



CUSTOMER ADVOCATE'S CORNER

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Where's NTIS Moving, and When?

INSIDE THIS ISSUE

- 1 Where's NTIS Moving, and When?
- 2 Let's Talk to the Manager of the NTIS Office of Subscriptions
- 3 NTIS' Newest Addition – the National Technical Reports Library (NTRL)
- 4 Where's NTIS Exhibiting?
- 5 Are you interested in the health status of the United States?
- 6 Planning on a scuba diving vacation this summer?
- 7 Kind words from one of our customers.

After 45 years at the same location in Springfield, Virginia—just “Outside the Beltway” (as local jargon goes), NTIS is moving into a newer facility in Alexandria, Virginia—just “Inside the Beltway.” Changes in technology and customer expectations have resulted in a change in our facility requirements. We're very excited about this upcoming move, and many of us look forward to having windows, or easy access to them near our desks for the first time in years. If you've worked in inside space for any length of time, you know what a difference window access can make.

We've already moved into a warehouse close to our new building in Alexandria, consolidating our local and off-site warehouses into one location to reduce costs and achieve greater efficiency in our operation. We hope to begin moving the rest of our staff in July, with completion of the move scheduled for August.

As soon as we are moved in and have a new mailing address, I'll send you an announcement. We hope you'll be able to visit us at our new facility whenever you're in the Washington, D.C., metropolitan area.

Let's Talk to the Manager of the NTIS Office of Subscriptions

Wendy Champion has served in many capacities at NTIS over the past 15 ½ years, most recently as the Manager of our Office of Customer Relations and Subscriptions. Prior to that time, Wendy worked in several capacities in private industry.

Pat Moton: “Wendy, how many subscription products does NTIS currently offer our customers, and where can they find a list of those subscriptions?”

Wendy Champion: “We have 290 Regular Subscription products and 31 Ongoing Subscriptions (standing orders). A partial listing of our

“We have 290 Regular Subscription products and 31 Ongoing Subscriptions (standing orders).”

Please see *Let's Talk to the Manager of the NTIS Office of Subscriptions* on page 3.

NTIS' NEWEST ADDITION – THE NATIONAL TECHNICAL REPORTS LIBRARY (NTRL)



“Because we recognize your time is valuable, the NTRL was designed to provide you with an efficient and effective means of searching millions of bibliographic records, with the added bonus of providing links to the full-text of thousands of reports.”

Locating Federally-funded and produced scientific and technical information has recently become much easier. NTIS has created a new IP-authenticated online subscription library with over 2 million records and links to over 550,000 full-text reports.

The National Technical Reports Library (NTRL) was formally launched in April 2009 with a mandate to provide a more sophisticated platform for the dissemination of information representing billions of dollars in Federal research to the widest possible audience. The NTRL includes information from a broad spectrum of Government agencies, including the Department of Energy (DOE), National Aeronautics and Space Administration (NASA), and many others. Because we recognize your time is valuable, the NTRL was designed to provide you with an efficient and effective means of searching millions of bibliographic records, with the added bonus of providing links to the full-text of thousands of reports. The NTRL is a fluid environment with new records and full-text reports added weekly. In the current economic climate with the realities of leaner budgets, the NTRL is a proven method of not only saving time, but money by providing an overarching and cost-effective means of accessing authenticated Government information. To learn more about how the NTRL can help you access one of the largest archives of scientific and technical information representing billions of dollars in Federal research, please visit our Web site at <http://www.ntis.gov/products/ntrl.aspx> .

If you are interested in discovering how the NTRL can help your organization, you are invited to take a tour of the subscription service. You can be provided with a complimentary 5-day trial to the NTRL to enjoy from your own desktop. Please contact ntrlhelpdesk@ntis.gov for more information concerning this no-obligation offer.

WHERE'S NTIS EXHIBITING?

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

From August 9-12, NTIS will be exhibiting at the GovEnergy Workshop in Providence, Rhode Island, Booth No. 108.

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Are there upcoming conferences or events 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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Let's Talk to the Manager of the NTIS Office of Subscriptions from Page 1

Wendy (Cont.): Regular Subscription products may be found at <http://www.ntis.gov/products/subscriptions.aspx>.

Pat: "What is the difference between a Regular Subscription and an Ongoing Subscription (standing order) product?"

