

Separate Agencies, Common Challenges: An Introduction to CENDI

Presented by

Gail Hodge

CENDI Secretariat

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CENDI Agencies

COMMERCE - National Technical Information Service (NTIS)

ENERGY - Office of Scientific and Technical Information (OSTI)

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION -
Scientific and Technical Information Program (NASA STI)

NATIONAL LIBRARY OF MEDICINE (NLM)

DEFENSE - Defense Technical Information Center (DTIC) and the National Air
Intelligence Center (NAIC)

INTERIOR - USGS Biological Resources Division (BRD)

Information Managers Group

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CENDI Goals

- Coordination and Leadership
- Joint Projects
- Education

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CENDI Working Groups

- Information Exchange Working Group
 - Promote exchange of information on key technologies for information acquisition, processing, distribution and access
- Cataloging Working Group
 - Standardize cataloging practices that support sharing of database records
- User Education Working Group
 - Promote an understanding of STI information management issues through educational opportunities

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Common Challenges

- STI Issues (*National & International*)
 - Revised legislation on government printing
 - Intellectual property (national and international database protection; copyright)
 - Federal WWW guidelines
 - Security and privacy issues

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Common Challenges

continued

- Informing others about STI issues and the importance of STI to the success of federal R&D and technology transfer
 - White papers and discussions with key policy makers
 - Joint exhibits and presentations
 - CENDI publications
 - CENDI WWW site
- <http://www.dtic.mil/cendi/>**

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Common Challenges

continued

- Effective use of technologies

“Extending Access: A Study of Search
Engine Technologies” (*joint CENDI/
COSPO project*)

Dr. Inderjeet Mani

Artificial Intelligence Technical Center, MITRE

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Common Challenges

continued

- Effective use of agency resources

“Beyond Hardcopy: CENDI Image Exchange
Guidelines”

Barbara Bauldock

Chair, Information Exchange Working Group
DOE, Office of Scientific and Technical Information

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Common Challenges

continued

- Staff training and professional development for the networked information environment

“Do We Still Need Cataloging Standards?”

Tanny Franco

Chair, Cataloging Working Group
Defense Technical Information Center

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Common Challenges

continued

- The Internet as a resource

*“HELP!!! The Impact of the Internet on
Customer Service”*

Cheryl Hunter

Chair, User Education Working Group
Defense Technical Information Center

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Do We Still Need Cataloging Standards?

Presented by

Tanny Franco

Defense Technical Information Center

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CENDI Cataloging Working Group

- Mission of the Cataloging Working Group
- Scientific and Technical Information (STI)
Exchange
- Recent Efforts
 - COSATI to USMARC Mapping
 - Bibliographic Standards Workshop

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Future of Bibliographic Standards in a Networked Information Environment

- Reinventing item description
- Reinventing content description
- Reinventing access and availability
- What have we learned about the future?

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Highlights

- Brought together members from different interest groups
- Confirmed a transition environment
- Bibliographic standards will continue to be of value

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Highlights

(continued)

- Need to describe the physical attributes of the item
- Collection development is taking on renewed importance
- Need to communicate in order to provide an integrated information environment

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Outcome

- We are in transition
- Requirement to describe physical attributes of the item remains
- Cataloging and its standards will be reinvented

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Outcome

(continued)

- Impact of metadata
- Standards must integrate
- Not all information will be able to be cataloged by professions at a complete level

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We Still Need Cataloging Standards

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HELP!!!: The Impact of the Internet on Customer Service

Presented by

Cheryl Hunter

Defense Technical Information Center

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Agency Overviews

	Help Desks	Personnel
DOE	1	6 PT
DTIC	3	9 FT
NAIC	1	18 FT
NASA	1	4 FT
NLM	2	18 PT
NTIS	VARIES	VARIES

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Workshop Topics

- Impact of the Internet on Who is Served
- Setting Priorities
- Automated Tracking Systems to Support Customer Service
- Software to Support Customer Service
- Using the Internet to Provide Referrals
- WWW Design for Customer Support

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Workshop Topics

- WWW Search Engines
- Logging WWW Activity
- Intranet Support to Help Desk Personnel
- Physical Environment
- User Registration via the WWW
- Recommendations

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HELP!!

- Impact of the Internet on Who Is Served
 - Restricted environments
 - General public
- Setting Priorities
- Automated Tracking Systems to Support the Customer Service Activities
 - NASA's Customer Support System (CSS)
 - DTIC's Customer Retrieval System
 - NLM's CustomerQ

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HELP!!!

