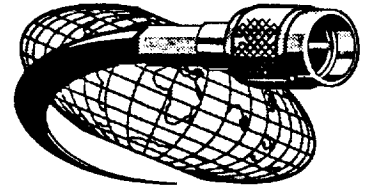


**1994**  
Fourth  
Annual



International  
Acquisitions Workshop

**ACCESS TO MULTIPLE MEDIA  
WORLDWIDE**

*Sponsors*

National Aeronautics and Space Administration  
Scientific and Technical Information Program  
Washington, DC

National Air Intelligence Center  
US Air Force  
Wright-Patterson Air Force Base, OH

Community Open Source Program Office  
Director of Central Intelligence  
Washington, DC

Foreign Broadcast Information Service  
Washington, DC

Defense Technical Information Center  
Alexandria, VA

---

**September 12 - 14, 1994**  
**Arlington Renaissance Hotel**  
**Arlington, VA**

1. The first part of the document discusses the importance of maintaining accurate records of all transactions and activities. It emphasizes that this is crucial for ensuring transparency and accountability in the organization's operations.

2. The second part of the document outlines the various methods and tools used to collect and analyze data. It highlights the need for consistent and reliable data collection processes to support effective decision-making.

3. The third part of the document focuses on the role of technology in data management and analysis. It discusses how modern software solutions can streamline data collection, storage, and reporting, thereby improving efficiency and accuracy.

4. The fourth part of the document addresses the challenges associated with data security and privacy. It provides guidance on implementing robust security measures to protect sensitive information from unauthorized access and breaches.

5. The fifth part of the document discusses the importance of data quality and integrity. It outlines strategies for identifying and addressing data errors, ensuring that the information used for analysis is accurate and reliable.

6. The sixth part of the document explores the role of data in strategic planning and performance management. It explains how data-driven insights can help organizations identify trends, set goals, and track progress towards their objectives.

7. The seventh part of the document discusses the importance of data literacy and training. It emphasizes that all employees should have a basic understanding of data and be able to interpret and use it effectively in their work.

8. The eighth part of the document provides a summary of the key points discussed and offers recommendations for further action. It encourages organizations to embrace a data-driven culture and continuously improve their data management practices.

9. The ninth part of the document includes a list of references and resources for further reading. It provides links to relevant articles, books, and online tools that can help organizations enhance their data management capabilities.



# Access to Multiple Media Worldwide

## TABLE OF CONTENTS

### I. AGENDA

### II. DAY ONE—MONDAY

*Thomas Lahr*

*David Russon*      Keynote Address: International Challenges of Multiple Media

#### **Multinational—Multiple Media Collections and Activities Spanning Many Countries**

##### **East and West**

*David Wood*

*Linda Groom*

##### **Near East Spotlight**

*Serhat Cakir*

##### **Multiple Media in North America Trade and Commerce**

*Merriam Mashatt*

*Nian Pane Pinto*

*Beth Root*

### III. DAY TWO—TUESDAY

##### **Africa Spotlight**

*Kate Kwafu-akoto*

##### **Europe—Multiple Media in National Libraries and Services**

*David Ross*

*Gyorgy Stubnya*

*Robert Wessels*

*Rosa de la Viesca*

*Uwe Rosemann*



**Scandinavia Spotlight**

*Gunnar Lager*

*Arja-Riita Haarala*

**Internet Update**

*Mark Maybury*

*Gregory Lawrence*

*Tricia Porth*

**IV. DAY THREE—WEDNESDAY**

**Multiple Media in US Federal Agencies**

*Thomas Pedtke*

*Joseph Markowitz*

*Don Johnson*    Keynote Address: Media Options & the Customer's Choice

**Open-Source Multiple Media in US Federal Agencies**

*Steve Shelton*

*Bruce Fiene*

*William McCluskey*

*Catherine Grissom*

*Gretchen Schlag*

**Multiple Media at US Federal Technical Agencies—NIST and NOAA**

*Malcolm Chase*

*JoAnne Overman*

*Steve Quillen*

**V. APPENDIX**

**Glossary**

**A Multiple Media Notebook**

1998

1999

2000

2001

2002



## INTERNATIONAL ACQUISITIONS WORKSHOP 1994

LAST NAME	FIRST NAME	ORGANIZATION	TELEPHONE	FAX NUMBER
Allen	Dolores R.	Redstone Scientific Inform.	(205) 876-1351	(205) 842-7415
Amos	Alcione M.	World Bank	(202) 473-7424	(202) 522-3560
Andros	Christian	Joint Warfare Analysis Ctr.	(703) 663-1880	(703) 663-1860
Apistolas	James	DTIC	(703) 274-6434	(703) 274-9304
Appich	Thomas W.	Foreign Broadcast Info. Srvc.	(703) 733-6327	(703) 834-3847
Bailey	David E.	Electronic Knowledge Corp.	(703) 742-0962	(703) 742-0466
Bajis	Catherine J.	NASA Center for AeroSpace Inf.	(301) 621-0137	(301) 621-0134
Baker	Blaine	Foreign Aerospace Science &	(513) 257-2343	(513) 257-9888
Banks	Robert H.	Foreign Broadcast Inform. Srvs	(703) 733-6344	
Barnes	Cynthia J.	NASA Center for AeroSpace Info	(301) 621-0110	(301) 621-0134
Bazzoli	Thomas	NAIC		
Becks	Virginia	DTIC	(703) 617-7931	(703) 617-7940
Beitzel	Amy	Library Systems & Srvs Inc.	(301) 975-9800	(301) 975-9844
Bernholz	David T.	CIA	(703) 874-1646	(703) 893-0565
Bogard	Barbara J.	Kaman Sciences Corp.	(703) 329-7125	(703) 329-7198
Boyd	Jacqueline	Aero Infosearch	(817) 545-0040	(817) 545-6950
Bradley	Murray	Naval Res. Lab. Library	(202) 767-3367	(202) 404-8176
Brady	Felicia	IDA	(703) 845-2041	(703) 845-6650
Brautigam	Margaret	DTIC	(703) 274-7661	(703) 274-7087
Breskovic	Clarence	U.S. NRC, OIP	(301) 504-2364	(301) 504-2395
Buckland	Chris	Betac Corporation	(703) 824-3196	(703) 824-0333
Burritt	Suzanne	NAIC		
Bush	Loretta J.	Reynolds Electrical &	(702) 295-5053	(702) 295-2422
Cakir	Serhat	Scientific & Tech. Research	90-4-427-2392	90-312-426-0489
Call	Melissa	PSC, Inc.	(703) 934-4046	(703) 934-4163
Carr	Sally Ann		(703) 979-4375	
Chase	Malcolm	Nat'l Standard Ref. Data Prog.	(301) 975-2200	(301) 926-0416
Chiras	Joyce J.	Defense Technical Info Center	(703) 274-6847	(703) 274-9270
Clayton	Ida E.	Dept of Defense - NSA E32	(301) 688-8121	(301) 688-2066
Clifton	Margaret	USAATEC	(703) 355-2908	(703) 355-3176
Cook	Nowell	FBIS		
Coulter	Jeralyn A.	Community Open Source Program	(703) 482-0538	(703) 482-6269
Covington	Brock R.	Def. Mapping Agncy Hydrograph	(301) 227-4120	(301) 227-2463
Cranor	Alice T.	Defense Intelligence Agency	(202) 373-4005	(202) 373-8971

111111



## INTERNATIONAL ACQUISITIONS WORKSHOP 1994

LAST NAME	FIRST NAME	ORGANIZATION	TELEPHONE	FAX NUMBER
Curley	Patrick	George Mason University	(703) 455-9513	(703) 418-8262
D'Adamo	Margaret A.	The Johns Hopkins University	(410) 659-6256	(410) 659-6266
Davis	Rebecca C.	Nat'l Ground Intelligence Ctr.	(804) 980-7243	(804) 980-7699
Day	Michele A.	INSPEC, US Office	(908) 562-5556	(908) 562-8738
Debus	Karl E.	National Agricultural Library	(301) 504-6999	(301) 504-5243
Deleon	Emilio A.	DTIC	(703) 274-5367	(703) 274-1297
Dodson	Karen L.	FBIS/CSG	(703) 482-3174	(703) 734-9408
Dunn	Randall	TASC	(703) 834-5000	(703) 904-3789
Easterling	Melanie B.	Sonoce Products Company	(803) 383-7719	(803) 339-6039
Economides	George	U.S. Dept. of Energy/EM-5201	(301) 903-7249	(301) 903-7238
Edwards	Timothy J.	U.S. Army National Ground	(804) 980-7514	(804) 980-7775
Emelity	Martha	FBIS	(703) 733-6345	
Erwin	James M.	Directorate of Operations	(703) 274-6864	(703) 374-9270
Farace	Dominic	Trans Atlantic GreyNet	31 20-6711818	31-20-6711818
Ferrell	Wanda R.	Dept. of Energy	(202) 586-5666	(202) 586-8054
Faulner	John A.	Library of Congress	(202) 707-1223	(202) 707-1925
Fiene	Bruce R.	FASTC/DXL	(513) 257-6298	(513) 257-6553
Finch	Walter L.	NTIS	703-487-4674	703-487-4134
Fishman	Harvey	SAIC	(301)294-4030	
Floyd	Bianca P.	U.S. News and World Report	(202) 955-2012	(202) 955-2056
Floyd	Carolyn E.	NASA/LaRC	(804) 864-2381	(804) 864-2375
Fooshee	Terry	Research Incorporated	(703) 876-6400	(703) 876-6411
Forman	Robin	FBIS/VED	(703) 482-2488	(703) 484-1118
Foster	Ellen M.	CIA	(703) 482-5262	(703) 482-4978
Freeman	Robert R.	National Technical Information	(703) 487-4822	(703) 321-8199
French	Phil	NASA Center for AeroSpace Inf.	(301) 621-0111	(301) 321-0134
Fuller	Gloria A.	Defense Intelligence Agency	(202) 373-3863	(202) 373-3838
Gelde	Kenneth M.	FBI	(202) 324-4713	(202) 324-9344
Gouin	Gilles	U.S. Army/SLAA	(301) 933-4123	(301) 556-9228
Green	Sharon	Information Services Division	(918) 631-3160	(918) 599-9361
Greer	Kevin	Research Incorporated	(703) 876-6400	(703) 876-6411
Grissom	M. Catherine	U.S. DOE/OSTI	(615) 576-1175	(615) 576-2865
Groom	Linda	National Library of Australia	61-6-262-1246	61-6-273-4327
Gullam	Elaine	PRC		



