

# NEWS2USE

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## ORS DIRECTOR STEPHEN A. FICCA RETIRES AFTER 33 YEARS WITH THE NIH



*Stephen A. Ficca, Director of the Office of Research Services, 1992-2004*

Stephen A. Ficca retired as Director of the Office of Research Services on March 1, 2004. At a reception held on March 5, he was honored for his 33 years of service to the NIH and 12 years as Director of the ORS. Friends and colleagues congratulated him on his dedicated service, outstanding leadership and thoughtful guidance, including co-workers from the National Cancer Institute (NCI) and the National Heart, Lung and Blood Institute (NHLBI) where he worked before assuming the role of ORS Director.

NIH Deputy Director, Dr. Raynard Kington presented Mr. Ficca with a plaque commemorating his service to the NIH. He also received awards from his ORS colleagues and the NIH Police in appreciation of his leadership.

Under Mr. Ficca's direction, the ORS has been recognized for a number of outstanding accomplishments, including: *Vice President Gore's 1997 Hammer Award for Process Improvement; 1997 Federal Energy Award; 1997 DHHS Energy and Water*





*NIH Deputy Director, Dr. Raynard Kington, presents Steve Ficca with a plaque commemorating his 33 years of service to the NIH.*

*Efficiency awards; Industrial Energy Conservation awards; 1999 Federal Energy Saver Showcase Facility Award; 2000 Federal Energy and Water Management Award; Federal Agency Pollution Prevention Award; Outstanding Merit Award; the American Planning Association Professional Achievement Award for the NIH Master Plan; 2001 Group Federal Energy and Water Conservation Award; 2002 Presidential Award for Leadership in Federal Energy Management; Business for the Bay 2002 Significant Achievement Award for a Government Facility for Pollution Prevention; 2002 DHHS Secretary's Distinguished Service Award; and the GSA 2003 Honorable Mention for Real Property Innovation (in Federal asset management and workplace development).*

He has also received personal recognition from the NIH and the Department including: the 1986

*NIH Director's Award; the 1989 PHS Superior Service Award; and twice received the Presidential Executive Rank Award for Meritorious Senior Executive, in 1990 and 1999.*

Mr. Ficca almost never became the ORS Director. In a 1993 NIH Record article, Ficca talked about his reluctance to accept the invitation from Dr. Bernadine Healy, at the time, the NIH Director. "I was pretty sure I didn't want it... so Dr. Healy agreed that I'd work for 6 months - no longer," Ficca said. He took the job on an acting basis only, but somehow, 6 months became 12 years. "As time went on, I found myself more entrenched. I'm the type of person who takes things to heart, and my ORS roots grew rapidly and deeply," he elaborated. Ficca oversaw a wide variety of challenges including the building of the Natcher Building and the Clinical Center revitalization.

Mr. Ficca received his BS degree in 1968 from the University of Baltimore and his MBA in 1972 from Loyola College (Maryland). He attended the 1985 Federal Executive Institute - Executive Leadership and Management Program and the 1997 Harvard University Kennedy School

of Government Senior Managers in Government Program.

Mr. Ficca began his professional career at NIH in 1971 as an Administrative Officer with NCI. Between 1971 and 1987 he held various positions with NCI including Budget Analyst, Personnel Management Specialist, Budget Officer, Chief Administrative Officer and Deputy Associate Director for Administrative Management.

From 1987 to 1992, Mr. Ficca was Executive Officer for NHLBI. In 1992, with the strong support of Dr. Claude Lenfant, the NHLBI Director, he became the Acting Director of ORS and has served as the Director of ORS since 1993.

Mr. Ficca helped ORS build and sustain a work environment characterized by quality services, innovative approaches to service provision, along with responsible and accountable cost management. Under his leadership, ORS strived to make a positive impact in every interaction with customers throughout the NIH community.



*Steve enjoying his retirement party on March 5 with his two granddaughters.*

## NIH LIBRARY'S REDESIGNED WEBSITE LAUNCHES ENHANCED OPTIONS

At an open house and website launch on February 24, the NIH Library unveiled its redesigned website and new logo. The redesign evolved in response to feedback gathered from usability studies. Requests to minimize webpage hierarchy and to implement the option to display e-resources by subject were honored. Anyone who is interested is encouraged to go to the Library to pick up handouts that detail many of the new features available on the website.

