and readability. More historical comparison is possible with the presentation of the previous five quarters' results on the one hand and the previous four fiscal years' totals on the other. Accompanying these are graphs and charts analyzing the data and focusing on one particular department of activity of the last quarter.

In general, a review of DIHF production over the past five years shows that production in the majority of categories was higher in FY89 than in FY85, with production peaking in FY88 (Exhibit O). Exhibit P provides a detailed comparison of productivity over the last five years. A quick review of the labor applied to produce this shows that fewer hours were charged in virtually all categories in the last year of the contract than in FY88. Before drawing further conclusions from these numbers, it should be remembered that the DIHF serves a processing and not an originating function. That is, it responds to and handles documentation produced by and for A.I.D. and when less documentation is produced (not necessarily a bad thing) less is processed so that the small drop in overall "production" of the DIHF may well be due to a lessening in production by A.I.D. Second, since the drop in hours charged in most areas was greater than the drop in production this would tend to indicate greater efficiency on the part of staff and lead to the conclusion that the correct response has been taken on the part of the DIHF management with regard to staffing.

8.2 Service Evaluations

Service evaluations have been conducted on an irregular basis throughout this contract. This has been with the concurrence of A.I.D. project management, which recognized the importance of using scarce staff resources in other areas. Of the evaluations most often performed, the service most often analyzed -- because it is the one with the most public contact for the DIHF -- is that of User Services.

Questionnaires accompany document orders when they are filled and sent out by the User Services Department. Comparing the results of an evaluation based on these returns undertaken in 1984 (just before this contract) with one in 1988 shows that a ten-fold increase in response was elicited with a questionnaire newly redesigned for this latest evaluation. The service was rated as better by the respondents. Typical of the improvement was that 93% of orders were completely filled immediately in 1988 where only 64% were before. 94% of respondents reported the good condition of their order (vs. 86% before); and some 66% received their documents in one week or less where 50% received theirs in less than 20 days previously. Further, the intended target audience for the DIHF's services (A.I.D., USAID's, and A.I.D. contractors) was found to be the most frequent users in reality. This most important function of the DIHF will continue to be evaluated periodically.

Other users of public-oriented services were the subject of evaluation through their regular questionnaires. These services include the MenuDIS (public access to the DIS databases), and MicroDIS (Microcomputer library system) which has gone through extensive improvements as the result of users' responses. Publications such as the A.I.D. Thesaurus (a new edition of which