## INTERNATIONAL ACQUISITIONS WORKSHOP 1994

LAST NAME	FIRST NAME	ORGANIZATION	TELEPHONE	FAX NUMBER
Gurri	Martin	FBIS	(703) 733-6289	(703) 318-9758
Haarala	Arja-Riitta	Tampere Univ. of Technology	358-31-316-1148	358-31-316-2907
Hairston	Helen Covington	Writers Shores Writers' Servs.	(216) 561-6636	(216) 561-2514
Halpin	Joan E.	Office of Research and	(703) 351-2701	(703) 527-1153
Hart	Sherry R.	National Photographic	(202) 863-3232	(202) 554-1468
Hawald	Florence G.	Foreign Broadcast Information	(703) 482-4076	(703) 734-9408
Hedges, Jr.	Lawrence R.	US Army Intelligence Command	(703) 706-2043	(703) 806-1152
Hendricks	Al	NAIC		
Hitti	Angela M.	Cambridge Scientific Abstracts	(301) 961-6744	(301) 961-6720
Holden-Rhodes	J.F.	Sandia National Laboratories	(505) 844-5814	(505) 844-3296
Holliman	Bruce	USAF Civilian	(210) 977-2621	(210) 977-2145
Hounsell	John W.	National Technical Information	(703) 487-4819	(703) 321-8199
Huang	Richard A.	U.S. Army Research Laboratory	(301) 394-2648	(301) 394-4583
Humphrys	Edward A.	FASTC/DXLS	(513) 257-4469	(513) 257-9888
Inboden	Judy L.	National Drug Intelligence Ct.	(814) 532-4645	(814) 532-4690
Innes	Yukido	FBIS		
Insko	Dian B.	FBIS	(703) 733-6286	(703) 318-9758
Jean	Betty B.	Office of Research and	(703) 351-2701	(703) 527-1153
Jennings	Sherry	NAIC		
John	Jane G.	MITRE Corp.	(703) 883-7189	(703) 883-5684
Johnson	Donald	Nat'l Technical Information	(703) 487-4636	(703) 487-4093
Johnson	William R.	CMS/OSCO	(703) 482-0541	(703) 482-0684
Jones	Alex	US Dept of Commerce	(202) 482-2645	(202) 482-4473
Kalcic	Dunja	National University Library	(202) 707-1223	(202) 707-1925
Kane	Phil	Financial Crimes Enforcement	(703) 905-3575	(703) 905-3763
Keller	Susan Lynne	ETAC/DOL	(618) 256-2625	(618) 256-3772
Kennedy	Judy S.	DIA-MSIC	(205) 876-5305	(205) 876-4298
Kennedy	Robert	BDM Federal	(202) 863-9959	(202) 479-5269
Kilman	Shelby	FBIS/VED	(703) 482-2488	(703) 484-1118
Kimm	Victoria J.	POPLine/Johns Hopkins Univ.	(410) 659-6306	(410) 659-6266
Koch	Jean E.	CIA/RTT/IMG	(703) 482-3552	(703) 790-8743
Korte	Robert C.	Community Open Source	(703) 482-8242	(703) 482-6269
Kraemer	Sylvia	NASA HQ/ Code JTT	202-358-1397	202-358-3063
Kulpa	Dorene	Financial Crimes Enforcement	(703) 905-3575	(703) 905-3765



## INTERNATIONAL ACQUISITIONS WORKSHOP 1994

LAST NAME	FIRST NAME	ORGANIZATION	TELEPHONE	FAX NUMBER
Kusuda	Tamami	Japan Technology Program,	(202) 482-1288	(202) 219-3310
Kwafo-Akoto	Kate	University of Botswana	356364/5	357573
Lager	Gunnar	Sweden Royal Institute of	46-8-790-7080	46-8-790-7122
Lahr	Thomas	NASA STI Program	(202) 358-1398	(202) 358-3063
Larson	Carolyn S.	Lib. of Cong., CONST/PSI/HSS	(202) 707-6242	(202) 707-1389
Lawrence	Gregory	Albert R. Mann Library	(607) 255-3242	(607) 255-0318
LeTendre	Louise	U.S. Army Research Laboratory	(410) 278-3823	(510) 278-9219
Lenti	Tony	Policy	(212) 247-6500	(212) 582-4861
Lepley	Bruce	NAIC		
Liddy	John D.	Textwise Inc.	(315) 443-4693	(315) 443-5806
Lim	Man-Yeob	Defense R&D Attache, Korean	(703) 243-2777	(703) 243-2779
Litwin	Tybel B.	Logicon, Inc.	(703) 486-3500	(703) 920-7086
Lloyd	David G.	FBIS	(703) 33-6406	
Love	Sandra R.	Lawrence Livermore Nat'l Lab	(510) 422-7310	(510) 422-4563
MacLeod	Alain	CEDOCAR	33 1 45 52 4502	33 1 45 52 4579
Markowitz	Joseph	Community Open Source Prog. Of	(703) 482-8486	(703) 482-6269
Marling	George L.	The MITRE Corp.	(703) 883-6000	(703) 883-6801
Marucci	Kathleen A.	Dept of Defense	(410) 859-6766	(301) 2821
Mashall	Meriam	Off. of Mexico, International		
Mattair	Elaine	MITRE Corporation	(703) 883-5351	(703) 883-6801
May	Richard	NASA GSFC - Library Project	(301) 286-0884	(301) 286-1755
Maybury	Mark T.	The MITRE Corp	(617) 271-2317	(617) 271-2352
McCleerey	Timothy	DTIC	(703) 274-3848	(703) 274-9274
McClintock	Linda	U.S. Army Corps of Engineers	(703) 355-2934	(703) 355-3176
McCluskey	William	Office of Naval Research	(703) 696-6942	(703) 696-3945
McGonigle	Donald B.	Battelle/CBIAC	(410) 676-9030	(410) 676-9703
McKenney	Barbara	Science Applications	(703) 734-5528	(703) 734-1063
Merryman	Margaret	U.S. Geological Survey	(703) 648-4397	(703) 648-6373
Molholm	Kurt	DTIC	703-274-6800	703-274-7718
Montgomery	Lynn A.	Research Incorporated	(703) 876-6400	(703) 876-6411
Mooers	Judith K.	SAIC	(703) 448-6409	(703) 448-5746
Moran	Linda	BDM Federal, Inc.	(703) 848-6524	(703) 848-6683
Morton	Michael	FBIS	(703) 860-9030	
Mulholland	Laura M.	Kaman Sciences Corp.	(703) 329-7127	(703) 329-7198



# INTERNATIONAL ACQUISITIONS WORKSHOP 1994

LAST NAME	FIRST NAME	ORGANIZATION	TELEPHONE	FAX NUMBER
Nair	Gopi	Defense Technical Info Center	(703) 274-6804	(703) 274-9270
Nair	K. Prasad	Project Managment Enterprues	(301) 469-9001	(301) 365-5139
Naughton	Helen	NAIC		
Needleman	Harry	NASA Center for AeroSpace Inf.	(301) 621-0170	(301) 621-0134
Nekoba	Barbara K.	Dissemination Requirements Br	(703) 640-5864	(703) 640-2026
Nelson	Jay	TRW Inc., Data Technologies	(310) 812-5340	(310) 812-2045
Nestman	Chadwick H.	Scientific & Technical	(703) 934-5271	(703) 591-7861
Normyle	Ann E.	NASA/STI Program	(703) 416-5617	(703) 416-4635
Nusberg	Charlotte	AARP	(202) 434-2429	(202) 434-6458
O'Connor	Hugh	Amer. Assoc. of Retired Person	(202) 434-6263	(202) 434-6408
O'Donnell	Ursula J.	NPIC	(202) 863-3723	(202) 554-3019
O'Neill-Brown	Patricia	Japan Technology Program	(202) 219-3341	(202) 219-3310
Oberc	Susan	NASALeRC	(216) 433-5766	(216) 433-5777
Oberlin	Neil P.	FBIS	(703) 733-6496	(703) 733-6494
Overman	JoAnne	NIST	(301) 975-4037	(301) 926-1559
Pangburn	Pamela C.	National Research Council	(202) 334-2125	(202) 334-1651
Park	Suzan W.	CIA	(703) 482-4508	(703) 482-4978
Patterson	Mary E.	Engineering Library	(607) 255-3925	(607) 255-9606
Peditke	Thomas R.	Foreign AeroSpace Science &	(513) 257-6121	(513) 257-9888
Pepin	Patricca	US Army Research Laboratory	(410) 278-6840	(410) 278-6841
Perry	Valery	NASA Center for AeroSpace Inf.	(301) 621-0127	(301) 621-0134
Petersen, Ph.D.	Barbara J.	TAS, Inc.	(202) 337-2625	(202) 337-1744
Pinto	Nina Pane	Center for International Rsrch	(301) 763-2839	(301) 763-7589
Porth	Tricia	The MITRE Corporation	(202) 358-0171	
Pounder	Michael A.	FBIS	(703) 733-6438	(703) 733-6494
Price, III	William T.	BDM Federal, Inc.	(703) 848-5203	(703) 848-6683
Quillen	Steve	NOAA	(301) 713-2607	(301) 713-4598
Raymond	Philip	TASC	(703) 834-5000	(703) 318-7900
Raynolds	Charles	FBIS	(703) 733-6472	(703)
Rhodes	Randy	Global Assoc. Ltd.	(703) 276-9200	(703) 276-9208
Richmond	Anita	U.S. International Trade Comm.		
Rodriguez	Adolfo	Universidad Nacional Autonoma		
Root	Beth	Nat'l Library of Internat'l Tr	(202) 205-2636	(202) 205-2316
Rosemann	U.	Universitatsbibliotek Hannover	49-511-7622268	49-522-715-936





