



CUSTOMER ADVOCATE'S CORNER

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National Technical Information Service
U.S. Department of Commerce
5285 Port Royal Road
Springfield, VA 22161

www.ntis.gov

pmoton@ntis.gov
703-605-6103

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New Newsletter from NTIS

Welcome to the NTIS Customer Advocate's Corner – a newsletter designed to keep you informed of the latest activities at NTIS affecting you, our customer, and to elicit your suggestions for ways we can help you:

- Advance your research projects; and
- Multiply your business successes.

We began this new service during Customer Service Week and will be distributing the newsletter to our customers incrementally via e-mail during the months of October and November. Director Ellen Herbst and the staff of NTIS want to thank you for your business as we look forward to working with you in the year to come. Your input is vital if we are to fulfill our role as your first contact for the latest scientific, technical, and business information available from the Federal Government as well as from selected international sources. It's easy to get in touch with me, your Customer Advocate, to describe ideas for new items to add to the NTIS collection and to make suggestions about how NTIS can serve you better, faster, or in some unique way that hasn't as yet been addressed.

Simply e-mail Pat Moton at customeradvocate@ntis.gov or call me on my direct line, 703-605-6103. I look forward to hearing from you.

A Conversation with the NTIS Director

Ellen Herbst has been the Director of NTIS for three years. Her background prior to working in the Government was in business management and customer outreach and support.

Pat Moton: "Ellen, what do you consider to be of primary importance to NTIS?"

Ellen Herbst: "NTIS' mission is to support the growth of the scientific and technical information community as well as the business community by providing access to information that stimulates innovation and discovery. Connecting people with that information, and making it easy for them to find that information, is of primary importance."

Pat: "Have you had any feedback about the NTIS collection and what it means to researchers?"

"We've been told by librarians throughout the country that the information in the NTIS collection is valuable and unique."

Please see *A Conversation with the NTIS Director* on page 3.

Federal Agencies: Do You Need Help Complying with the 2005 Energy Policy Act?

Federal agencies will now have the ability to capture, monitor, and report real-time energy use at their installations.

I spoke with Shannon Burrington, our Associate Director for Business Development, about NTIS' newly launched Federal Energy Data Management Program. She reported that NTIS is poised to support the requirements of the Energy Policy Act of 2005 and can help Federal agencies comply with those requirements for high performance buildings.

NTIS offers a Web-based energy monitoring solution hosted in a secure Federal environment with access via a command and control center. Federal agencies will now have the ability to capture, monitor, and report real-time energy use for a single location or multiple installations.

For more information on this exciting development, see our Web page at <http://www.ntis.gov/services/eng-mgmt.aspx>.

WHERE'S NTIS EXHIBITING?

We hope you'll be able to stop by whenever NTIS is exhibiting in your area.

From March 12-15, 2009, we will be exhibiting at the 14th National Conference of the Association of College & Research Libraries (ACRL) in Seattle, Washington—Booth No. 600.

From June 14-17, 2009, NTIS will be exhibiting at the Special Libraries Association Annual Conference & INFO-EXPO in Washington, D.C.

We just exhibited, from October 1-3, 2008, at the World Energy Engineering Congress held at the National Harbor in Washington, D.C.

You may be aware that NTIS sells the Official Internal Revenue Service (IRS) Pub-1796. We'll be selling the 2008 DVD version which includes tax forms, publications, and instructions; and we're offering a pre-publication price of \$25 for orders placed for the 2008 version before December 1, 2008. (See www.ntis.gov/products/irsdvd.aspx.) After that time, the cost will be \$30. You can also save the \$6 handling fee by ordering online.

NTIS has exhibited at six IRS Tax Forums held in July, August, and September of this year.

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Are there upcoming conferences at which you feel an NTIS exhibit or speech would be a valuable contribution?

Just e-mail me at customeradvocate@ntis.gov or call me at 703-605-6103. I'll be sure your suggestion is forwarded to the proper NTIS management staff.

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A Conversation with the NTIS Director *from Page 1*

Ellen: "We've been told by librarians throughout the country that the information in the NTIS collection is valuable and unique. We believe it is imperative we make that information easy to access so the people who need it can get to it quickly. In the past 15 months, we have been focused on making it easier to access this information from our Web site. We think we have been successful because more people are finding more of the products in our collection."

Pat: "Are you planning any future efforts to make our collection more accessible?"

Ellen: "We're focused on moving forward by understanding much better what the users need, how they want it, and the best way for them to see it and access it. We want to understand what the people who work for those users—the librarians, the research assistants, and others—consider is the best way NTIS can serve them."