Exhibit O

FY89 FIVE YEAR QUALITY ASSURANCE COMPARISON REPORT

	YEARLY GOALS	FY89 TOTALS	FY88 TOTALS	FY87 TOTALS	FY86 TOTALS	FY85 TOTALS
A. ACQUISITIONS						
1. PD Docs. Sent for Cataloging		2,817	3,129	2,712	2,432	NA
2. PN Docs. Sent for Cataloging		3,423	2,897	2,641	2,139	NA
3. Total No. Docs. Processed		11,045	13,967	10,673	9,793	NA
B. CATALOGING						
1. PD Docs. Added to DOCUMENT	2,500	2,270	2,513	2,539	2,755	2,321
2. PN Docs. Added to DOCUMENT	2,500	2,471	2,518	2,498	2,352	2,601
3. PD & PN Docs. Added to INV	4,500	2,786	4,183	5,063	2,984	3,011
4. PN & PD Records Modified		6,790	2,508	4,217	5,200	70,501
5. INV/DOCRD Duplicates Screened		2,432	2,199	3,543	3,819	NA
6. Docs. Added to CATALOG	500	670	633	593	654	500
C. ABSTRACTING/INDEXING						
1. Original Abs. Added to DIS	1,500	1,418	1,223	1,455	1,549	1,447
2. Documents Indexed Only	4,300	3,536	4,045	3,008	5,568	5,120
3. New (1984) Design Docs. Abstracted	200	362	432	317	251	NA
4. (Pre-1984) Design Docs. Abstracted	100	103	107	105	109	NA
5. Edited Author-Prepared Abstracts	300	398	409	235	344	139
6. Proposed Thesaurus Changes	300	47	51	50	144	114
E. MAILING LIST / F. PUBLICATIONS						
1. ARDA Address Additions	300	157	353	31	72	NA
2. ARDA Address Modifications	Combined	1,791	913	370	232	NA
3. Total No. ARDA Labels Distributed	7,500/Issue	32,897	46,725	41,212	28,220	7,271
4. No. of Acquisitions Lists	12	18	21	17	18	16
5. No. Copies/Issue	3,000/Issue	503	261	273	271	33
G. FILMING						
1. Total Documents Filmed	5,000	3,826	4,625	4,016	4,669	4,444
2. Fiche Set Distribution	264	156	156	156	168	10
3. Total Frames Prepped		300,323	306,425	303,517	371,639	380,705
H. USER SERVICES						
1. Priority I Docs. (1 Day)	15,000	21,944	36,565	24,474	16,871	17,394
2. Priority II Docs. (3 Days)	4,000	2,392	3,937	2,972	3,992	4,899
3. Priority III Docs. (7 Days)	8,000	11,906	15,576	7,223	6,329	5,609
4. Fiche (dialo copies)	3,500	4,827	9,639	4,169	1,675	2,098
5. Paper Blowbacks	9,000	18,398	24,902	15,954	14,085	12,240
6. Shelf Copies		12,724	22,280	33,900	35,895	12,698
J. ADP SYSTEM USAGE						
1. No. of Dial Up Ports	18	12	12	12	12	12
2. Total Lines Printed	39 million	13.3	13.9	12.3	15.6	16.2
3. Total Logon Hours (A.I.D.)	10,000	14,183	16,406	12,608	--	--
4. Total Logon Hours (All Users)		72,366	68,815	65,652	61,034	40,052
K. DIHF/MISSION ACTIVITY						
1. No. Standing Order Docs. Sent		7,140	8,960	8,660	9,416	NA
2. No. USAID Orders Received		612	638	759	523	NA
3. Total Docs. Ordered by USAIDs		4,496	5,831	4,743	4,744	NA

Year/Month Targets	TOTALS AVERAGES									
	TOTALS	AVERAGES								
A. DOCUMENT ACQUISITIONS										
1. AID Document Activities										
a. PD Docs. Sent for Cataloging	2,817	235	3,129	261	2,712	226	2,432	203	NA	
b. PN Docs. Sent for Cataloging	3,423	285	2,897	241	2,641	220	2,139	178	NA	
c. Miscellaneous Docs. Processed	1,730	144	1,593	133	795	68	1,523	127	NA	
d. Duplicates	3,075	256	6,348	529	4,525	377	3,699	308	NA	
e. Total No. of Docs. Processed	11,045	920	13,967	1,164	10,673	889	9,793	816	NA	
2. Non-AID Document Activities										
A. Book Titles										
1. Titles Ordered	504	42	292	24	264	22	248	21		
2. Titles Received	371	31	298	25	268	22	228	19		
B. DOCUMENT CATALOGING										
1. A.I.D. Materials										
e. PD Docs. Processed										
1. Added to DOCUMENT	2,500/208	2,270	189	2,513	209	2,539	212	2,755	230	2,321 193
2. Added to INV		2,364	197	3,203	267	4,052	338	2,066	172	
f. PN Docs. Processed										
1. Added to DOCUMENT	2,500/208	2,471	206	2,518	210	2,498	208	2,352	196	2,601 217
2. Added to INV		422	35	980	82	1,011	84	918	77	
g. Total Docs. Proc. DOCUMENT		4,741	395	5,031	419	5,037	420	5,107	426	
h. Total Docs. Proc. INV	4,500/375	2,786	232	4,183	349	5,063	422	2,984	249	3,011 251
i. Total Docs. Processed		7,527	627	9,213	768	10,100	842	8,091	674	
j. No. of Modifications to DOCRD		6,790	566	2,508	209	3,382	282	5,200	433	70,501 5,875
k. No. of Duplicates Found		2,432	203	2,199	183	3,543	295	3,819	318	NA
2. Non-A.I.D. Materials										
a. CATALOG DB Processing										
1. Orders Cataloged		253	21	276	23	259	22	209	17	
2. Gifts Cataloged		410	34	339	28	294	25	222	19	
3. Retrospective Cataloging		7	1	16	1	40	3	92	8	
4. Total Cataloged	500/42	670	56	633	53	593	49	654	55	500 42
b. Call Nos. Added to DOCRD		213	18	727	61	787	66	101	8	