## INTERNATIONAL ACQUISITIONS WORKSHOP 1994

LAST NAME	FIRST NAME	ORGANIZATION	TELEPHONE	FAX NUMBER
Ross	David	FBIS	(703) 482-3252	(703) 482-6240
Rosser	Jeanne M.	Battelle Edgewood Operations	(410) 676-9030	(410) 676-9703
Ruh	William A.	The MITRE Corp	(703) 883-6529	(703) 883-3615
Russon	David	British Library	44 937 546 131	44 937 546 246
Schaul	Annette C.	Joint Warfare Analysis Center	(703) 663-1980	(703) 663-1860
Schlag	Gretchen A.	Defense Technical Info Center	(703) 274-7044	(703) 274 9270
Schuler	Chester J.	Central Intelligence Agency	(703) 874-0351	(703) 893-0565
Seemann	Janice S.	FBIS	(703) 733-6332	(703) 834-3847
Segarra	Sonia	Japan Information Center of	(202) 872-6371	(202) 872-6372
Sharma	Elaine	FBIS		
Shaughnessy	Joel	FBIS	(703) 733-6503	(703) 318-9758
Shelton	Steve	FBIS	(703) 733-5949	(703) 834-3847
Sher	Lan Ma	Carderock Div., Naval Surface	(301) 5587	
Shulkin	David	Systems Research & Application	(703) 558-4085	(703) 558-7823
Shusko	Jennifer	Battelle Edgewood Operations	(410) 676-9030	(410) 676-9703
Singer	Carol A.	D.C. Reference Center	(202) 720-3434	
Sluzar	Natalie	Science Applications	(703) 821-4377	(703)821-3071
Soule	Mason H.	Battelle Memorial Institute	(614) 424-6191	(614) 424-7312
Spejewski	Norma B.	Information International	(615) 481-0388	(615) 481-0390
Squires	Burton E.	Orion Scientific Inc.	(703) 524-0504	(703) 524-0508
Stein	Marv			
Stewart	Audrey	FBIS/VED	(703) 482-2488	(703) 484-1118
Stockton	Elizabeth	U.S. Department of State	(703)834-1105	(703) 834-3135
Stubnya	Gyorgy	National Technical Information	36-1-118-5852	36-1-118-0942
Sturgill	David M.	TAS, Inc.	(202) 337-2625	(202) 337-1744
Sulejman	JoAnn D.	NASA/GSFC	(301) 286-2784	301) 286-1755
Swann	Deborah	Institute for Defense Analyses	(703) 845-2223	(703) 845-6650
Taylor	Lynette C.	Reynolds Electrical &	(702) 295-5053	(702) 295-2422
Thoenes	Kenneth L.	Naval Research Lab.	(202) 767-3425	(202) 404-8176
Thompson	George	DIA	(202) 373-4019	(202) 373-8971
Timmons	Marye Jo	DTIC	(703) 274-6260	(703) 274-0980
Tran-Knechtges	T. Minh	AFMIC	(301) 619-3841	(301) 619-2409
Viesca	Rosa de la	CINDOC	34-1-565-5482	34-1-564-2644
Wahrenburg	Sharon	FBIS		



# INTERNATIONAL ACQUISITIONS WORKSHOP 1994

LAST NAME	FIRST NAME	ORGANIZATION	TELEPHONE	FAX NUMBER
Walrath	Barry A.	Science Applications	(703) 448-6405	(703) 821-1037
Wang	David C.	Office of Naval Intelligence	(301) 669-3660	(301) 669-4282
Washington	Julie J.	FBIS/VED	(703) 733-6139	(703) 733-5974
Weiner	Mike	Textwise	(716) 787-0120	(716)787-0111
Wells	William K.	Foreign Broadcast Info. Svc.	(703) 482-6885	(703) 482-6240
Wessels	Robert	Bureau Jupiter	31-70-314-0281	31-70-314-0493
Wiley	Alan	U.S. Army Corps Topographic	(703) 355-2831	(703) 355-3176
Williams	Stephanie V.	Office of Naval Intelligence	(301) 669-5327	(301) 669-4282
Wilson	John	NASA STI Program	(703) 416-5623	(703) 416-4635
Withers	Lillie	NASA LeRC	(216) 433-6496	(216) 433-5777
Wood	C. Norman	BDM Federal, Inc.	(703) 848-5453	(703) 848-6683
Wood	David	Document Supply Cente	44-937-546131	44-937-546246
Wood	Virginia	Technical Analysis	(918) 631-3003	(918) 699-9361
Wooster	Linda	DTIC	(703) 274-7184	(703) 274-9270
Wright	Janet	National Agricultural Library	(202) 720-3434	(202) 720-3200
Wu	Yu-chin	Aspen Systems Corporation	(301) 251-5453	(301) 738-6616
Yatsek	Virginia	DTIC	(703) 274-4408	(703) 274-9270
Young	Rebecca	ZAI		
Zebatto	Elen	CIA	(703) 281-6031	



1994 INTERNATIONAL ACQUISITIONS WORKSHOP

Arlington Renaissance Hotel  
Arlington, VA

September 12-14, 1994

ACCESS TO MULTIPLE MEDIA WORLDWIDE

PRINT, ONLINE DATABASES, CD-ROM, VIDEO, FILM

September 12, 1994

- 8 a.m. Registration and Coffee and Doughnuts
- 8:45 a.m. OPENING SESSION  
Chairman, Thomas Lahr, NASA STI Program  
KICKOFF: Sylvia Kraemer, Acting Director,  
NASA STI Program
- 9 a.m. KEYNOTE: International Challenges of Multiple  
Media  
David Russon, Director, Document Supply  
Centre, British Library
- 10 a.m.-12:30 p.m.  
MULTINATIONAL--MULTIPLE MEDIA COLLECTIONS AND  
ACTIVITIES SPANNING MANY COUNTRIES  
EAST AND WEST
- \* The Collection and Services of the British  
Library  
David Wood, Deputy Director, Document  
Supply Centre, British Library
  - \* Australian National Chinese Japanese Korean  
Project  
Linda Groom, Manager, National CJK Project
- 11 a.m. BREAK

1994 International Acquisitions Workshop  
September 12, 1994

11:30 a.m.-12:30 p.m.

NEAR EAST SPOTLIGHT

- \* **Turkey: Turkish Scientific and Technical Documentation Center**

Serhat Cakir, Director

12:30 p.m. LUNCH

2-4 p.m.

MULTIPLE MEDIA IN NORTH AMERICA TRADE AND COMMERCE

Chairman: Merriam Mashatt, Librarian, Office of Mexico, International Trade Administration, Department of Commerce

- \* **Bureau of the Census Center for International Research**

Nina Pane Pinto, Chief, Information and Research Services

- \* **NAFTA Literature at the International Trade Commission Library**

Beth Root, Acquisitions

3-3:30 p.m. BREAK

- \* **Office of Mexico, International Trade Administration, Department of Commerce**

Merriam Mashatt, Librarian

4 p.m. ADJOURN FOR THE DAY

5-6:30 p.m. Social Hour Reception  
(Cash Bar)

1994 International Acquisitions Workshop  
September 13, 1994

8 a.m. Coffee and Breakfast Rolls

8:30 a.m. MORNING SESSION

Africa Spotlight: Kate Kwafo-Akoto, University of Botswana, National Institute of Development Research and Documentation

9 a.m.-12 noon

EUROPE--MULTIPLE MEDIA IN NATIONAL LIBRARIES AND SERVICES

Chairman: David Ross, Chief, Publications Procurement Division, Foreign Broadcast Information Service

\* Hungary: National Technical Information Center and Library

Gyorgy Stubnya, Department Head

\* Netherlands: Bureau Jupiter

Robert Wessels, Director

10-10:30 a.m. BREAK

\* Spain: The Spanish National Information Center

Rosa de la Viesca, Director, CINDOC

\* Germany: The Technical Information Library TIB

Uwe Rosemann, Deputy Librarian,  
Universitätsbibliothek Hannover and  
Technische Informationsbibliothek

\* Open Session

TBA

12 Noon LUNCH

1994 International Acquisitions Workshop  
September 13, 1994

1:15-2:15 p.m.

SCANDINAVIA SPOTLIGHT

- \* Sweden: The National Resource Library for Science and Technology in Sweden --A Nordic Model of Cooperating Technology Libraries

Gunnar Lager, Library Director

- \* Finland: Information Resources for Science and Technology in Finland

Arja-Riitta Haarala, Director of Libraries,  
Tampere University

2:15-2:45 p.m. BREAK

2:45-5 p.m.

INTERNET UPDATE

Chairman: Gregory Lawrence, Cornell University Albert Mann Library

- \* Future of INTERNET Interaction

Mark Maybury, MITRE

- \* Networked Information: Management Challenges for the Acquisitions Librarian

Gregory Lawrence, Government Information Librarian, Cornell University Library

- \* Accessing INTERNET in the Technical Library

Tricia Porth, MITRE

- \* INTERNET Tutorials and Demonstrations



1994 International Acquisitions Workshop  
September 14, 1994

8 a.m. Coffee and Breakfast Rolls

8:30-9:30 a.m.

MULTIPLE MEDIA IN US FEDERAL AGENCIES

Chairman: Thomas Pedtke, Technical Director,  
Directorate of Data Exploitation, National Air  
Intelligence Center

- \* Opening Commentary: Joseph Markowitz,  
Director, Community Open Source Program Office
- \* Keynote: Don Johnson, Director, National Technical  
Information Service

9:30 a.m. BREAK

10 a.m.-12:15 p.m.