Wendy: "Regular Subscriptions are released on a scheduled basis, but include many distribution frequencies depending upon the individual subscription. We currently have Regular Subscriptions that issue 2, 3, 4, 5, 6, 8, 12, 13, 14, 17, 24, 26, 35, or 52 times per year. They may be available in paper, CD-ROM, magnetic tape, online, or in a choice of these multiple media types—depending upon the individual subscription.

"An Ongoing Subscription (standing order) product, however, does not come out on a regimented basis. Ongoing Subscriptions are released on an irregular basis at the discretion of the responsible Government source agency. In addition, Ongoing Subscriptions have no expiration date. Unlike Regular Subscriptions, Ongoing Subscriptions are not canceled until we are advised to do so by our customers. Ongoing Subscriptions are usually high-interest products such as the U.S. Census Bureau's *Statistical Abstract of the United States*, the Central Intelligence Agency's *World Factbook*, and the National Transportation Safety Board's Accident Reports (including reports on aircraft, highway, railroad, marine, and pipeline accidents as well as safety recommendations and special reports).

Pat: "Why is it so important that customers contact the Office of Subscriptions rather than the Sales Desk to inquire about NTIS subscription products and services?"

Wendy: "While the Sales Desk Representatives have in-depth knowledge of NTIS demand products, the Office of Subscriptions Representatives are dedicated to the dissemination of NTIS subscription products. Most of our Subscriptions staff members have been working with the subscription products for over two decades! They are equipped to answer inquiries on all of the subscription products NTIS offers and can provide historical information on back issues. The Office of Subscriptions Representatives present customers with the "soup-to-nuts" experience by answering inquiries, providing product information and order forms, producing price quotes and pro forma invoices, processing all written and online orders, handling cancellation and conversion requests, and assisting customers in navigating the NTIS Web site to locate subscription products and information. Orders for subscription products must be submitted in writing via mail, fax, or e-mail and must be prepaid with a check, credit card or NTIS Deposit Account. Our hours are 8:30 a.m. to 5 p.m., EST, Monday through Friday. Our phone number is 1-800-363-2068. We can also be reached by e-mail at subscriptions@ntis.gov or by fax at 703-605-6880.

Pat: "Thanks, Wendy. I'm sure our customers now have a better understanding of the subscription services offered by NTIS and how to easily order those products to ensure they are kept informed on a continual basis."



**"Most of our
Subscriptions staff
members have been
working with the
subscription products
for over two decades!"**

[Are you interested in the health status of the United States?](#)



Health, United States, 2008, is the 32nd annual report on the health status of the Nation. It was prepared for the President and Congress by

the Department of Health and Human Services and includes a chartbook and 151 detailed tables. This year, the annual report includes a special feature on young adults age 18 to 29 years. It also includes information on health care resources, pointing out that until the mid-20th century, primary care physicians and general hospitals were the major providers of health care. Now, there are more specialized health care facilities—outpatient surgical centers, dialysis centers, imaging centers, medical specialists, etc. In addition, the report discusses expenditures and health insurance, use of and access to health care services, and disparities in health and health care by income and racial and ethnic group.

This report is available from NTIS as PB2009-106184 for \$50 plus a handling fee. The full text report may also be viewed at the Centers for Disease Control and Prevention Web site at <http://www.cdc.gov/nchs/hus.htm>.

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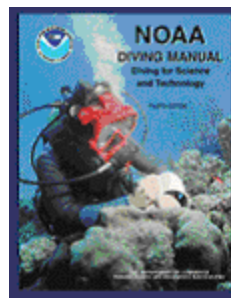
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[Planning on a scuba diving vacation this summer?](#)

Then you'll be glad to know that NTIS offers the National Oceanic and Atmospheric Administration (NOAA) Diving Manual on CD-ROM for \$89, plus shipping and handling (product number PB2002-500068.)



As one of the most detailed diving references available, this manual is a "must have" resource for all serious divers. The *NOAA Diving Manual* reflects the wisdom, experience, and

expertise of more than 100 well known members of the diving community. For more information on this manual, access <http://www.ntis.gov/products/noadive.aspx>.

[Kind words from one of our customers](#)

"Thank you very much . . . for following through on this to resolve all hurdles and make a successful delivery . . . Your dedication to excel in production and delivery of service is an inspiration. Great going . . ." James Paulman

[Suggestions:](#) Do you have a suggestion for an article you would like to see in a future issue of this newsletter? Just e-mail me at customeradvocate@ntis.gov.

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