C. ABSTRACTING/INDEXING	Year/Month Targets	TOTALS AVERAGES									
1. Abstracts Added to DOCUMENT		1,581	132	1,288	107	1,452	121	1,579	132		
a. DIHF Generated Abstracts		1,225	102	1,067	89	1,303	109	1,379	115		
1. Project Documents		740	62	759	63	805	67	835	70		
a. Post 1984 Design Docs.	200/17	358	30	413	34	317	26	190	16	NA	
b. Pre-1984 Design Docs.	100/8	103	9	98	8	105	9	109	9	NA	
c. Evaluations		279	23	248	21	383	32	536	45		
2. Amendments		116	10	126	11	154	13	100	8		
3. Technical Documents		369	31	182	15	344	29	444	37		
b. Edited Author-prepared Abstracts		356	30	221	18	149	12	200	17		
1. Project Documents		107	9	111	9	50	4	73	6		
a. Post 1984 Design Docs.		4	0	19	2	2	0	61	5		
b. Pre-1984 Design Docs.		0	0	9	1	0	0	0	0		
c. Evaluations		103	9	84	7	48	4	12	1		
2. Technical Documents		249	21	109	9	99	8	127	11		
2. Abs. Added Only to PROJECTS		230	19	344	29	240	20	305	25		
a. DIHF Generated Abstracts		188	16	156	13	152	13	162	14		
b. Edited Author-prepared Abstracts		42	4	188	16	88	7	143	12		
3. Total No. Abstracts Added to DIS		1,816	151	1,632	136	1,692	141	1,884	157		
a. DIHF Generated	1,500/125	1,418	118	1,223	102	1,455	121	1,541	128	1,447	121
b. Edited Author-prep. Abstracts	300/25	398	33	409	34	237	20	343	29	139	12
4. Documents Indexed Only	4,300/358	3,536	295	4,045	337	3,008	251	5,810	484	5,120	427
a. Project Documents		1,175	98	1,891	158	1,495	125	3,306	276		
b. Technical Documents		2,361	197	2,154	180	1,513	126	2,504	209		
5. Documents Reindexed	500/42	0	0	0	0	0	0	0	0		
6. Proposed Thesaurus Changes	300/25	47	4	51	4	50	4	144	12	114	10

D. CUMULATIVE DATA BASE STATISTICS	Year/Month Targets	TOTALS									
1. DOCUMENT (DOCRD)		62,504		57,492		51,980		46,817		NA	
2. INVENTORY (INVRD)		25,544		22,730		18,484		13,360		NA	
3. SERIALS (SERRD)		1,323		1,238		1,146		1,119		NA	
4. PROJECTS (PROJRD)		9,119		8,570		7,995		7,496		NA	
5. CATALOG (CATRD)		3,879		2,961		2,337		1,713		NA	
6. INSTITUTION AUTHORITY (INST2RD)		6,424		6,077		5,421		4,883		NA	
7. RECIPIENTS (RECIPRD)		9,999		9,866		—		—		—	
8. BANK (BANKRD)		2,137		426		—		—		—	

Year/Month Targets	TOTALS AVERAGES										
	TOTALS	AVERAGES									
E. MAILING LIST MAINTENANCE											
1. RECIPRD Record Transactions											
a. Additions	300 (combined)	157	13	353	29	31	3	72	6	NA	
b. Modifications	300 (combined)	1,791	149	913	78	370	31	206	17	NA	
2. Total No. ARDA Recipients		3,248		3,280		7,545		7,375			
3. Total No. Evaluation Recipients		1,004		1,048		—		—			
4. Requests for Labels											
a. Total No. Requests		63	5	49	4	17	1	7	1	NA	—
b. Total No. Labels		32,897	2,741	23,130	1,928	21,788	1,816	28,220	2,350	7,271	608

Year/Month Targets	TOTALS AVERAGES										
	TOTALS	AVERAGES									
F. PUBLICATIONS											
1. ARDA (Issue)											
a. No. of Docs. Abstracted	600/150 ls.	1,257	105	330	28	550	46	560	47		
c. No. Copies Printed	7,500 per Issue	15,000	5,000	13,700	4,567	22,589	7,530	21,713	7,238		
2. Special Bibliographies											
a. No. Bibliographies Issued	6 per Year	0	0	1	—	1	—	3	—		
b. No. Copies/Issue	1,000 per Issue	0	0	4,800	—	3,500	—	1,733	—		
3. Acquisitions Lists											
a. No. Lists Distributed	12 per Year	18		21		17		18		16	1
b. No. Copies Distributed	3,000 per Issue	9,046	754	5,487	457	4,638	273	4,878	271	528	33