OPEN-SOURCE MULTIPLE MEDIA IN US FEDERAL AGENCIES

- \* **Foreign Broadcast Information Service**  
Steve Shelton, FBIS
- \* **The Open Source Service Agent (OSSA) in the  
Intelligence Community's Open Source  
Architecture**  
Bruce Fiene, Program Manager
- \* **Electronic Access to ONRERU/ONRASIA Scientific and  
Technical Reports**  
William McCluskey, Director, Foreign Field  
Office Programs, Office of Naval Research
- \* **Department of Energy, Office of Scientific  
and Technical Information (DOE/OSTI)**  
Catherine Grissom
- \* **Defense Technical Information Center (DTIC)**  
Gretchen Schlag

12 Noon LUNCH

1994 International Acquisitions Workshop  
September 14, 1994

1:15-3 p..m.

MULTIPLE MEDIA AT US FEDERAL TECHNICAL AGENCIES--NIST  
AND NOAA

- \* **Numeric Data Distribution: The Vital Role of Data Exchange in Today's World**

Malcolm Chase, Chief, Standard Reference Data Program, National Institute for Standards and Technology (NIST)

- \* **National Center for Standards and Certification Information (NCSCI)--Services and Programs**

JoAnne Overman, Supervisory Technical Information Specialist, NCSCI/NIST

- \* **Main Library, National Oceanic and Atmospheric Administration (NOAA)**

Steve Quillen

- \* **What We've Learned!  
Where Do We Go From Here?**

Thomas Lahr  
Thomas Pedtke

3 p.m. **ADJOURN WORKSHOP**

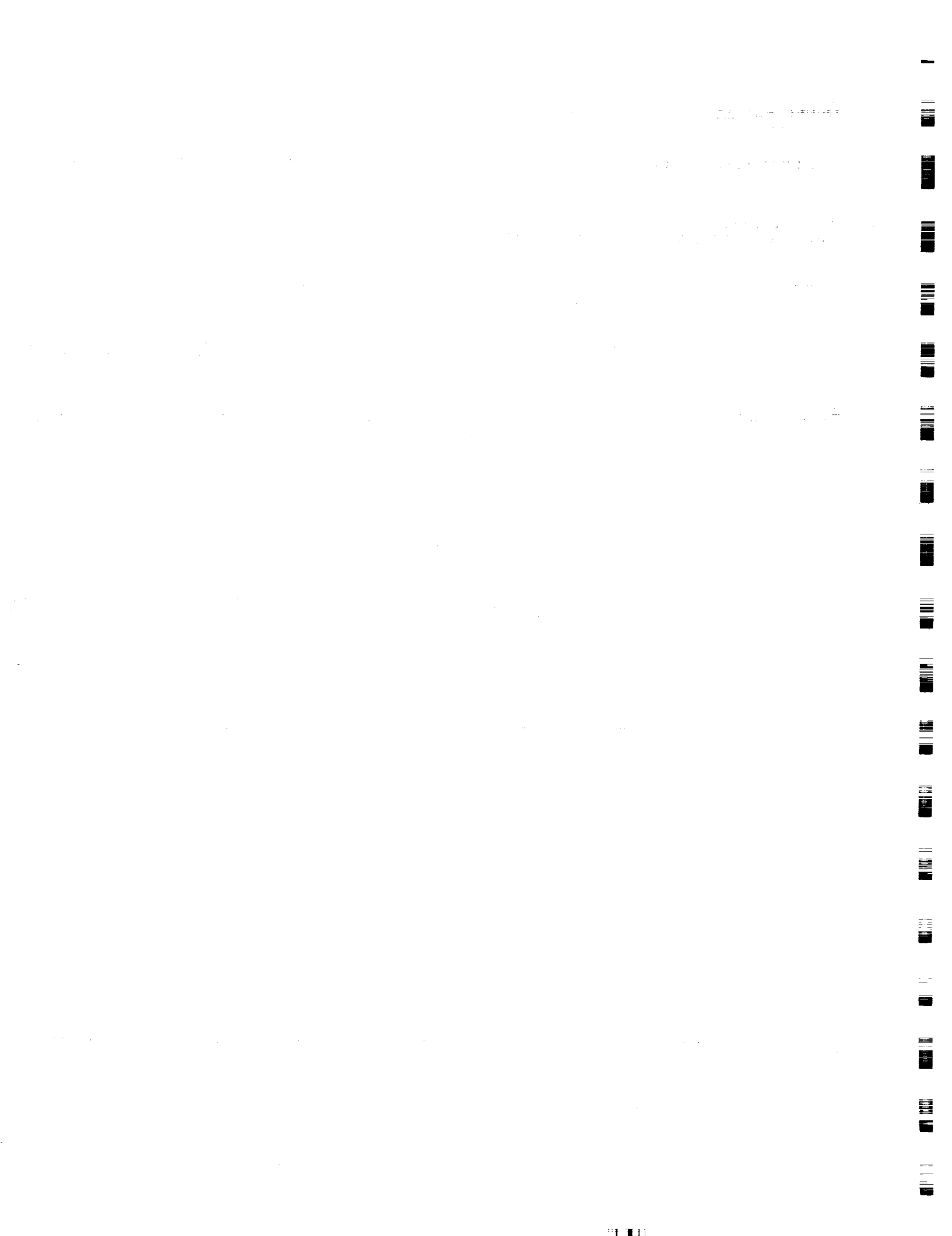
**David Russon**

---

Director General  
Document Supply Centre  
Wetherby  
West Yorkshire LS23 7BQ  
United Kingdom  
Telephone:44-937-456131  
FAX:44-937-546246  
Internet:

**International challenges of Multiple Media**

*About the Speaker*



**Thomas F. Lahr**

---

International Liason Officer  
NASA STI Program  
NASA Headquarters  
Washington, DC 20546  
Telephone:(703) 271-5646  
FAX:(202) 358-3063  
Internet:tlahr@sti.nasa.gov

**International Acquisitions Workshop  
Access to Multiple Media Worldwide  
Conference Chairman**

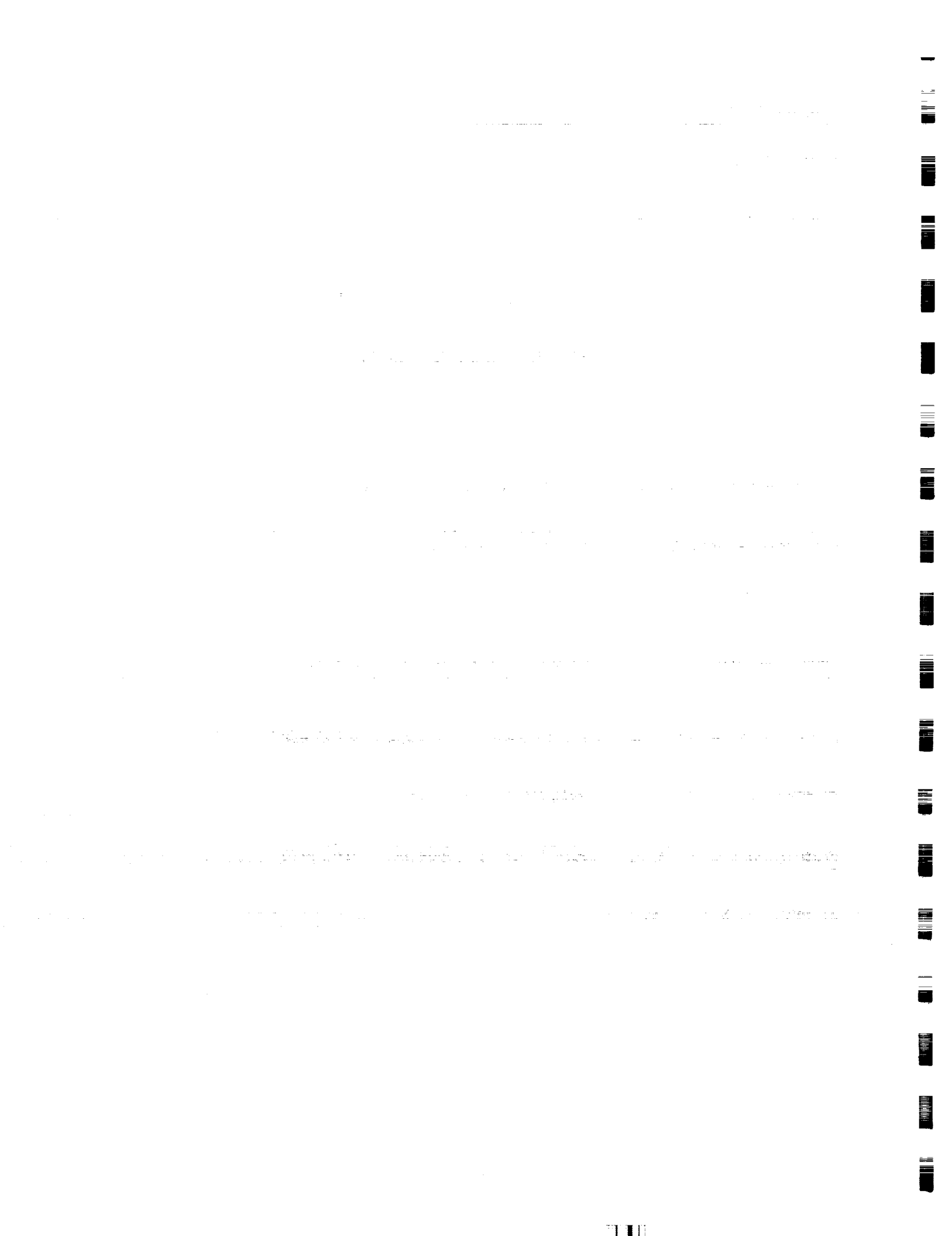
*About the Conference Chairman*

*Tom Lahr, International Liaison Officer, coordinates all aspects of international activities for the NASA Scientific and Technical Information Program. Mr. Lahr came to NASA in September 1990. Currently, his primary responsibilities include formulating NASA policy on the acquisition of international aerospace STI; and negotiating, implementing and monitoring exchange agreements with NASA partners worldwide.*