### NEW LOOK FOR THE NIH LIBRARY ONLINE CATALOG

The NIH Library's online catalog has undergone a redesign in keeping with the website redesign. Convenient features make it worth taking another look at this library workhorse. Among the new features are the following:

- Save Records (the Shopping Cart)
- Request
- Table of Contents
- Summaries
- Reviews
- Cover Images
- Full-Text Plus! Button  
(see the following article  
for more information)

The Save Records option allows you to save one or more records that you've selected. Once you have saved a set of records, you can view the records and make decisions such as whether to save them to a file, deselect choices, or send them via e-mail to yourself or a colleague. The Request button can be used to request that journal articles or books be sent to you. When you click on the Request button, the resulting form is automatically filled in with information about the item and your contact information. The Table of Contents, Summaries, Reviews and Cover Images are available for many books through the use of the Full-Text Plus! button. To access these features, click on Online Catalog located under Quick Links on the left side of the website.

The NIH Library website can be found at: <http://nihlibrary.nih.gov>

### INFORMATION

NIH Library Information Desk  
301-496-1080  
[nihlibrary@nih.gov](mailto:nihlibrary@nih.gov)

## INTRODUCING FULL-TEXT PLUS! : YOUR PATH TO LIBRARY SERVICES

Full-Text Plus! is a service designed to link library users directly from the citation of a journal article to related library services. If the full text of the article is available online, the user is linked directly to the full text of the article, eliminating the need to write down citations and look for titles in the list of electronic journals. If the full text of the article is not available online, the user can view information about the journal in the Library's catalog or submit a document delivery request for the item. The document delivery request will be automatically filled in with the information about the article.

Because Full-Text Plus! is context specific, service options will change from citation to citation.

When available, and as appropriate, one or more of the following services will be offered on the Full-Text Plus! menu:

- ▶ Full text of the article
- ▶ A document delivery request form
- ▶ An automatic search of the NIH Library catalog
- ▶ The catalog of the National Library of Medicine
- ▶ A search of the Web of Science for other articles by the same author
- ▶ The Library's chat reference service—AskUs Live!
- ▶ Information about Library training classes
- ▶ A comment form
- ▶ An FAQ about Full-Text Plus!
- ▶ The option to download the record into bibliographic management software
- ▶ Table of contents, reviews and cover photos of selected books held by the NIH Library (only available when linking to Full-Text Plus! from the Library Catalog)

The Full-Text Plus! button can be found in AGRICOLA, BIOSIS, CINAHL, MEDLINE, PREMEDLINE, PsycINFO, Web of Science, PubMed, MathSciNet and the NIH Library Catalog.

### INFORMATION

NIH Library  
301-496-1080  
[nihlibrary@nih.gov](mailto:nihlibrary@nih.gov)

## TEAM PLAYERS SAVE BUILDING AND MICE

On Super Bowl Sunday, February 1, a fire started in the basement of the five-story Building 30. A broken chilled water coil leaked water, reaching high-voltage electrical switchgear and transformers, until they shorted out and caught on fire.

Since it was a weekend, the few people who were in the building left safely and easily. The following week, more than 250 employees, 175 of whom make up 70% of the National Institute of Dental and Craniofacial Research (NIDCR), were moved to other labs and offices on campus.

That night, it was not so simple to evacuate the over 10,000 mice whose lives and ongoing research were in jeopardy.

First, the building had to be deemed safe. It took 65 firefighters - most from NIH, led by Lt. Ed Gotthardt, with backup provided by Montgomery County and the National Naval Medical Center - about 45 minutes to extinguish the fire and three more hours to make sure the building was safe. It was a dangerous operation, as are all fires, but in this case the firefighters had to stand in 18 inches of water while the main power and generators were shut down. With no visibility due to heavy smoke, they had to get to and open a wall full of switchgear cabinets, some of which had to be dismantled.

While the firefighters completed their work, about 70 NIDCR scientists turned out to move the animals. Those scientists along with animal program staff, NIH Animal



*Volunteers help transport mice from building 30 to their temporary home in the Building 14-28 complex. Over 10,000 mice used in NIDCR research were evacuated.*

Resources Team members and their leader, veterinarian Pat Brown, volunteers from the Office of Research Services, Office of Research Facilities (ORF) and other ICs and employees of the Division of Veterinary Resources (DVR) waited outside, anxious to enter as soon as the building was ventilated and declared safe. There were about 150 people standing by, ready to help, including veterinarians Charmaine Foltz, John Bartholomew and Matt Schech.