Year/Month Targets	TOTALS AVERAGES										
	TOTALS	AVERAGES									
G. FILMING REPORT											
1. No. Documents Prepared for Filming											
a. PD Docs. Sent to Filming	4,064	339	4,031	336	4,195	350	4,674	390			
b. PN Docs. Sent to Filming	1,529	127	1,796	150	2,207	184	2,324	194			
c. Total Frames Prepped	300,323	25,027	306,425	25,535	303,517	25,293	371,639	30,970	380,705	31,725	
2. Filming Totals											
a. Total Docs. Filmed	5,000/415	3,826	319	4,625	385	4,016	335	4,669	389	4,444	370
(1) Total PD Docs.		1,376	115	2,386	199	1,851	154	2,315	193		
(2) Total PN Docs.		2,450	204	2,239	187	2,165	180	2,354	196		
b. Total Fiche Filmed		5,292	441	5,691	474	5,528	461	6,293	524		
(1) Total PD Fiche		1,729	144	2,361	197	2,165	180	2,678	223		
(2) Total PN Fiche		3,563	297	3,330	278	3,195	266	3,615	301		
c. Total Frames Filmed		291,730	24,311	309,961	25,830	297,282	24,774	371,545	30,962		
(1) Total PD Frames		82,280	6,857	111,593	9,299	112,218	9,352	149,266	12,439		
(2) Total PN Frames		209,450	17,454	198,368	16,531	185,064	15,422	222,279	18,523		
3. Duplicate Fiche Production:											
a. No. of Masters		5,292	441	5,691	474	5,528	461	6,570	548		
b. Total PD Fiche Duplicates		5,187	432	7,083	590	6,999	583	14,775	1,231		
c. Total PN Fiche Duplicates		35,630	2,969	33,300	2,775	31,950	2,663	32,535	2,711		
d. Total (PD&PN) Fiche		40,817	3,401	40,383	3,365	38,949	3,246	47,310	3,943		
4. Fiche Distribution											
a. Total (PD&PN) Filmed		4,314	360	4,142	345	4,016	335	4,669	389		
b. Fiche Set Distribution	22/22	156	13	156	13	156	13	168	14	10	1
1. PD Fiche Distribution (3 sets)											
a. No. PD Fiche Docs.		1,844	154	1,902	159	1,851	154	2,315	193		
b. No. PD Fiche		1,691	141	2,411	201	2,333	194	2,955	246		
c. Total PD Fiche Distributed		5,073	423	7,233	603	6,999	583	14,775	1,231		
2. PN Fiche Distribution (10 sets)											
a. No. PN Fiche Docs.		2,470	206	2,240	187	2,165	180	2,354	196		
b. No. PN Fiche		3,575	298	3,342	279	3,195	266	3,615	301		
c. Total PN Fiche Distributed		35,750	2,979	33,420	2,785	31,950	2,663	32,535	2,711		