*Before joining the NASA STI Program, Mr. Lahr gained 10 years of progressive experience at the Defense Technical Information Center (DTIC). Most recently, he was Chief of the User Liaison Division and responsible for user services, special outreach programs, conferences, online system training and user documentation.*

*In 1992, NASA Headquarters named Mr. Lahr for its Cooperative External Achievement Award. He has also received two NASA awards for Special Act or Service. His honors at DTIC include their Commendable Service Certificate and the Sustained Superior Performance Award.*

*Mr. Lahr earned both his B.A. and M.S.L.S. from Catholic University in Washington, D.C. His special academic honors include membership in Pi Gamma Mu (social science honor society) and Phi Alpha Theta (history honor society). His professional associations include membership in the American Society for Information Science.*



## **David Wood**

---

Deputy Director  
West Yorkshire S23 7BQ  
United Kingdom  
Telephone:44-937-546131  
FAX:44-937-546246  
Internet:

### **The Collections and Services of the British Library**

The paper introduces the British Library and briefly describes its collections, particularly those held at its Document Centre at Boston Spa. Through its "strategies for access" initiative, an increasingly wide range of services is being offered and developed. These services, many of them based on the application of new technology, allow users, the world over, to be made aware of, and to be supplied with, information from the library's unparalleled collections.

#### *About the Speaker*

*David Wood is Deputy Director of the British Library Document Supply Centre at Boston Spa. Trained as a geologist he joined the UK Department of Scientific and Industrial Research in 1962 and helped to create the National Lending Library for Science and Technology under Donald Urquhart. He has been with the British Library since its inception and has occupied a number of posts with responsibilities for Collection Development, Research and Management Information, Publishing and Document Supply. He is editor of Interlending and Document Supply and represents the Library on numerous national and international committees. He is a member of the Publishers Association's Serial Publishers Executive and of the Council for Academic and Professional Publishing and is currently Chairman of both the International Translations Centre and the European Association for Grey Literature Exploitation (EAGLE). He has published many papers and several books.*



1. The first part of the document discusses the importance of maintaining accurate records.

2. It then goes on to describe the various methods used to collect and analyze data.

3. The results of the study are presented in the following section, showing a clear trend.

4. Finally, the document concludes with a summary of the findings and their implications.

5. The data indicates that there is a significant correlation between the variables studied.

6. This suggests that the factors being investigated are closely related to each other.

7. The study also highlights the need for further research in this area.

8. Overall, the findings provide valuable insights into the complex nature of the phenomenon.

9. The results are consistent with previous research, supporting the existing theory.

10. The document ends with a call to action for future studies to build upon these results.



# The British Library

## Structure

The British Library Board

Chief Executive and Deputy Chairman

Research and Development

Administration

London

Boston Spa

Science  
Reference and  
Information  
Service

Humanities  
and  
Social  
Sciences

Special  
Collections

Document  
Supply  
Centre

National  
Bibliographic  
Service

Collections  
and  
Preservation

Public  
Services

Acquisition  
Processing  
and  
Cataloguing

Computing  
and  
Telecommunications

11/10/00



## The British Library

# LONDON COLLECTION

<b>Monographs and serial volumes</b>	<b>11,757,000</b>
<b>Patent specifications</b>	<b>36,359,000</b>
<b>Newspapers, volumes</b>	<b>619,000</b>
<b>Manuscripts (single &amp; volumes)</b>	<b>284,000</b>
<b>India Office records</b>	<b>260,000</b>
<b>Philatelic items</b>	<b>8,145,000</b>
<b>Cartographic items</b>	<b>2,018,000</b>
<b>Music scores</b>	<b>1,423,000</b>
<b>Sound discs</b>	<b>945,000</b>
<b>Sound tape items</b>	<b>157,000</b>
<b>Videograms</b>	<b>12,000</b>
<b>Prints and drawings</b>	<b>31,000</b>
<b>Photographs</b>	<b>201,000</b>



## Patent Express

- 34 million patent documents
- 40 different countries
- 1 million added each year
- 48 hour regular delivery
- Same day rush service (3 hours)
- Delivery by mail, fax or courier
- Laser printed copies from electronic store
- Translation service



## BRIEF HISTORY

- 1916** Central Library for Students formed
- 1930** CLS reformed as National Central Library
- 1961** Site at Boston Spa chosen for National Lending Library for Science and Technology
- 1973** B L Lending Division formed by merge of NCL and NLL at Boston Spa
- 1985** BLLD renamed BLDSC





## What Does BLDSC Do ?

- Provides copies or lends originals
- Provides catalogues, listings and other alerting services
- Works with others to provide documents and information services
- Builds collections in response to customer demand
- Makes collections readily available to users of the Library's reading rooms
- Works to ensure that the UK has a nationally cost effective document supply system



# **DSC ACQUISITIONS POLICY**

- **Level**
- **Country of origin**
- **Availability elsewhere**
- **Demand**
- **Cost**



# DSC STOCK

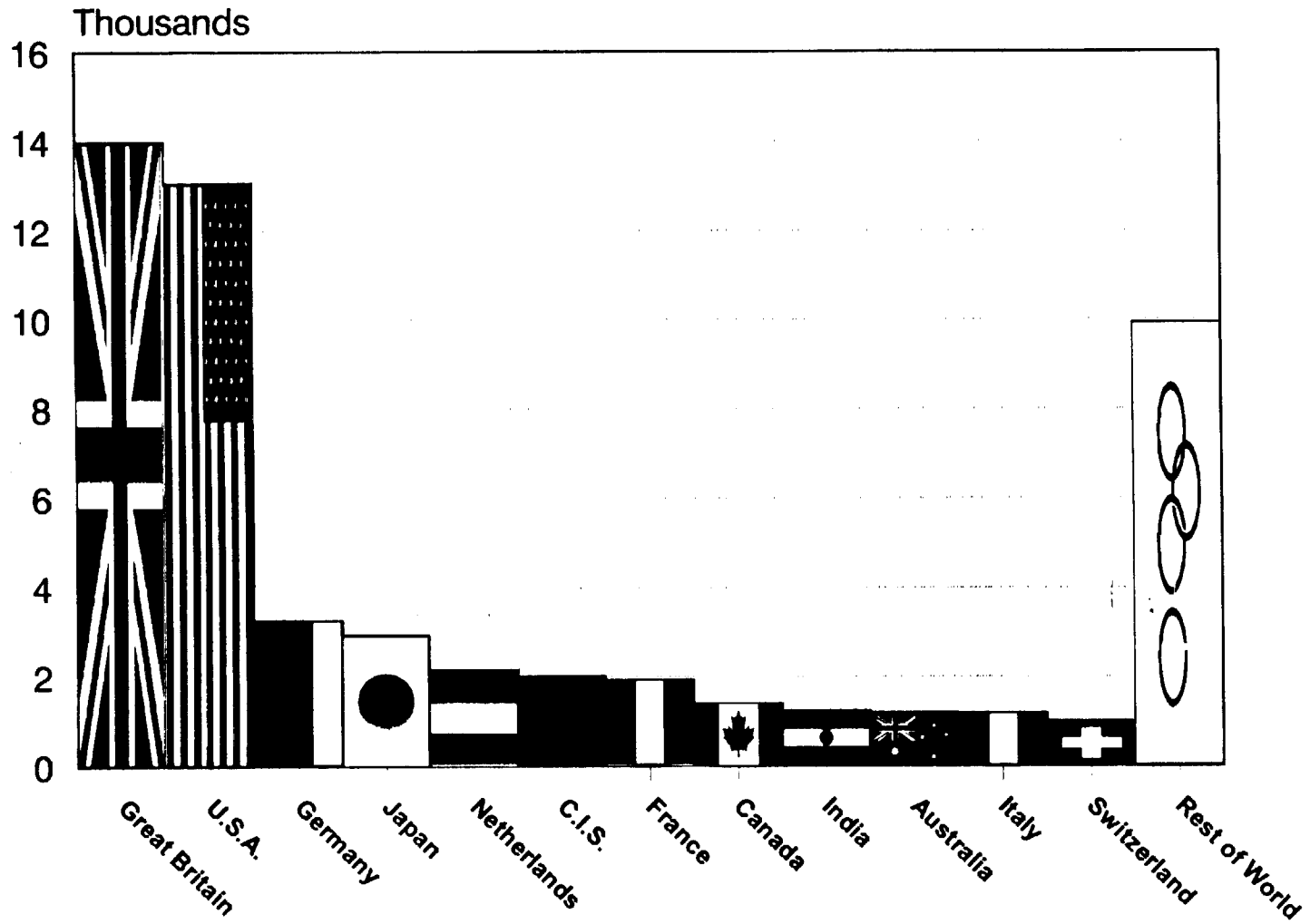
Shelving occupied April 1994      104 miles (167 km)

	<b>Holdings</b>	<b>Annual Intake</b>
<b>Serials</b>	<b>242,000 titles</b>	<b>47,000 titles</b>
<b>Monographs</b>	<b>2,957,400 volumes</b>	<b>26,100 volumes</b> <b>(excluding donations)</b>
<b>Reports</b>	<b>4,205,000</b>	<b>135,000</b>
<b>Doctoral Theses</b>	<b>551,000</b>	<b>11,500</b>
<b>Conference Proceedings</b>	<b>330,000</b>	<b>16,000</b>
<b>Translations</b>	<b>over 548,000</b>	<b>9,000</b>
<b>Music</b>	<b>125,400</b>	<b>700</b>



