



USAID
FROM THE AMERICAN PEOPLE

KNOWLEDGE SERVICES CENTER ANNUAL REPORT

SEPTEMBER 2008-AUGUST 2009
USAID CONTRACT NUMBER AID-OAA-C-08-00004

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Knowledge Services Center Annual Report

September 2008-August 2009

USAID Contract Number AID-OAA-C-08-00004

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I. INTRODUCTION

The USAID Knowledge Services Center (KSC) – USAID contract number AID-OAA-C-08-00004 - provides resources to USAID and development partners to improve program and project performance by promoting best practices and lessons learned, enriching collaborative partnerships, and facilitating informed decisions through research, information sharing and Knowledge Management services.

The KSC is part of the Knowledge Management Division within the Office of the Chief Information Officer. The contract provides a single corporate resource for knowledge services. It allows the Agency's staff, both in Washington and overseas, to more effectively collaborate and more easily integrate information and knowledge management into their work.

The KSC is comprised of four teams: the Development Experience Clearinghouse, Knowledge Management Support, Library Services/Learning Resource Center, and Research Services. These teams work together seamlessly to build and promote authoritative and time-saving resources and valuable services for Agency staff.

The contract, which began on September 1, 2008, consists of one year plus four option years.

II. ACCOMPLISHMENTS

Outreach and Communications

The Knowledge Services Center continued its tradition of extensive outreach and communications efforts to inform USAID of KSC offerings and how to engage our services.

Spring & Summer Seminars.

In May 2009, the KSC successfully launched its 2009 seminar series with a Spring Seminar on Sustainable Economic Recovery in Post-Conflict Environments, in collaboration with the EGAT/ PR/MD office. There were 56 attendees from inside and outside the Agency. Audience feedback was very positive.

During July, the KSC conducted five seminars through the Summer Seminar Series. All the seminars were held in the Center for Association Leadership conference room in the Ronald Reagan Building for easy access by USAID staff and the public. Attendance was twice that of last year's series. In addition, this series received high-level participation from executive and senior staff, including the Acting Administrator. The many positive comments on the speakers, topics, logistics and approach to the sessions confirm it was a successful series.

Topics and attendance at the seminars is summarized below.

Table I: 2009 Summer Seminar Series Topics and Attendance			
Date	Seminar Title	Bureau	Attendance
July 1	What Capitalists and Slumdogs Now Have in Common	EGAT	189
July 8	Asia's Future: Critical Thinking for a Changing Environment	ME	111
July 15	Administrator's Forum: Smart Power and Development	COO	150
July 22	China in Africa	ODP	185
July 29	Integrating Gender in Agricultural Programs	EGAT	127
Total			762

Participation at the CIO Systems Managers conference.

KSC staff attended the CIO Systems Managers conference to better understand the business requirements and opportunities of USAID Missions. The team successfully presented the KSC services to a plenary session and later that evening hosted a hands-on demonstration of KSC resources and KM collaboration tools. At that demonstration the team had an opportunity to hear directly from the systems managers about how the KSC could better support the Missions and the team briefed the CIO and his lead in charge of systems security on Library and collaboration tools. As a follow-on to the conference, the team ran a half day session to kick off a new collaboration space to help carry forward actions around the workshop and better integrate the group as a whole across all the countries USAID serves.

Hosting a KSC Open House.

On April 28, the KSC held an Open House for USAID staff and contractors and the public. Each team exhibited products and services and the Library and DEC teams ran online demonstrations of databases. Staff from EADS demonstrated their statistical databases and staff from Web Services demonstrated Developedia. Sixty-three people attended the Open House from the USAID bureaus and missions and from development partners, other US government agencies, and think tanks. As a result of the Open House, the Research Team fielded five new requests and many participants learned about our services for the first time.

Participation in the HR Customer Service Open House.

On October 2, KSC staff discussed KSC products and services with more than one hundred USAID staff, highlighting our career development and self-directed learning resources through the Learning Resources Center.