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AID/DIHF 5 Year Comparison		FY89		FY88		FY87		FY86		FY85	
Year/Month Targets		TOTALS	AVERAGES								
H. USER SERVICES											
1. No. Documents Requested											
a. Priority I (1 Day)	15,000/1,250	21,944	1,829	36,565	3,047	24,474	2,040	16,871	1,406	17,394	1,450
b. Priority II (3 Days)	4,000/333	2,392	199	3,937	328	2,972	248	3,992	333	4,899	408
c. Priority III (7 Days)	8,000/667	11,906	992	15,576	1,298	8,926	744	6,329	527	5,609	467
2. Type of Copy Requested											
a. Fiche (diaz copies)	3,500/292	4,827	402	9,639	803	4,169	347	1,675	140	2,098	175
b. Paper Blowbacks	9,000/750	18,398	1,533	24,902	2,075	15,954	1,330	14,085	1,174	12,240	1,020
c. Paper Copy in Stock		12,724	1,060	22,280	1,857	33,900	2,825	35,895	2,991	12,698	1,058
3. Bulk Distribution (No. Copies)											
a. CDIE Publications		12,827	1,069	10,801	900	4,545	379	7,976	665		
b. Population		4,023	335	4,372	364	4,108	342	2,046	171		
c. R&RS Newsletter		12,500	1,042	13,800	1,150	9,200	767	NA			
d. Portfolios		1,189	99	2,640	220						
e. ARDA		11,422	952	12,588	1,049						
f. World Bank Documents		377	31	347	29						
g. Acquisitions Lists		9,046	754	5,487	457	4,638	387	4,883	407		
h. Other		4,473	373	1,195	100						
I. PRODUCTION THROUGHPUT (AVERAGE TIME PER DOC.)											
		<u>AVERAGES</u>		<u>AVERAGES</u>		<u>AVERAGES</u>		<u>AVERAGES</u>		<u>AVERAGES</u>	
1. A.I.D. Document Cataloging (Days)			10		12		13		9		
2. Core Filming (Days)			12		14		14		9		
3. Abstracting/Indexing/Editing (Days)			33		50		81		120		
4. Indexing of Index-Only Docs. (Days)			34		47		28		45		
J. ADP SYSTEM USAGE											
Year/Month Targets		TOTALS	AVERAGES								
1. No. Minisis Users											
			93		93		74		—		
2. No. of Dial Up Ports											
	18/18		12		12		0		12		12
3. CPU Usage (All Groups)											
a. No. of Sessions		40,300	3,358	41,425	3,452	46,437	3,870	49,604	4,134		
b. Total CPU Hours		3,738	312	3,642	304	4,183	349	3,577	298		
c. Total Logon Hours		72,366	6,031	68,815	5,735	65,652	5,471	61,034	5,086	40,052	3,338
4. CPU Usage (A.I.D. Users)											
a. No. of Sessions		10,721	893	13,228	1,102	7,317	610	—	—		
b. Total CPU Hours		861	72	479	40	399	33	—	—		
c. Total Logon Hours	10,000/833 Hrs	14,183	1,182	16,406	1,367	12,608	1,051	—	—		
5. Printer Usage											
a. No. of Print Sessions		27,737	2,311	29,574	2,465	29,066	2,642	28,978	2,415		
b. Lines Printed HP Printer (million)		13.3	1.1	14.0	1.2	13.1	1.2	15.6	1.3	16	1.3
c. Total Sectors Used			390,418		438,157		461,637		525,027		
6. Total Disk Space Used	MB		715		703		711		—		

was produced including users' suggestions) and the A.I.D. Research and Development Abstracts, which carry their own evaluation form, were also the subject of evaluations.

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 FY1989 Accomplishments

C.9.1.1 Staff Organization

Exhibit Q illustrates the project organization and staffing composition during FY1989. 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.

C.9.1.2 Reporting

During FY1989, refinements in DIHF operational reporting procedures were instituted and improved formats and presentation of statistical information were developed.

Greater use was made of Publishing and Graphics software. Preparation of the data for this report was prepared using Lotus spreadsheets for analysis and the HP Gallery drawing package for producing color graphs and charts.

Lotus spreadsheet models are used throughout the project to enable DIHF and CDIE management to quickly determine the project's financial and operational status from a number of perspectives and to provide for more accurate and timely reporting of expenditures and funding levels, invoicing, and financial reporting. The DIHF continued to provide software training and support to the Academy for Educational Development (AED)/R&RS staff.