# The British Library

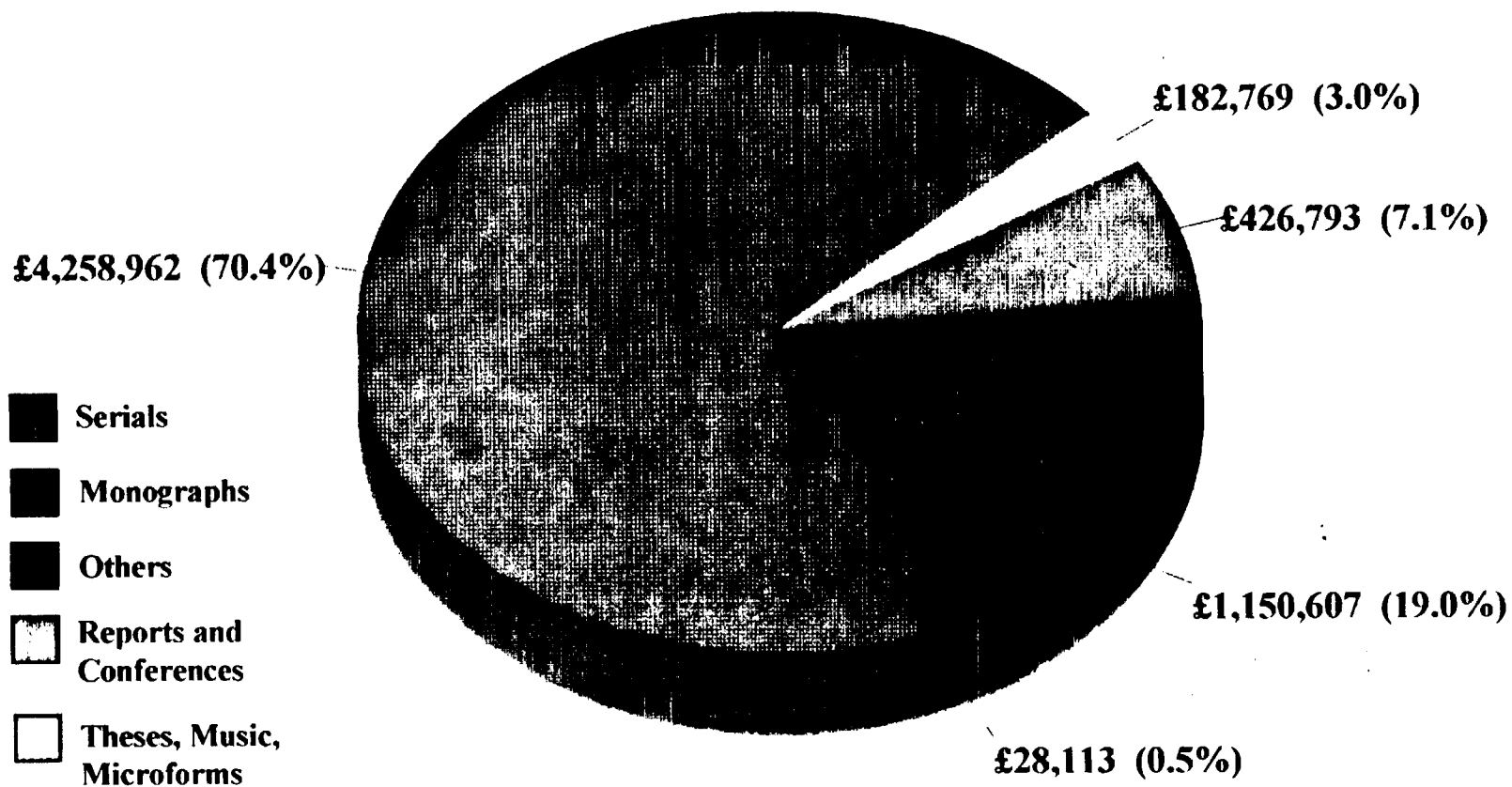
## NUMBER OF SERIAL TITLES CURRENTLY RECEIVED BY DSC







# DSC ACQUISITIONS EXPENDITURE 1993/94





## **DSC's Publications**

- **Index to Conference Proceedings Received**
- **British Reports Translations and Theses**
- **Current Serials Received**
- **Keyword Index to Serial Titles**
- **Books at Boston Spa**
- **CD-ROM's**
- **ETOC**



## **Working With Others to Publicise and Provide Access to the Collections**

- **EBSCO**
- **Research Libraries Group**
- **Online Computer Library Centre**
- **Bath Information Data Services**
- **CSIR Information Service**
- **Library Corporation**
- **NERAC**
- **Online Computer Systems**
- **ISI**
- **UNCNER**
- ◻ • **EAGLE**



# **Document Supply Centre**

## **Document Supply Services**

- **Standard Loan and Photocopy**
- **Premium**

### **Urgent Action Service**

### **Lexicon**

- **Copyright Cleared**

## **Other Services:**

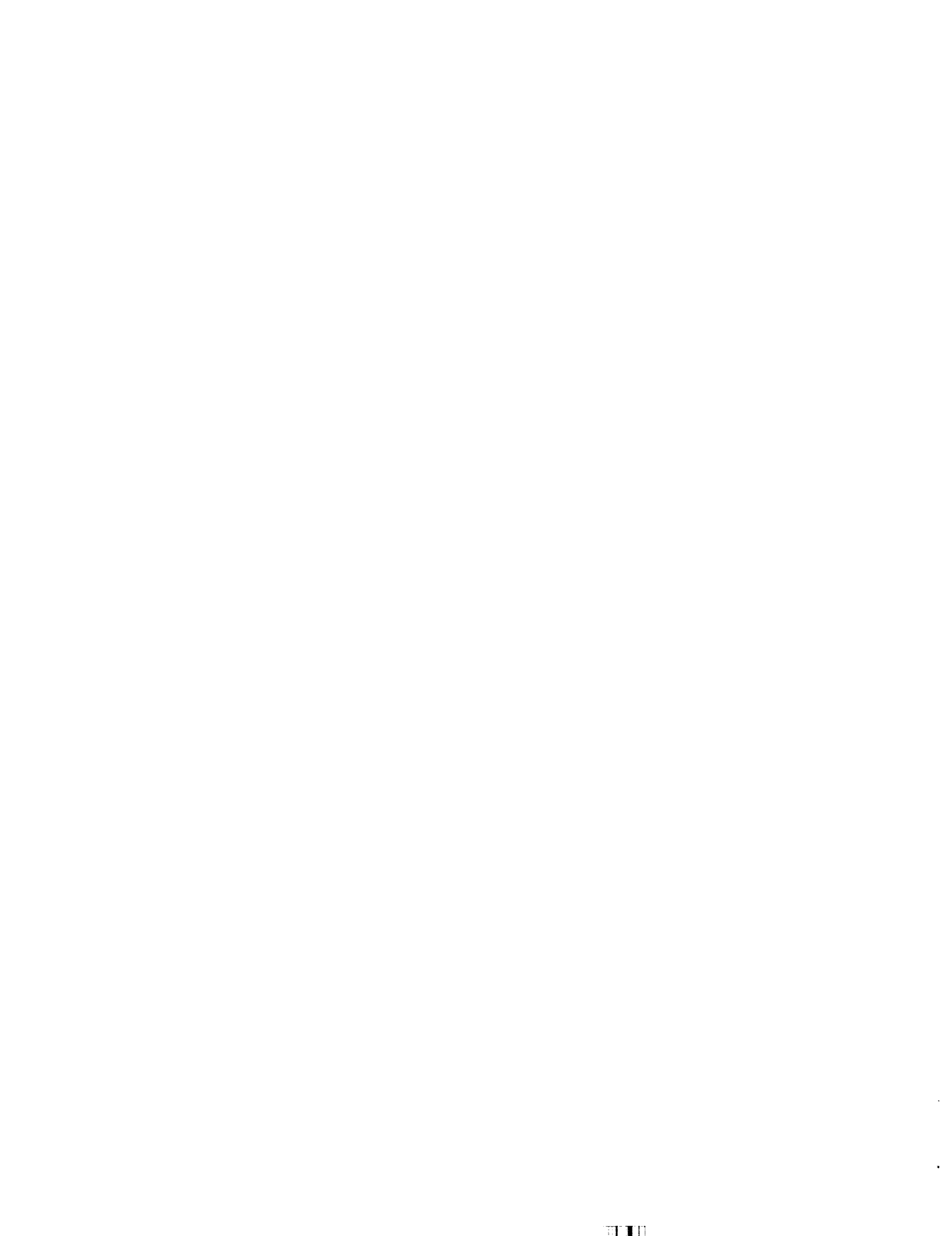
- **BookNet**
- **Medical Information Centre**
- **Reading Room**
- **IFLA Office**





## Document Supply Access Routes

- ARTTel 50%
- Post 35%
- Telex 5%
- Fax 4%
- Database Hosts 4%
- Phone 2%



## **Document Supply Services - Pricing**

- **UK - Price set to recover all costs of handling the requests - c £4 a request**
- **All other services - Priced at market rates**