Presentations to USAID offices.

The KSC team made the following presentations to USAID offices during the year. These presentations introduced KSC products and services to program officers throughout the Agency and resulted in increased use of our resources.

- DCHA/Democracy & Governance team (45 people), resulting in 3 research requests
- Health Sector Council (25 people)
- EGAT/NRM/Water team (7 people), resulting in research requests on water
- E&E/DGST (12 people)
- E&E/EG team (12 people), resulting in a research request
- EGAT/Agriculture team (8 people), resulting in 3 new research requests
- GH/Office of Population & Reproductive Health (30 people), resulting in several new research requests and a request for additional electronic resources
- DCHA/CMM staff meeting (12 people)

E&E Presentation on Demographic Decline in Eastern Europe.

In July, several members of the research team participated in the E&E Brownbag presentation on demographic decline in Eastern Europe. The information was summarized by the client for inclusion in the E&E briefing book on the region. KSC Research Analysts participated as presenters on economic growth and health. Additional Research Analysts backstopped the democracy and governance and economic growth presentations.

Mission mailing.

In December, the KSC mailed out PC calendars and promotional materials to all USAID overseas offices. The mailing consisted of a letter outlining KSC products and services, the KSC brochure, and handouts on interlibrary loan, country briefing packages, *New This Month*, and electronic resources, as well as the calendars. The KSC plans to repeat the mailing next year and will look for additional opportunities for informing Mission staff of our services.

Presentations & library/LRC tours for the Development Leadership Initiative (DLI) classes.

Over the course of the year, the KSC presented at 5 DLI classes, reaching a total of 206 Junior Officers. The presentation included a tour of the library/Learning Resources Center to more fully familiarize new staff with available information resources. These presentations resulted in higher circulation of library materials, greater use of electronic resources, numerous requests for research, and hundreds of requests for country briefing packages.

Evaluations of the DLI classes show that our presentations have been well received. The following comments come from the DL17 class of summer 2009:

- I'm impressed by the services that KSC offers.
- Knowledge Services Center resources and tour was great.

- The USAID knowledge services center was good, but should be moved to the beginning of the orientation.

In addition, there is evidence that the new Junior Officers are acting as KSC “Ambassadors” once they start their new assignments. In April, a junior officer stationed in USAID/Guatemala did a presentation of KSC products and services to Mission personnel, using the KSC PowerPoint presentation and handouts on our services.

Presentations & library/LRC tours for new Civil Service employees.

The KSC presented at 5 new employee orientations for new civil service employees, reaching 65 new employees. Presentations consisted of a PowerPoint and a tour of the library/LRC.

Updating of Internet and Intranet pages.

KSC staff redesigned and updated the knowledge management page on the USAID Internet. These pages are now more user-friendly and contain current information on USAID services available to the public as well as a general description of the Knowledge Management program to share USAID’s approach with fellow practitioners. In addition, a small team conducted a usability study that informed the redesign of the KSC intranet pages. It is now easier for users to find commercial databases, electronic journals, and the online catalog. We also added forms for country briefing packages and Nexis alerts to our intranet page.

Knowledge management blog.

KSC research analysts began contributing to a new knowledge management blog, located at <http://communities.usaid.gov/km>. The blog is a pilot effort and will help keep USAID staff apprised of development news and new products and services available through the KSC. By using the blog to share research findings traditionally provided to a single client, the KSC is instantly broadening access to the latest research and building a more informed USAID.

Participation in Developedia.

KSC staff provided support for Developedia, the new wiki, through formal and informal training to numerous Agency staff, an article on Developedia for Intelink, a quick start article, and a new graphic design. The KSC Teams also began adding their own material to Developedia for easier access by USAID staff in Washington and the field.

E-newsletters.