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

Exhibit Q

ORGANIZATIONAL DIRECTORY

A.I.D. DOCUMENT AND INFORMATION HANDLING FACILITY
September, 1989

DIHF Switchboard: 951-7191

User Services: 951-9647

DIHF ORGANIZATION

<u>UNIT</u>	<u>Name</u>	<u>Position</u>	<u>Extension</u>
<u>PPC/CDIE MANAGEMENT:</u>	Lee White	Project Officer	875-4970
	Bob Asthon	Quality Control Officer	951-7191
<u>PPC/PB/RPA:</u>	Frank Lin	Sr. Info. Specialist	647-9107
	Pat Sommers	Budget Analyst	647-9562
	Anne Dang	Programmer Support	647-9853
<u>DIHF MANAGEMENT OPERATIONS:</u>	Jim Booth	Project Director	15
	Virginia Van Brunt	Deputy Director	46
	Betty Crawford	Facility Receptionist	11
	Marjorie Kitzes	Contract Administrator	18
	Valerie Douglas	Administrative Assistant	53
	Quality Assurance	Douglas Baker	Coordinator
<u>PROCESSING:</u>			
Acquisitions	Tina Wilson-Romero	Acquisitions Supervisor	528-6900
	Merrily Clift	Acquisitions Librarian	528-6900
	Paulette Phillips	Acquisitions Specialist	40
Processing/Cataloging	Audrey Thompson	Supervisor	38
	Linda Brillhart (PT)	Information Specialist	34
	Margo Klish (PT)	Information Specialist	34
Indexing/Abstracting	Dennis Ferrara	Editor	32
	Clare Imholtz	Coordinator/Editor	32
	Clarke Jones (PT)	Indexer	32
	Susan Perla (PT)	Indexer	32
	Sarah Anderson	Abstractor	24
	Richard Wagner	Abstractor	24
Thesaurus	Clare Imholtz	Coordinator	32
Publications	Roger Reynolds	Coordinator	44
<u>User Services</u>	Sue Ellen Hersh	Order Fulfillment Supv.	14 or 39
	Linwood Herring	Document Clerk	26
	Larry Howard	Document Clerk	26
	Henry Summers (PT)	Document Clerk	26
	Gibson Maxwell (PT)	Document Clerk	26
Training	Carolyn Goshen	Coordinator	30
<u>CDIE Reference Center</u>	Anne Langhaug	Tech Info Specialist	647-7923
	Michael Kurutz	Tech Info Research Asst	647-7923

SYSTEMS DEVELOPMENT:

MINISIS/HP3000 Operations	Paul Howard	Systems Manager	41
	Lynne Crone	Programmer Analyst	49
	Chris Dines	Computer Operator	25
	David Rorabaugh	Network/PC Specialist	528-6900

Microcomputer Operations	Paul Howard	Supervisor	41
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ING OIS Operations	Pat Woodberry	Systems Admin.	528-6900
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MICROFICHE OPERATIONS:

Microfiche Operations	Scott Sherman	Supervisor	45
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Document Preparation	Emmagean Harris	Document Preparation Coord.	35
	Sharon Moore	Document Analyst	28
	Ellen Heyden	Document Analyst	35
	Hester Brown	Document Preparation Clerk	28
	Peg Clukey	Microfilm Technician	26

Bureau Operations	Ivy Summers	On-Site Coordinator	*
	Alvin Summers	Document Analyst	*
	Kevin Perry	Document Analyst	*
	Denise Estep	Document Analyst	*

Legend: 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

C.9.1.3 Operational Planning

During the fifth year of operations, overall management was decentralized. Using the plans set forth in the FY1989 Forward Plan, primary management emphasis was given to monitoring the work of the operating supervisors to whom day-to-day responsibilities are delegated. Weekly staff meetings were held to resolve problems, discuss personnel needs, and correct procedural deficiencies. In addition, emphasis on inter-contractor coordination with other CDIE operations (AED and Pragma) 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

The contract continued to operate two facilities - the DIHF in Bethesda and the DIHF Annex in Rosslyn. The Annex facility improved the ability to coordinate with CDIE on acquisitions, microcomputer software development, training, and outreach efforts. In addition, the Annex facilitated communication and cooperation among the A.I.D., AED, and Pragma staffs by providing a Local Area Network (LAN) between the buildings, which improved communications and the use of available computing resources.

C.9.1.5 Personnel Resources

Exhibit R 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.