**Typical prices :**

**c £7 for an article delivered by post  
overseas**

**c £12 for an urgent fax in the UK**



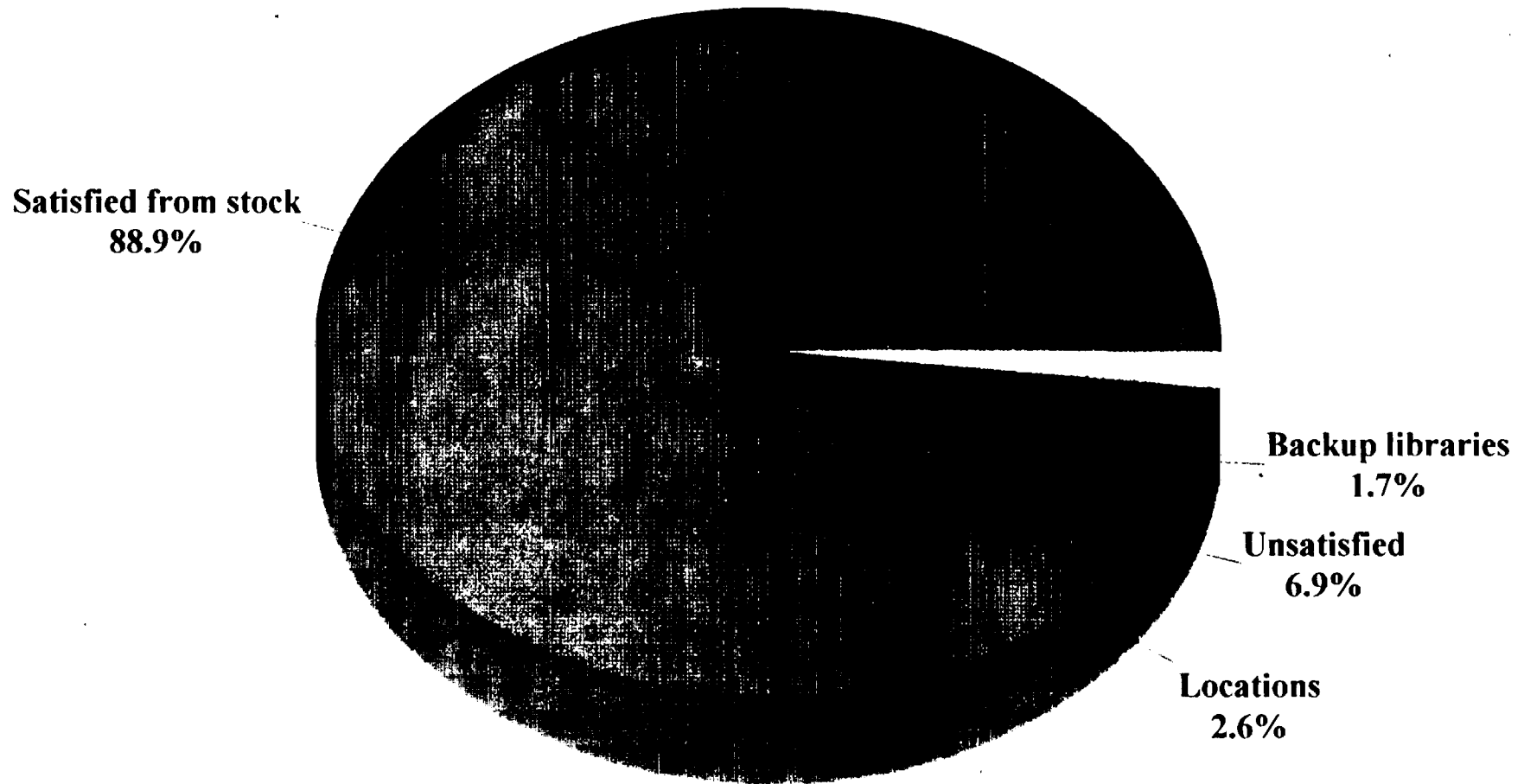
## **The British Library Document Supply Centre**

### **Code of Service**

- **Standard Service - we will respond to**
  - \* **80% of requests for post 1985 serials within 48 hrs**
  - \* **95% of all requests within 5 working days**
- **Urgent Action Service - we will respond to**
  - \* **100% of requests received between 08.00 and 15.30 Mon-Fri within 2 hours of receipt and despatch available items the same day**
  - \* **100% of requests received at other times by 10.00 on the next working day and despatch available items on that day**
- **Complaints and suggestions procedure**