Barry Muffley, Animal Facility Program Coordinator for DVR, arranged to get two trucks, driven by Kelly Prevost (DVR) and John Deleonardis (NIAID) to transport the animals.

When the volunteers were allowed in, they found the building cold and dark. They had to make their way to the fifth floor where the mice were located. Electrical

power had been cut off, so there was no heat and no lights. With no power, elevators could not be used. Rebecca Martinez, Animal Program Manager for NIDCR, determined that the best way to evacuate the mice was to form human chains, and that is what they did, handing animal cages down darkened stairways one by one.

The mice were taken to the Building 14-28 complex, where veterinarians evaluated the animals. Rebecca Martinez and DVR staff including Eileen Morgan, Peggy Novicky, Debra Lust, Milton Papa and Valerie Harrington stayed after the animals were relocated to change cages that had gotten wet during the move. They worked through the night and into the next day.

The whole process took about 8 hours, starting around 6:30 pm and finishing about 2:30 am.

While the animal rescue was in full swing, individuals from the ORF were also working diligently in the cold and darkness in Building 30. In addition, ORF staff restored full

power to Buildings 49 and 29B after it was temporarily lost during the fire.

The fire was limited to the electrical vault, but it incurred substantial damage. Though smoke damage to the rest of the building was reported to be light, Building 30 was closed until March 15 to allow completion of the fire marshal's investigation, the repairs, cleaning, air quality testing and reactivation of safety systems that were shut down when power was cut off.

Thankfully, only one person was hurt, and he had a quick recovery. NIH firefighter Darryl Lowery was treated for smoke inhalation at Washington Hospital Center, was released later that evening and returned to duty the following day.



*Volunteers load racks of mice onto a truck for transport.*

Everyone who helped with this effort deserves a lot of credit. It required team work, patience and persistence.

#### **INFORMATION**

ORS Information Line  
301-594-6677

## **TRANSPORTATION FAIRS SCHEDULED**

The Division of Travel and Transportation Services will be hosting three Transportation Fairs during the month of April in order to raise awareness of the convenience of the mass transit system in the Washington metropolitan area. Throughout the month, Metropolitan DC transportation representatives and vanpool representative will be on hand to answer your questions about mass transit as well as offer other alternatives such as cycling to work. In addition, representatives from the NIH Parking Office will be on hand to answer questions or register employees for the Transhare, Carpool, Vanpool and Ride Finders Network programs here at NIH.

The dates and locations of the Transportation Fair are as follows:

**April 7** – 11am-2pm  
Building 45  
Cafeteria

**April 21** – 11am-2pm  
EPS  
Cafeteria

**April 27** – 11am-2pm  
Building 10  
B1 Cafeteria

#### **INFORMATION**

Gary Freeman  
301-402-7433

## **PARKING PERMIT RENEWAL UPDATE**

To provide the most efficient service to customers, the Parking Office announced that employees renewing General, Off-Campus, Red and Satellite parking permits do not have to bring their vehicle registration card to the Parking Office as was required in the past. Individuals should simply respond to the renewal notice that is e-mailed, verifying that the information on file is still valid. New vehicles can be added or substituted at that time. Renewed permits are sent to home addresses.

Employees requesting to call-in, fax, mail or e-mail vehicle information to the Parking Office after their permit has expired will not be permitted to do so. An office visit is required if your permit has expired.

Online or in person, be prepared to confirm the following vehicle information: license plate number and state, vehicle make, model and year.

#### **INFORMATION**

Parking Office  
301-496-5050

## WHAT IS THE COOP?

We've seen many changes with respect to the security and protection of people, research and operations at NIH, particularly over the last two years. Many of these changes were directed by the President. The Continuity of Operations Plan, or COOP, is one of these directives given to all Federal departments and agencies to assure that the capability exists to continue essential functions during a wide range of emergencies, from weather related emergencies to terrorist attacks.

The NIH COOP does just that. While providing for the health and safety of the NIH community and its visitors, the plan ensures that essential missions and functions of the NIH are maintained or restored in an emergency situation, catastrophic event, or natural disaster.