- Automated Phone Systems to Support Customer Service
 - Automatic Call Distribution (ACD) systems
 - Answering services
 - Voicemail
 - 1-800 Numbers
- Using the Internet to Provide Referrals
 - HomePages
 - Intranets
 - URLs

CONT

HELP!!!

- WWW Design for Customer Support
 - FAQs
 - FINDIT
 - Hot links
 - Phone numbers
 - Maintenance
- Logging WWW Activity
 - Accurate statistics
 - Identifying who is accessing site

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HELP!!!

- Intranet Support to Help Desk Personnel
- Physical Environment
- User Registration Via the WWW
 - Transfer of data to proprietary database
 - Request for registration packets

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Recommendations

- Create a set of Help Desk tools
- Share helpful URLs
- Design & incorporate HomePage hotlinks
- Hold a Help Desk conference
- Evaluate statistical software packages
- Sponsor demos of customer support systems
- Hold a training session on new WWW tools
- Demo CENDI customer service WWW sites

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OVERVIEW: CENDI Information Exchange Working Group

Presented by

Barbara Bauldock

U.S. Department of Energy
Office of Scientific and Techn

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InfoEx Origins

- Lessons Learned from bibliographic exchange
- Two SGML groups: NAIC and DOE
- Full-text concerns beyond SGML
- Life after microfiche
- January 1996 Charter

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InfoEx Charter

- Provide advice & counsel concerning exchange of full text within CENDI
- Raise issues and opportunities for agreement to CENDI Principals.
- Identify opportunities for joint partnership
- Share lessons learned from individual agency experience.

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Accomplishments

- Organizational meeting (3/96)
- Scanning/OCR Technologies Report (8/96)
- Scanning/OCR Position Descriptions (8/96)
- Legacy Collection Report (8/97)
- Image Exchange Guideline (2/97) <<<
- Reports available at:

www.infointl.com/cendipro/infoexch.html

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Image Exchange Guideline

- Citation: A Proposed Guideline for the Exchange of Images among CENDI Agencies, CENDI/96-2, April 1997.
- Adopted as the standard for image exchange among CENDI agencies in June 1997.
- Currently being implemented by NTIS, DTIC, DOE and NASA (status varies).

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Major Elements

- Standard format compliant with TIFF 6.0 Spec with CCITT Group 4 compression
- TAR file for each document
- 1 Document = 1 Directory
- Directory name is document ID assigned by originating agency

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Major Elements, cont'd.

- 1 Document Page = 1 TIFF Image = 1 file
- Filenames = image number with extension
.tif, left-padded with zeroes to 8 digits
00000001.tif, 00000002.tif, etc.
- Gaps OK, as long as sequence is maintained
- Filename convention MS-DOS compatible
(Directory name convention is not)

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Bibliographic Records

- Associated full bibliographic records included on a separate tape
- Bib record specs not included in Image Guideline
- Bib record includes same unique document ID used to name image file directory

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Archival Documents

- TIFF images for archival documents exchanged in accordance with Guidelines
- Bibliographic records for archival documents may or may not be forwarded; exchanging agencies will decide
- Bib records for archival documents sent separately from those for new documents

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Exchanging Images

- Directory File (tape_toc): Contains the directory names and filenames within each directory
- Distribution Media: 8mm DAT with external label (label content specified)
- Transmittal Report: agency, database name, number of documents, list of filenames, etc.

CONT'D I

Quality Control

- Minimum resolution is 300 dpi
- 400-600 dpi resolution recommended for color and halftones
- Document must be viewable by a standard TIFF viewer that support TIFF Group 4

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“Living” Guideline

- Guideline will change with technology and experience
- Guideline itself addresses its maintenance
- InfoEx responsible for periodic review and update of the Guideline

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In InfoEx's Future....

- Linking versus exchanging
- Electronic journal access
- Copyright and information availability
- CENDI Reference Shelf
- Global Library of Science and Technology

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Open Source Intelligence: CONFERENCE Proceedings, 1997 Volume IV 6th International Conference & Exhibit Global Security & Global - Link Page

[Previous](#) [OSS '97 PROCEEDINGS Dr. Inderjeet Mani, MITRE, Extending Access: A Study of Search Engine Technologies,](#)

[Next](#) [OSS '97 PROCEEDINGS Glenn Tenney, Cyber-Law and Cyber-Theft: Spamming Methods and Costs,](#)

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