# DOCUMENT SUPPLY CENTRE SATISFACTION RATE (Valid requests only)



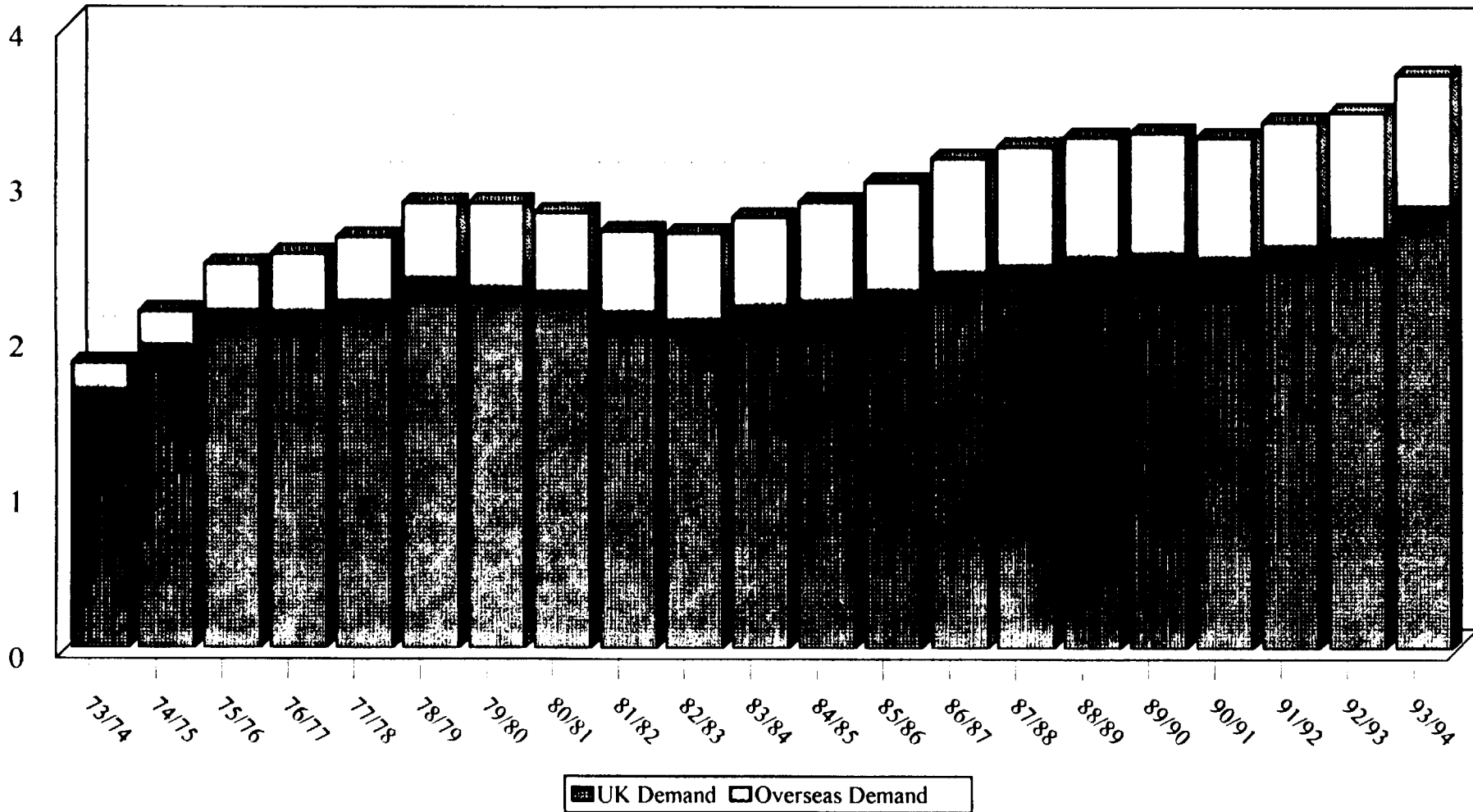




# The British Library

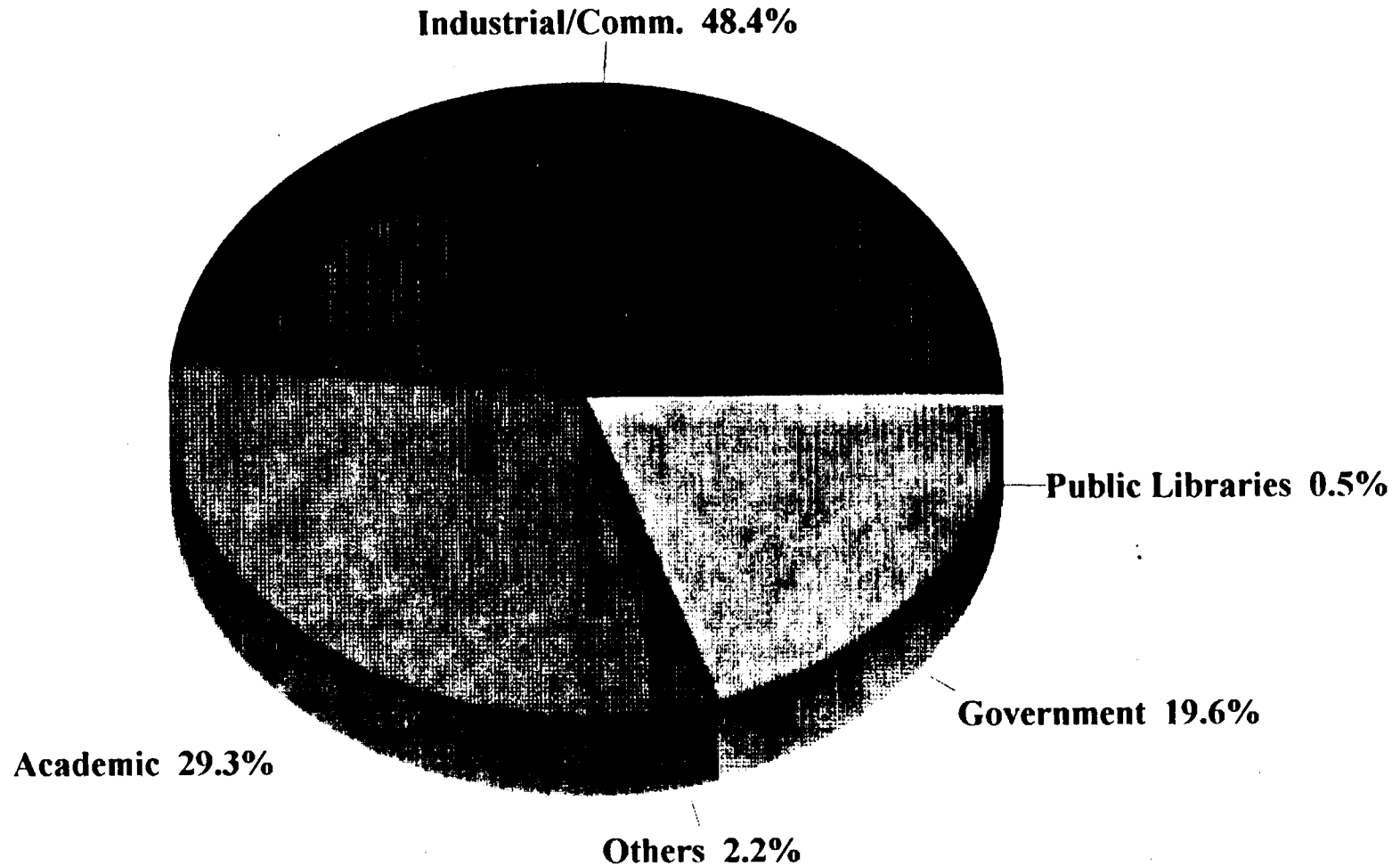
## DOCUMENT SUPPLY CENTRE ANNUAL DEMAND

Millions



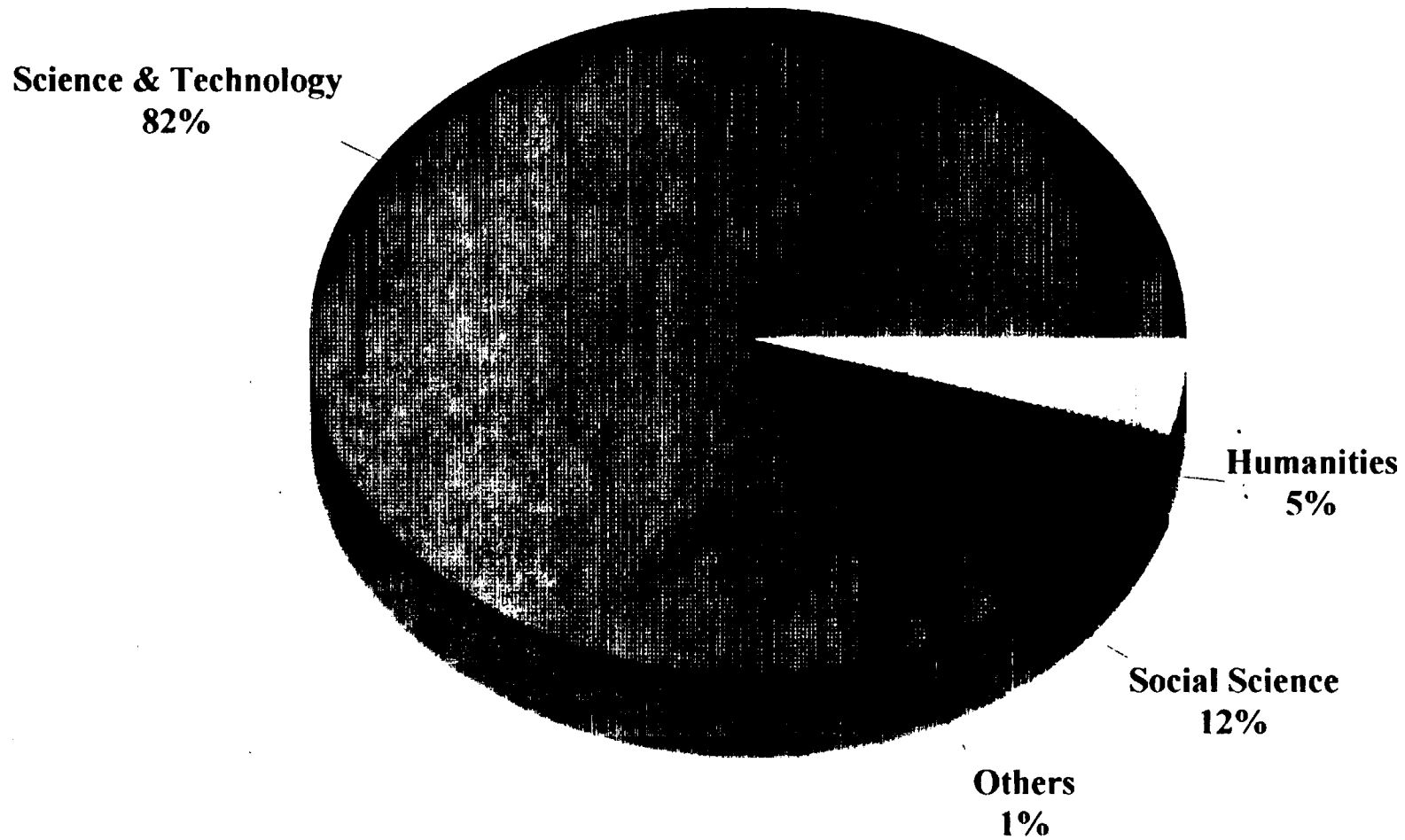


# SOURCE OF REQUESTS TO DSC (OVERSEAS CUSTOMERS)



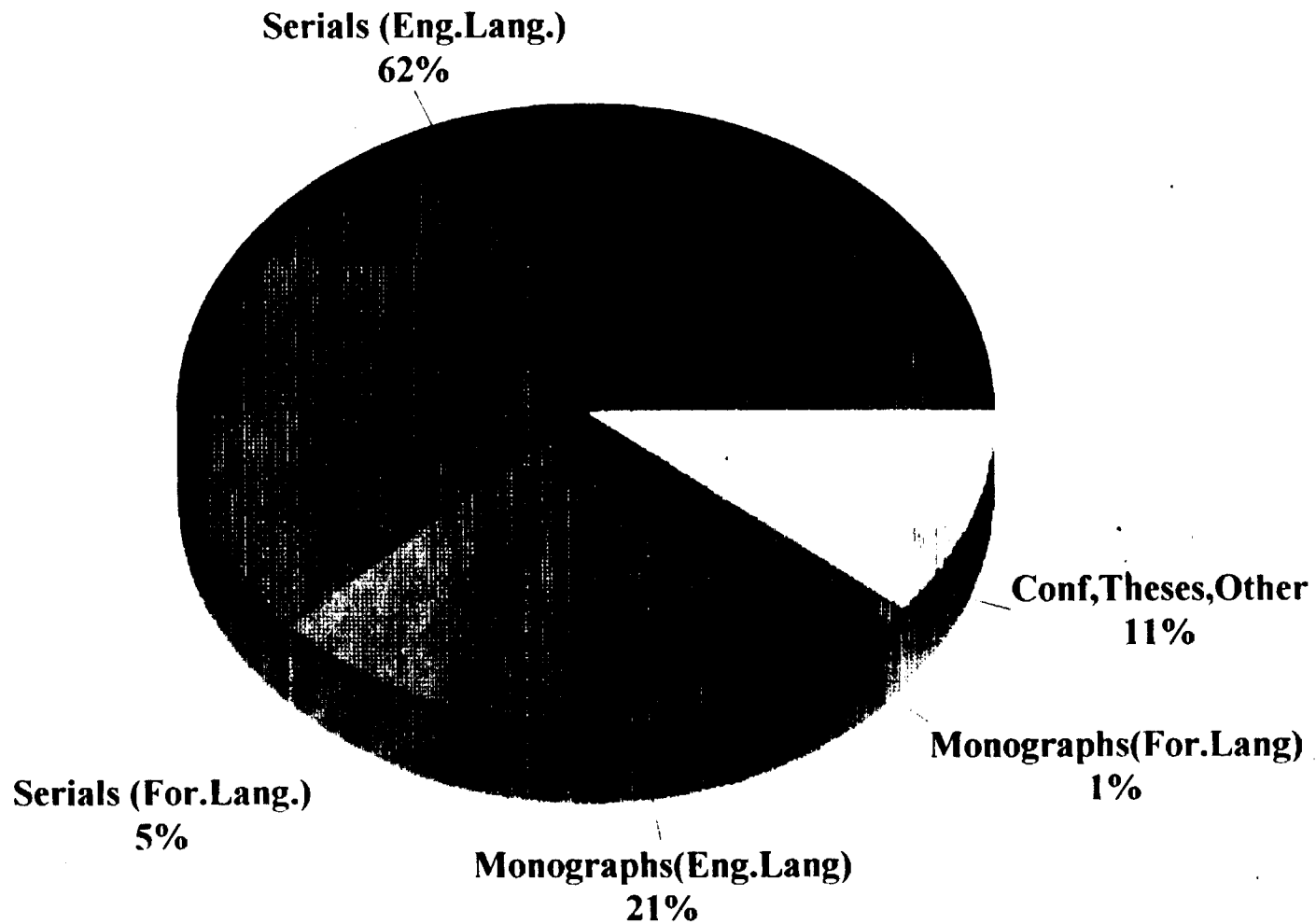


# SUBJECT OF SERIALS MATERIAL REQUESTED FROM DSC





# FORMS OF MATERIAL REQUESTED FROM DSC







## **Document Supply Service Revenues and Costs**

- **Revenue c £17.5 million**
- **Costs c £20.5 million**
- **Staff 744**



## The Future

- **Recovering more of the total costs**
- **Reducing costs and increasing revenue**
- **Acquisitions and preservation hardest hit**
- **Co-operation with other parts of the BL - Common Stock**
- **Increasingly flexible**
  - **Range and price of services**
  - **Methods of payment**
  - **End users**



## The Future

- **Leading to increased demand - particularly overseas**
- **Working in partnership**
  - **promotion of holdings and services (agents)**
- **Increased reliance on new technology**
- **Listening to our customers**
- **Continuing use of TQM**