Aside from the fact that all Federal agencies were tasked by the President to develop a continuity of operations plan – why do we need such a plan? “A COOP takes an all-hazards approach to make sure that NIH can continue its mission essential functions,” explains Michael Spillane, Division Director for Emergency Preparedness and Coordination. “The NIH COOP is a major component of our comprehensive Emergency Management Program that aligns all emergency preparedness activities throughout the NIH.” Should an emergency situation occur, the other NIH response elements such as

Fire/Rescue and Police will work together with the Division of Emergency Preparedness and Coordination (DEPC) using the COOP guidelines.

The DEPC is working closely with each I/C to develop its own appropriate COOP. “The individual COOP takes into account the special requirements of each I/C, yet also overlaps with the NIH COOP,” explains Spillane. The NIH is in the process of identifying employees to serve on I/C specific Crisis Response Teams.

As the COOP is being implemented throughout NIH, it is continually refined based on testing of the plan and information gathered from senior staff interviews. As part of the COOP enhancement, a Crisis Communications Plan is being developed, along with COOP testing, training and exercises for the Crisis Response Team.

### INFORMATION

Division of Emergency  
Preparedness and Coordination  
301-496-1985

## FIRE SAFETY TIPS: MICROWAVE OVENS

Microwave ovens are used every day, both at home and in the workplace. When used properly, they are safe and convenient for heating a variety of foods in a short time. When you become complacent about microwave safety, however, your appliance can cause painful burns and become a potential fire hazard.

The following tips are offered for your home and office safety.

- Before using a new microwave oven, always read the manufacturers operating procedures and safety precautions first.
- To minimize risk of fire, never attempt to heat articles that are not approved for use in microwave ovens.

- Never use recycled paper products in microwave ovens unless they are specifically approved for microwave use. Recycled products including paper towels and even waxed paper contain minute metal flecks. When a microwave oven is operating, the interaction between microwaves and the metal can cause sparks and even flames.

- Do not leave a microwave oven unattended when microwaving popcorn, since the heat buildup can cause fires. Heat the popcorn according to the written instructions, but begin with the minimum time specified because some microwaves can scorch popcorn in as little as two minutes.

- If you have a fire in your microwave oven, turn it off immediately. This will stop the fan so it won't feed oxygen to the flames. Then simply wait until the fire suffocates. Never open the oven door until you are absolutely certain that the fire is out. If in doubt, call the fire department.

- Use only microwave-safe utensils. The instructions that come with each microwave oven specify what kinds of containers are safe to use and how to test the suitability of materials before use.

- Always use oven mitts to remove items from the microwave oven after cooking. Be careful when removing a wrapping or covering from a hot item. Hot steam escaping from the container, as the covering is lifted, can cause painful burns.

- Be careful when heating liquids in the microwave oven. Since the containers may only feel warm, rather than hot, they are sometimes

handled with less caution. This can easily result in the splashing or spilling of a scalding liquid.

- Before allowing children to operate a microwave oven, make sure that they are instructed in the proper use, and that they are tall enough to reach the oven and handle foods safely. Over 50% of those burned using microwave ovens are under 5 years of age.

#### **INFORMATION**

Division of the Fire Marshal  
301-496-0487

## **LOST AND FOUND REPORT**

Are you missing your bowling trophy or a favorite winter scarf? As News2Use went to press, the NIH Police had the following items in their Lost & Found:

- Driver's licenses
- Trophy
- Keys
- Palm Pilot
- Handbag
- Wallets
- Electronic organizer
- Gloves
- Scarves
- Cell phones
- Pager
- Identification badges
- Credit cards
- Eyeglasses/Sunglasses

Believe it or not, only about 10-15% of the items are ever claimed. The Police hold onto them for 30 days in the main office, and then they are stored and held elsewhere for an additional three years.

#### **INFORMATION**

NIH Police, Building 31C  
301-496-2387

## **NIH CHILD CARE BOARD SEEKING APPLICANTS**

Do you have an interest in child care as an issue that affects work at NIH? The NIH Child Care Board advises the NIH with regard to child care programs and policies and serves as an advocate for affordable, accessible and quality child care for the NIH community. It is currently seeking interested Federal employees to apply to fill vacancies that will occur in June 2004.

You do not need to be a child development expert—just someone with an interest in this issue and a willingness to actively participate in the work of the Board. Members serve three-year terms and are required to attend seven meetings a year.

