

National Technical Information Service

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*Kristen Scherber has worked at NTIS for 23 years and brings a wealth of knowledge and experience to overseeing and managing this important Department of Education project.*

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## CUSTOMER SERVICE WEEK

Customer Service Week will be celebrated this year from October 4 - 8. This national event recognizes the importance of customer service and honors the people on the front lines of the service revolution. We at NTIS are proud of the service we offer our customers and are happy to report that we currently have a 98% Customer Satisfaction Rate. We want to thank you for your patronage and for your suggestions of ways in which we can improve our products and services to assist you in accomplishing your goals. As we enter Fiscal Year 2011, we look forward to working with you in meeting your future information needs.

## NTIS PARTNERS WITH THE DEPARTMENT OF EDUCATION, ENSURING PUBLIC ACCESS TO FREE EDUCATION PUBLICATIONS

Since 2009, NTIS has worked with the Department of Education, accepting and fulfilling orders for over 1,200 publications available to the public and academia at no charge. Some of these publications can be downloaded immediately from the Department of Education Web site or shipped within seven business days. The project manager for this effort, Kristen Scherber, has worked at NTIS for 23 years and brings a wealth of knowledge and experience to overseeing and managing this important Department of Education project.

**Pat Moton:** "Kristen, which NTIS offices are most involved in the Department of Education project?"

**Kristen Scherber:** "The Office of Sales, the Warehouse and Distribution Division, the Office of the Chief Information Officer, and, of course, the Office for Federal Services, where I work."

**Pat:** "How do customers select the documents they want to order?"

Please see page 3.

## WHAT ARE THE TRENDS IN HEALTH STATUS AND HEALTH CARE USE AMONG OLDER MEN?




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*“When it comes to living alone . . . older men are much less likely to live alone than older women; and they are much more likely to be living with a spouse.”*

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On April 21 this year, the National Center for Health Statistics issued a report on risk factors and health status trends among older men in the United States. Did you know that more than 10 percent of men were age 65 or older in 2007? The report includes information on their use of health care and health care expenditures.

Since 1970, there has been a decline in death rates among older men, due in large part to declines in mortality from heart disease and stroke. Although the difference in life expectancy between older men and women has narrowed since 1980, a gap still remains, with life expectancy for men at any age continuing to remain lower than that for women. Older men and women do, however, have similar rates of visits to emergency rooms and doctor's offices, as well as similar rates of hospital admissions.

When it comes to living alone, older men are much less likely to live alone than older women; and they are much more likely to be living with a spouse. To find out more about health status and health care use among older men, order this report from NTIS through our Web site, by phone or e-mail, requesting product number PB2010-109867. The report may also be viewed at the Centers for Disease Control and Prevention, National Center for Health Statistics Web site at <http://www.cdc.gov/nchs/data/nhsr/nhsr024.pdf>.

## WHERE'S NTIS EXHIBITING?

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

From December 8-10 we will be exhibiting at the World Energy Engineering Congress in Washington, D.C.

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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](mailto: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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## NTIS PARTNERS WITH THE DEPARTMENT OF EDUCATION, ENSURING PUBLIC ACCESS TO FREE EDUCATION PUBLICATIONS

### *From Page 1*

**Kristen:** “The [www.edpubs.gov](http://www.edpubs.gov) Web site provides educational publications for audiences that range from teachers to students and parents. This site offers materials that include information on Federal Student Aid, literacy publications, publications for students with disabilities, and many more.”

**Pat:** “If customers have a question when ordering, is there a representative they can call for assistance?”

**Kristen:** “Customers are able to call 1-877-4ED-PUBS to speak with a ‘live’ representative and are provided the option of choosing to speak with a Spanish speaking representative. In addition, customers can order online at [www.edpubs.gov](http://www.edpubs.gov), by fax at 1-703-605-6794, or by e-mail at [edpubs@edpubs.ed.gov](mailto:edpubs@edpubs.ed.gov). We also have TTY/TDD lines available at 1-877-576-7734. For those customers who prefer to place their orders by mail, the address is:

ED Pubs  
P.O. Box 22207  
Alexandria, VA 22304”

**Pat:** “What are some of the most popular items being ordered?”

**Kristen:** “Currently, ED Pubs features popular educational publications such as:

- Put Reading First  
(Helping Your Child Learn to Read—A Parent Guide)
- Net Cetera Chatting with Kids About Being Online
- How the Blueprint for Reform Empowers Educators
- College Preparation Checklist
- FAFSA on the Web  
(Free Application for Federal Student Aid)

Customers can access [www.edpubs.gov](http://www.edpubs.gov) to see the full collection of educational materials.”

**Pat:** “Thank you for taking time to provide our subscribers information on the availability of these publications and for discussing this worthwhile project.”



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### **Worker Safety on the Farm**

The National Institute for Occupational Safety and Health has issued a flyer describing the number of work-related injuries that occur on farms and ways in

which to avoid such injuries. Tractor safety, machinery safety, animal safety, fall safety, and hired worker safety are highlighted. Many of the precautions presented pertain to safety off the farm as well. For example:

- “Be aware of the risk of overturn when operating an ATV. Use extra caution on uneven terrain . . .”
- “Do not overextend your body when working from a ladder or scaffolding. . . Utilize the ‘three-point system’ meaning that three of your four limbs are in contact with the ladder or vehicle at all times, either one hand and two feet, or two hands and one foot.”
- “Be aware of animal behavioral characteristics;” and “Avoid quick movements and loud noises when working around animals.”

This flyer may be purchased from the NTIS Web site as [PB2010-110607](#) or may be downloaded from our site at no cost.

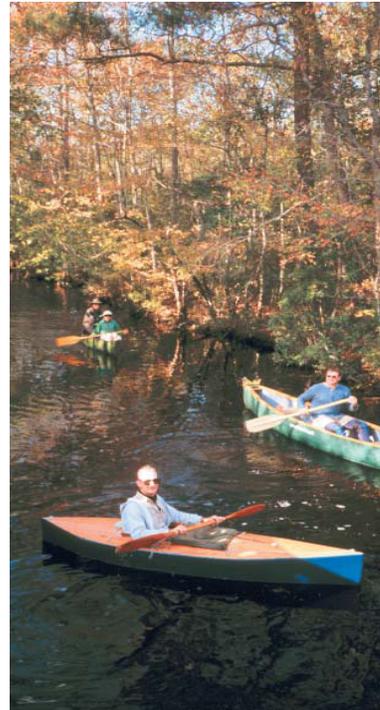
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### **Alligator River National Wildlife Refuge**

Located in Manteo, North Carolina, the Alligator River National Wildlife Refuge is home to many species of wildlife, including one of the largest remaining concentrations of black bear along the mid-Atlantic Coast. In addition to the 250 species of birds that spend at least a portion of their time

there, you can also find endangered/threatened species on the Refuge, including the American alligator, American bald eagle, red wolf, and the red-cockaded woodpecker.

If you enjoy paddling through the water, the Milltail Creek Canoe/Kayak Trails provide access to four trails totaling 15 miles with color-coded markers guiding you through remote waterways where a variety of wildlife and habitat types can be viewed. You might even hear the howl of a red wolf!

A flyer describing the Alligator River National Wildlife Refuge is available from NTIS as product number PB2010-114574. It may also be viewed at the U.S. Fish & Wildlife Service Web site at [http://library.fws.gov/Refuges/alligator\\_river02.pdf](http://library.fws.gov/Refuges/alligator_river02.pdf).

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