The KSC has three broadcast mechanisms for communicating with USAID staff and the public: the *KSC E-Monitor*, issued quarterly to publicize KSC events, products, and services; *DEC Express*, which informs a mailing list of 5,000 USAID staff and the public of new materials and special collections that have been added to the DEC; and *New This Month*, a monthly update on new library/LRC resources that is

distributed through a listserv to more than 500 USAID staff and external information professionals.

Use of Online Video and Google Analytics

A how-to video introduction to the new DEC site, developed to help with transition to a new software platform, is receiving good reviews from early testers, and it will debut when the new site debuts in October. The current DEC site's traffic is now tracked through Google Analytics usage reports, giving the team a better view on who is using the site, and how many people are visiting.

TEAM REPORTS

Development Experience Clearinghouse

The Development Experience Clearinghouse (DEC) is the official archive for USAID development experience. The DEC reporting requirements are formally part of the Agency's Automated Directive System and language for DEC submissions are included in contract and grant agreements. In response to requirements stated in the contract with USAID - the KSC is making changes to the DEC's software platform and work processes to better meet the needs of USAID and other groups that use its services.

Strategic planning.

The team began to draft a DEC strategic plan, describing the team's objectives and the ways in which it will reach those goals.

Positioning the DEC within the agency and the development sector.

The DEC primarily benefits users within USAID and other Federal agencies, but USAID also exists within a constellation of other bilateral donors, NGOs, and other organizations. The DEC is striving to maintain and advance its position as a primary source for development information within that universe. The DEC public collection and historical depth are unique among bilateral aid agency systems.

Deploying new software for the DEC platform.

The DEC team is moving its collection from proprietary, in-house software to Inmagic Presto, a commercial product. Much of the team's time over the last year has been devoted to preparing for the switch. Migrating from the earlier application has meant an extensive data migration effort as well as continued coordination with USAID Operations and Maintenance staff to assure a reliable platform.

Deepening and explaining the archive.

There are special collections organized within the DEC around a particular topic, region, country, etc. To make those collections more readily available, the DEC team has identified content for those collections and displayed them on custom web pages. The team has also conducted user outreach to identify the DEC audience

and how to better serve them. The DEC also continues to identify reports that have not previously been submitted to the DEC.

Restructuring the team.

The team is now divided into three subteams devoted to content, technical support, and communications. The subteam leads are responsible for their respective areas, and to coordinate with the team lead and the other subteams to advance the DEC's work agenda. The sections below reflect that new structure.

Future operations.

The DEC has started to look beyond the deployment of Presto to other functions it can provide, such as support for geospatial data, greater user outreach, advanced data services, and others.

Technical support subteam

- A new contract with Inmagic was signed in September to procure Inmagic Presto and make it the primary document storage tool for the DEC. The technical staff were trained by Inmagic to deploy the software and customize it effectively.
- The team did planning and brainstorming with the KSC COTR to ensure that USAID government staff were fully aware of Presto's capabilities and limitations, and to make sure that the DEC was proceeding in line with the CIO's overall strategy.
- Since Presto had to receive approval from the IT Change Control Board, the DEC team moved aggressively to document and describe the software in its Approval Request. The request was approved, and Presto can now be hosted on USAID servers in accordance with Agency regulations.
- Because of the differences between the database in the current DEC software and the Presto database, the DEC team moved to normalize the data within the database and began doing trial runs of the data conversion. This large, complex effort took much time to perfect than anticipated.
- The team modified the Presto interface to accommodate the needs of the DEC to meet USAID branding guidelines, and conducted user surveys within the Knowledge Services Center to begin the consultative process of ensuring user satisfaction with the site's structure and operations.
- Two members of the DEC team took Google Search Appliance (GSA) training, and the GSA will be integrated with the new DEC site after the initial launch and testing to provide enhanced search capacity.
- Throughout the year, the team added and updated content on the current DEC site. See the Annexes below for the statistics on the DEC collection.