Pat: "I'm sure our customers, and potential customers, will be glad to know that their opinions matter and that their input is taken seriously. What type of outreach efforts have you found to be effective in collecting customer input?"

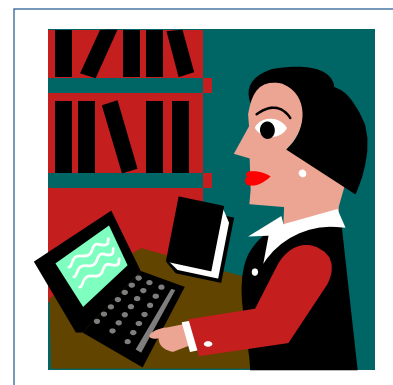
Ellen: "We've initiated a number of effective outreach efforts, including speaking at various conferences and participating in a number of associations such as the Special Libraries Association (SLA), the National Federation of Advanced Information Services (NFAIS), the Federal Library and Information Center Committee (FLICC), and the Association of College & Research Libraries (ACRL).

"From the feedback gathered in this first wave of outreach, NTIS has developed some basic requirements for a new information product it will call the National Technical Reports Library (NTRL). The vision for NTRL is that users will have access to our 2 million plus metadata records and then to the underlying full text reports. Users also will be able to select sub-groupings of the total collection. The vision includes giving users access 24/7 online. We look forward to continuing discussions with prospective users to develop NTRL into a customer-centric information product."

Pat: "I haven't had a chance, yet, to congratulate you on being elected the Chairperson for CENDI. I understand you will be serving through June 2010. For the benefit of our readers, what is CENDI?"

Ellen: "CENDI is an interagency working group of senior scientific and technical information managers from 13 Federal agencies. Its mission is to help improve the productivity of Federal science- and technology-based programs through effective scientific, technical, and related information-support systems. CENDI agencies play an important role in addressing science- and technology-based national priorities and strengthening U.S. competitiveness."

Pat: Thanks Ellen. I appreciate your taking the time to share your views.



*NTIS Director elected
Chairperson for CENDI.*

Customer Cases and Comments

[Print on Demand](#)

Those of you who have been working with NTIS for a long time will have noticed that we recently updated the description of our media types. One of those updates involved changing the term "Paper Copy" to "Print on Demand."

This created confusion for some of our customers. They thought "Print on Demand" meant that once they purchased the document through our Web site at www.ntis.gov, they could then print it at their own computer.

NTIS focuses on customer concerns and strives to correct them quickly. In this case, we created a "mouseover" to describe our new media terminology. Now, when customers move their cursor to select "Print on Demand," an explanation of that term appears: "Paper document reproduced by NTIS delivered by mail - shipping and handling apply." There is no more confusion. The other media types are also defined.

[International Pricing](#)

We've had a few comments by our international customers who did not understand the pricing for international orders changes in the NTIS shopping cart once the order is placed. We had an explanation of this in the shopping cart area, but some of our customers weren't noticing it. That explanation is now highlighted in red, and the complaints have stopped.

[Written and Edited by:](#)

*Pat Moton
Customer Advocate
National Technical
Information Service
5285 Port Royal Road
Springfield, VA 22161*

Phone:
703-605-6103

Fax:
703-605-6900

E-mail:
customeradvocate@ntis.gov

[Customer Comments](#)

At NTIS, we welcome customer contact. We enjoy working with our customers and offer them access to an NTIS representative via telephone (1-800-553-NTIS(6847) or 703-605-6000), fax (703-605-6900), and e-mail (orders@ntis.gov to place an order, or info@ntis.gov to ask for help in finding a product). We work with our online customers via our Help Desk which can be reached at helpdesk@ntis.gov. We also welcome walk-in customers to our Bookstore at our Springfield, Virginia facility.

Following are some of the comments we recently received from our customers:

"Bayani, I appreciate your assistance. I don't remember anyone ever helping me so much and that quickly. Thanks and have a wonderful weekend."

Steven Stein, Director of Litter and Marine Debris Management, MSW Consultants, Gaithersburg, MD

"Hi Kathy . . . Thank you again for your help on the phone. As always, we appreciate the knowledge and support that NTIS offers."

Christopher J. Duff, Regulatory Specialist, Ingenix, Rocky Hill, CT

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customeradvocate@ntis.gov

Please include "Subscribe to NTIS Customer Advocate's Corner" in the subject line of your e-mail.