Exhibit R

Functional Breakout of Staff Hours for October 1989

Company/Employee	PHASE I	PHASE II														SCIENCE ADVISOR	Facility Clean-up	PHASE III		Total	
		Qual/Assur	Acco's	Proc/Cat	Svs Dev	A/I	Thesaurus	Micro-fiche	User Serv	POP	Pub: ARDA/Bibs	FSRB	AID PEST	NID	FVA(P.B.)			PPC/DIC(INS 3659)	Outreach		Training
Monthly Cumulative																					
October 88	0	301	229	1010	799	672.5	0	142.5	926.5	4	97	0	0	0	0	0	69	0	194	80	4424.5
November 88	0	539	130	774.75	461	695	20	102	828	4	97	0	0	0	0	0	27	0	215	56	3858.75
December 88	0	438	59	773	443	579.5	0	78	837	0	45	0	0	0	0	0	0	0	158	34	3454.5
January 89	0	450	138.5	778.5	393	522	0	70	839	0	138	4	0	0	0	0	0	0	149	46	3522
February 89	0	405.5	140	784	373	502	0	69	786	0	131	0	0	0	0	0	0	0	134	28	3352.5
March 89	0	494.5	147.25	895.25	408	584	0	80	950	4	154	4	0	0	0	0	0	0	178	42	3929
April 89	0	375	151.25	721.75	392	453	0	128	872	0	131	0	0	0	0	0	0	0	109	18	3451
May 89	0	405	151	572	478	484	0	261	956	0	153	0	0	0	0	0	0	0	144	0	3904
June 89	0	436	179.5	585.5	567	565.5	0	295.5	1016	4	127	0	0	0	0	0	0	0	129.5	16	3922.5
July 89	0	435	144	595.5	535	304.5	0	169	899.25	0	141	4	0	126	14	0	0	0	123	0	3490.25
August 89	0	458	319.5	733	699	495	0	333	974.25	0	135	8	0	6	38	129.5	0	0	211	0	4595.25
September 89	0	461	456	418	465	607	0	284	847	0	122	0	0	6	16	168	0	0	127	28	3979
TOTAL FY-85	1344	8107.75	2627.5	9851.5	8916.5	8419.5	1527	5481.5	7363.2	563	302	626.75	0	0	0	0	0	0	2008	1006	57785.2
TOTAL FY-86	798	8406.5	3908.5	10637.5	7995.7	9040.5	1624.25	4931	9295.7	129	839	1089	155	0	0	0	0	0	4380.5	1251	64985.15
TOTAL FY-87	0	5555.5	2163.5	19881.5	4650	8475	260	2857	7833.05	165	1607	517.5	0	0	0	0	134	613.5	3706.5	1104	50528.05
TOTAL FY-88	0	6419	1515.75	10375.25	7591.5	8358	367	2805.5	9497.8	75	1353	153.5	2	0	0	0	714	0	3634.5	664	53415.8
TOTAL FY-89	0	5168	2245	8939.25	5903	6414	20	2973	10731	16	1461	20	0	138	62	0	96	0	1881.5	342	45527.75
CONTRACT CUM TO DATE	2142	33817.75	11860.25	50649	34766.7	40706	3798.25	18148	44560.75	948	5561	2406.75	157	138	62	0	944	613.5	16333	4387	272243.9

Monthly Hours Cumulative

	AFR (B)	A/NE	CTRCT(D)	AFREB(E)	LAC (G)	S&T (H)	FFP/Hsq(I)	Loans	Other	Total
October 88	416	320	183	10	664.5	307	0	69	0	1969.5
November 88	422	470	389	0	139	482	0	77	0	1979
December 88	386	531	606	0	103	426	0	80	0	2132
January 89	392	335	664	0	66.5	514	0	69.5	0	2041
February 89	755	504	322	-2	154	198	0	67	0	1998
March 89	742	551	106	0	504	314	0	63	0	2280
April 89	371	303	69	0	494	594.5	0	54	0	1885.5
May 89	529	645.5	73	0	334	92	0	376.5	0	2050
June 89	427.5	344	92	0	116	638.25	0	80	0	1697.75
July 89 *	84	111	570	0	96	700	0	44	0	1605
August 89	69.5	36.5	163	0	487	844	0	33	0	1633
September 89	608	37	41	0	357.5	401	0	67	0	1511.5
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	496	22388.5
TOTAL FY-87	4569.5	5005.1	3927.5	1157	3003.5	1543.5	0	6861.5	0	26057.6
TOTAL FY-88	5409.5	2921	5265.5	885.5	2234.5	6729	0	1002.5	0	24447.5
TOTAL FY-89	5202	4188	3278	8	3515.5	5510.75	0	1080	0	22782.25
CONTRACT CUM TO DATE	23417.5	27523.35	20527	5859.5	13063.5	13783.25	0	9152.5	496	113822.6