Content subteam

- As mentioned above, the team identified special collections and gathered documents for those collections. Generally, these collections were gathered in response to direct user requests, or else were created in anticipation of staff interest.
- The team scanned the AID Handbook Series, with 39 PDFs in all, which totaled over 1 GB.
- The team cleared out the DEC's Fairfax warehouse, saving USAID money on storage fees and in preparation for fully digitizing the DEC collection.
- The content subteam added a total of 4,881 documents to the DEC collection, or roughly 20 per workday (see the Annex below for a breakdown of those numbers).
- Scanning remains a major activity, with well over 5,000 documents scanned or converted from another format in the past year.
- When the presidential transition occurred, the DEC team worked with the transition team to provide a list of all evaluations for fiscal years 2005-2008. It also made Inspector General audit reports publicly available where possible, also at the transition team's request.

Knowledge Management

Development of new knowledge management framework

The KSC's first task was to develop a strategic framework to inform management on knowledge management needs and practices. The framework is an important tool in developing KM strategies and directing funding to strategic initiatives. The KM framework shows the cyclical nature of KM activities under the headings knowledge generation, knowledge capture, knowledge sharing, and knowledge application. The basic KM framework is available online at www.usaid.gov/km.

Developedia support, training & content creation

This summer, knowledge management staff worked with Web Services to launch Developedia, the central agency wiki and working guide to USAID. As of October 2009, Developedia's 239 registered users have made 20,206 page edits. In August and September 2009 3,494 visitors came to Developedia from 61 countries and, on average, viewed 11 pages of content per visit.

The knowledge management staff supports the continued growth of Developedia through training sessions, brown-bag seminars, and working groups. Developedia outreach efforts focus on increasing USAID staff skills with basic wiki technology and

offering creative and practical examples of how wikis can improve existing workflows.

Members of the Development Leadership Initiative (DLI) are important Developedia users. The agency wiki offers DLIs a place to find and develop training and orientation materials. The knowledge management staff offers the DLIs regular brown-bag sessions to inform them on best practices and offer examples of how Developedia can be leveraged at the working level on their various assignments. For instance, one DLI used the wiki to post information on the Quadrennial Diplomacy & Development Review process, enabling State and USAID audiences easy access to high-quality information.

New USAID community model

The knowledge management staff worked with Web Services to launch a new baseline online community model available to USAID staff. The new model is based on Drupal, the open source content management system, as was the previous version. In this iteration, the software has been upgraded, the web site has been designed to be more user-friendly, and functions have been streamlined to make the online community tool more relevant to USAID's working needs. Online communities are available to USAID staff on the intranet, which is visible to USAID and State users, or www.usaidallnet.gov, the agency extranet where USAID can engage external partners. The KM team provides planning and strategy consultations for online community development, as well as training documentation and support.

Web Services and the KM staff have launched over 25 communities in the past year. Communities have been launched by Bureau or Regional groups, including DCHA, COO, EGAT, and Africa. Some communities are designed to address particular initiatives, such as the Afghanistan-Pakistan Taskforce portal or the Transition Team collaboration spaces. Other communities address the needs of particular employment roles or types, such as DLIs, FSNs, DOCs, and Systems Managers.

Networking/training staff through the KM Reference Group meetings

The KM staff hosts weekly KM Reference Groups meetings on Wednesdays from 11-12 in the CIO Conference room. These meetings provide a valuable opportunity for sharing KM concerns and socializing new tools and best practices. Topics for this year's KM Reference Group meetings included interagency information sharing, MIS/GIS data and tools, KM best practices, and KM tools, such as online communities, blogs, wikis, content management systems and video conferencing.

Knowledge management blogs

The KM staff launched a knowledge management blog on the USAID intranet to share information and research tips with the USAID community. The entire KSC team contributes content. The blog is also open to the larger USAID community, providing a platform for open, transparent discussion of development issues and concerns using the latest KM tools. Since May 2009, the KM blog has received 3,944 page views from 1,336 visitors located in 53 countries.