For a description of member requirements, a calendar of meetings, information about the Board activities and an online application, please visit the Board webpage at:  
<http://www.nih.gov/od/ors/dss/special/chintro.htm>

#### **INFORMATION**

Mary Ellen Savarese  
301-402-8180

## **PARENTING FESTIVAL: CALLING ALL PARENTS, GRANDPARENTS AND SOON-TO-BE-PARENTS**

Plan to attend the NIH Annual Parenting Festival on Wednesday, May 26, 2004 from 11:00 am to 2:00 pm in the Building 50 Conference Area. There will be activities, door prizes and wonderful handouts. The Parenting Festival is free and open to all NIH employees.

At the festival, you can learn about the many resources available through NIH to assist you with parenting responsibilities. You can visit with representatives of a variety of Institutes to learn about NIH research initiatives related to child health, child mental health, safety and well being. Talk to the Parenting

Specialist about your own concerns and learn about the NIH Lactation Program, NIH Child Care Centers, the Child Care Resource and Referral Service and the Parenting Resources available at the Work/Life Center.

This event is sponsored by the NIH Child Care Board, the NIH Work/Life Center and the ORS Division of Employee Services.

#### **INFORMATION**

Division of Employee Services  
301-402-8180

## **SHARING OUR CAMPUS ROADWAYS**

Motorists, pedestrians and bicyclists are all encouraged to share the roads and pathways on the campus appropriately. We are working to repaint crosswalks and roadway markings throughout the campus that have faded due to the winter weather. As we are all aware, there are numerous construction projects currently underway. Each of these may present different pedestrian routings adjacent to or near the site. When walking near a construction site, use only the designated pathways.

With the onset of nicer weather, cyclists are encouraged to exercise safe riding practices including adhering to the requirements of The Code of Federal Regulations—Title 45 as well as the Maryland Vehicle Laws that apply to our campus. Motorists should exercise due caution at all times while operating a vehicle on the campus. Please remember throughout the day, that everyone will at some time be either a motorist, a cyclist or a pedestrian.

#### **INFORMATION**

Tom Hayden  
301-496-6278

## WHAT'S COOKING AT NATCHER:

### INTRODUCING FRANK FOLEY

Since mid-October there has been a marked and positive change on the menu in the Natcher dining center. New chef Frank Foley says that in the food business, whether it's a restaurant, catering operation or cafeteria, "You are only as good as your last meal." Because of that moving target of a standard, he always has an eye toward improving the quality of the food and variety of the menu.

Foley defines his style of cooking as contemporary American cuisine with Asian influences. According to Natcher customers and Eurest and NIH management, he is doing a great job with more fresh ingredients, vegetarian items and fish entrees.

The salad bar now has pasta and seafood salads, and grilled vegetables. At the deli bar, customers can make their own sandwiches. Foley understands the need to address all the current diets that are so popular, and he makes sure items such as grilled chicken are always available. Personally, he believes in a balanced diet, but respects those who choose to lose weight by following Atkins, the Zone, or South Beach.

Menus typically cycle every four weeks or so, but Foley keeps revising them according to hits and misses he observes. He also creates menus that are sensitive to his audience. Natcher's customers are a diverse group, culturally and otherwise. It is not a fixed customer base. Hundreds of people work in the building, many others come and go, and a significant number are only in the building to attend one meeting.

Foley's previous experience as a chef includes the position of Executive Chef at the Federal Reserve Board and owning a downtown catering business. Catering at the NIH is a good challenge—everything from cookies and brownies to full receptions—but Foley prefers corporate catering, and is happy with the dual nature of his responsibilities at Natcher.

The NIH/Eurest chefs work together and share ideas when they get together. Recently, they worked as a team in a Eurest Mid-Atlantic food show and placed in the top three.

### INFORMATION

Natcher Dining Center  
301-402-9701

**WE WANT TO HEAR FROM YOU!** The Office of Research Services encourages you to submit questions, comments and suggestions about the services we provide to the NIH community. Someone from the ORS staff will respond to each question. Just e-mail, phone or fax your comments and questions to the appropriate location listed below.

For questions or comments about ORS services to the NIH community, contact the ORS Information Line:

**E-mail:** [ORSInfo@mail.nih.gov](mailto:ORSInfo@mail.nih.gov)

**Phone:** 301-594-6677

**Fax:** 301-402-2204

**Website:** <http://www.nih.gov/od/ors/security/index.htm>

For questions or comments about articles in the *News2Use* or to suggest future story ideas:

**E-mail:** [ORSNews2Use@mail.nih.gov](mailto:ORSNews2Use@mail.nih.gov)

## NEWS2USE

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