Library/Learning Resources Center

The library offers a full range of traditional and digital library resources to enhance international development research. The Learning Resources Center, which is housed in the library, is a professional development resource for USAID staff funded by the Human Resources/Training Office. The LRC collection included books, video, audio and language material to complement the full range of professional development needs Agency staff.

Steep increase in library/LRC use

This year, both the library and LRC experienced dramatic increases in use. The KSC credits this increase to successful outreach opportunities through office presentations, new employee orientation, especially to the new junior officers; dissemination of *New This Month*, whose mailing list has grown to 500 recipients; events such as the monthly films and open house; and publicity for the summer seminar series.

As compared to last year (September 2007 – August 2008),

- The number of documents sent in response to staff requests increased by 298 percent
- Reference requests increased by 82 percent
- Circulation of library/LRC materials increased by 75 percent
- The number of country briefing packages increased by 40 percent
- Use of library PCs increased by 33 percent
- The number of library/LRC visitors increased by 15 percent
- Use of interlibrary loan decreased by 26 percent

Due to successful outreach activities, DCHA/Democracy & Governance office now includes *New This Month* on its intranet front page. The library has started sending a list of new journal articles in the DG field for inclusion in a monthly e-zine distributed to 400 DG officers in the field and USAID/W. In addition, the library contributed an article to the February e-zine on the use of news alerts.

Outreach has also led to a growing use of Nexis alerts, which were marketed heavily this year at new employee orientations and in office presentations. Every month, the *New This Month* e-newsletter features a box on news alerts. They have also been featured in Notes to the Field, an e-zine distributed by the Africa Bureau.

New electronic resources

This year, the Library acquired the following new resources to meet Agency needs:

- *CINAHL*, a nursing and allied health collection of full-text scholarly articles from more than 700 health journals. Library staff has conducted training on

CINAHL for GH/Regional & Country Support staff and will conduct three additional training sessions in October 2009.

- *Global Issues in Context*. This source features news articles, academic articles, videos, podcasts, and websites on international issues such as the global financial crisis and avian flu, as well as background information on particular countries. It can be customized to the needs of any bureau or office and is available through a small software application.
- Six new health e-journals in response to a request from the Global Health Bureau

In addition, the library conducted trials of the following products:

- OxResearch – ProQuest
- GREENR (full-text information on the environment, climate change, natural resource management, & agriculture) – Gale/Cengage
- Medline with full text (full-text medical articles) – EBSCO
- GIDEON (Global Infectious Disease and Epidemiology Network) – EBSCO
- Academic Search Premier – EBSCO
- Cochrane Collection Plus (reviews and assessments in medicine) – EBSCO
- DynaMed (point of care information for providers) – EBSCO
- CAB Abstracts
- E-book collections from Taylor & Francis, Springer, etc., etc.
- Mylibrary – e-books in several technical areas
- Ebrary – e-books in several technical areas
- EBL – e-books from Blackwell
- Global Insight – global financial information and analyses

Of the trials conducted this year, library staff recommended that USAID purchase GREENR, an environmental database published by Gale/Cengage. The Global Health Bureau/Office of Population & Reproductive Health has decided to purchase MEDLINE with full text, as well as numerous health journals as a result of trials of several medical databases and training arranged by the library.

Other accomplishments

A small group has begun developing a needs assessment to be administered to Agency staff during the winter. The needs assessment will assess what services and products staff need and will evaluate how well KSC services are actually meeting those needs. We will use the results to better meet the information needs of the Agency.

The library has begun preparations for the migration of the collection from the current integrated library system, Sirsi Symphony, to Inmagic Genie with a systematic shelf-reading project. The shelf reading will insure that items that are no longer in the collection do not convert into the new ILS.

The library staff created a page for Developedia that links users to the library catalog, electronic resources, the DEC, and to forms for requesting interlibrary loans or country briefing packages.

Professional development is important for keeping up with new technology developments. The entire library staff attended either Computers in Libraries or Special Libraries Association conferences and participated in webinars for trialed databases. They also participated in training on Nexis, Dialog, Factiva, and Dun & Bradstreet to keep search skills up-to-date and to learn about new database features.

LRC Accomplishments

During the year, the Learning Resources Center conducted screenings of the following documentaries. The screenings were followed by discussions either with the filmmakers themselves or with USAID experts. They were all well attended, attracting audiences of 10 to 35 USAID staff and contractors.

- *Raising Emmanuel.*
- *The La\$t Market*
- *A Walk to Beautiful*
- *Bringing Down a Dictator*
- *The Kite Runner*

The number of completed country briefing packages was 40 percent higher this year than last year, due to hundreds of new junior officers who entered the Agency through the Development Leadership Initiative.

Research Team

The Research services staff gathers, analyzes and synthesizes information from a wide variety of sources to deliver customized in-depth reports, memos, synopses, and annotated bibliographies to support the work of Agency staff. Over the past year, the Research Team has achieved the following:

- Increased the number of research hours logged as compared to the previous contract and the number of new requests;
- Increased opportunity to work on in-depth research requests for several analysts;
- Created an Access database to log request data and research hours;
- Contributed to the KM blog, assisted one USAID team with posting material related to the financial crisis, and created/supported Developedia pages to describe the KSC research team services and Agency information needs;
- Supported ODP/BMD with a dedicated analyst who worked on the following tasks: Sharepoint adoption, Administrator briefing books, scheduling and invitation support for meetings, maintained an updated contact list for bilateral donors, as well as research support;

- Created a new Primer Paper research product for proactive research;
- Pursued staff training—every research analyst had the opportunity to attend USAID sponsored training to better serve USAID clients.

Over the course of the year, significant research requests included:

- A research primer paper on Green Jobs, which was highlighted on the Sounding Board blog. The paper was also distributed to multiple clients on the Agriculture and Natural Resource Management teams.
- An extensive bibliography of USAID documentation on water, sanitation and hygiene from the 1980s to the present, to support an Agency working group in this area.
- In-depth reviews focusing on the issue of demographic change in Eastern Europe and its impact on economic growth, health, and democracy and governance. The report supported a Bureau brownbag on this topic.
- An extensive annotated reading list of seminal material in democracy and governance, which was posted on the DCHA/DG Intranet website.
- Completion of a co-authored a paper on Diaspora Direct Investment with a client in EGAT and the Office of Development Partners.
- Research for an extensive literature review on Active Labor Market Programs (ALMPs) to support programming in this area.
- Provided extensive background research on USAID programs in education to support work on the USAID education strategy.
- An inventory of information on USAID programs and projects using GIS technology, from 2000 to the present, as well as a GIS map of the projects and programs across different USAID missions.

III. IMPLEMENTATION ISSUES AND RECOMMENDED SOLUTIONS

Issue: Funding shortfall

During the past year the KSC has not been fully funded. Both Research and DEC teams have not been allocated sufficient resources to complete the hiring of all available positions on the contract. This has meant the teams are under pressure to do more with fewer resources given that the demands from USAID for central services are not always calibrated against specific resources. For example – the Research Team has increasingly had to negotiate deadlines and adjust services provided based on the staff available. While this has not yet affected the quality of work on the Research Team there is little or no surge capacity available for complex, high priority requests. Similarly – the DEC Technical subteam continues to have positions available that could help expedite the software migration and the refinement of DEC software to suit the needs of the processing team and power users. While the shortage of resources has not affected overall performance on the contract, it has meant a more measured pace to some of the contract’s work.

Solution:

Prioritize available resources in concert with CIO staff to assure efficient performance.

Issue: Delay in launching Presto

The KSC was on track to convert the DEC collection from the legacy Opentext BASIS program to Inmagic Presto by the summer of 2009. However, unanticipated problems with the new software prevented the KSC from meeting this deadline. The most significant immediate problem was the software's inability to adequately import a data set the size of the DEC's. This is despite a rigorous pre-selection process conducted by USAID and full documentation provided by the DEC Team on the legacy system. Challenges with the new software also included the lack of an administrative back end for processing, inadequate indexing capability, a limited Web search interface, and limited output reports. In addition, vendor support for this new software has been weak.

Solution:

By working closely with the vendor to standardize modifications to meet the DEC needs within what the COTS vendor can support, it is anticipated that the migration will happen by Spring 2010. At the request of the client, the contract staff will then assess the future development path for the DEC platform based on the behavior of the base Presto application.

Issue: Product Editing Capacity

Given the workload, the Research team has little capacity to provide final editing for products submitted to the DEC: The team produces a volume of work that exceeds the capacity of the single writer/editor on the project given other demands.

Solution:

The researchers will receive training in editing their products, with final editing support provided by the Team Lead. It is anticipated that this will take up to 20 hours per week of Team Lead time. A style manual will also be adopted by the research team, and further guidelines (in addition to existing guidelines) will be created for this purpose.

Issue: Cancellation of KSC Film Festival

A KSC committee planned a Film Festival to take place over the course of a week in May. The purpose of the festival was to enable cross-Agency discussions of development issues. The committee selected seven development-oriented commercial films for screening and identified USAID subject matter experts to lead post-film discussions. However, the film festival was canceled amid concerns about the scheduling.

Solution:

The Learning Resources Center will continue to show development-oriented documentaries on a monthly basis. If another film festival is planned, the films will be spread over a longer period of days.

IV. EVALUATION OF CONTRACT WORK

The level of satisfaction with KSC staff and the quality of its work can be currently assessed in four ways.

- The Agency annual survey noted several positive responses for KSC services.
- KSC team members receive feedback on their individual performance as a matter of routine. Also, USAID staff refer research analysts to other members of the organization.
- The virtual mailbox (ksc@usaid.gov) captures numerous kudos for our Communications, DEC, KM, library/LRC and Research staff. In addition, each research analyst has a number of repeat clients who make additional requests.
- Several KSC analysts have been asked to do progressively more in-depth work over the course of the past year by requestors, indicating a level of client confidence in the analyst's ability and satisfaction with services.

The KSC has also submitted all Monthly performance and financial deliverables with no comments or issues for the year. Regular meetings with the KSC COTR and the KM Division Chief also serve to align the contract with USAID expectations.

Sample kudos for the KSC team over the past year include the following:

“Hello All, I appreciate your taking the time to present an overview of your work in the KSC to our office. I was pleased to see connections being made between EGAT/AG and KSC. After your presentation, I noticed some attendees from our office describing your services to others in the office who were unable to be there. I am hopeful that this event will lead to a greater awareness (at least within our office) of the valuable services provided by the KSC. Thank you again.” – Client from EGAT/AG

“Thank you for helping me to locate and obtain the African Conflict Resolution Act interagency plan...from DEC. Given the naming anomaly we encountered, I had not been able to track it down prior to consulting you. Your assistance proved crucial in helping me to respond to a time-sensitive Congressional Committee request.” -- Client from Congressional Research Service, Foreign Affairs, Defense and Trade Division

“Thank you for your timely response and efforts to point me in the right direction. Just wanted you to know that I found EXACTLY what I was looking for, so kudos to you and whatever team digitizes and hosts the old USAID reports! I will definitely use the DEC site in the future.”
-- Client from US Army

V. APPENDIX

STATISTICS

DEC Document Processing for contract year 9.1.2008- 8.31.2009

Added to Docs > 4,881

PCs > 143

PDs > 1,792

PNs > 2,945

Proofed > 4,040

PCs > 143

PDs > 1,363 (includes 1 XD)

PNs > 2,534

Indexed > 3,083

PCs > 94

PDs > 755

PNs > 2,234

Abstracts added* > 772

PCs > 232

PDs > 34

PNs > 506

* to both new and old records

Converted to PDF* > 5,251

PCs > 17

PDs > 1,907 (includes 80 XDs)

PNs > 3,320 (includes 14 XNs)

TNs > 7

* from paper, TIFF, or microfiche

Languages (over 10)

English > 4,351

Spanish > 214

French > 163

Central Khmer > 20

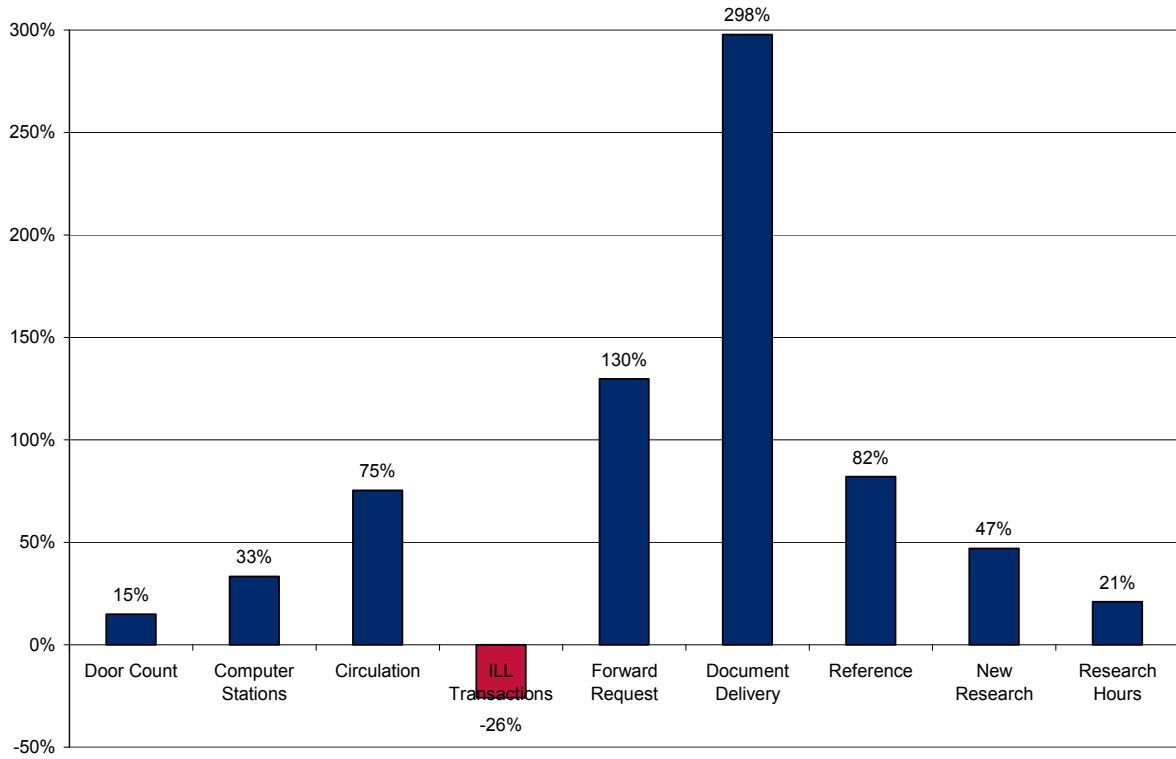
Russian > 16

Indonesian > 15

Key: PC > non-USAID -- PD > program and project -- PN > technical

LIBRARY/LRC/RESEARCH SERVICES COMPARATIVE STATISTICS

PERCENTAGE CHANGE FROM 07/08 TO 08/09



PERCENTAGE OF KSC RESEARCH HOURS BY BUREAU

