

# CUSTOMER ADVOCATE'S CORNER

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#### **National Technical Information Service**

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We at NTIS wish you a joyful and prosperous New Year and look forward to working with you in 2011.



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# **OPEN GOVERNMENT IS ALIVE AT NTIS**

Don Hagen, NTIS' Associate Director for Product Management and Acquisitions, is serving as NTIS' Open Government Representative at the Department of Commerce. Don came to NTIS in 2006 and has a background in science, information management, and customer outreach. Let's find out his views on Open Government and its future at NTIS.

**Pat Moton:** "Don, do you feel NTIS has been practicing the principles of Open Government for some time, or is this something new for the agency?"

**Don Hagen**: "We have been practicing it, Pat, and are expanding it. We are reinventing the National Technical Reports Library in an open and repository model. We are supporting 'discovery' of science and technical content and focusing the NTIS cost-recovery and sustainability process on a subscription model that allows access to the technical reports. We are taking a new approach to the NTIS Sustainable Business Model through Repositories as a Service to meet the growing need within the Federal research community to move toward an 'escience' solution that 'enables' science to work more effectively in applying science and innovation and creating jobs. Also, NTIS has identified seven private information organizations to support development of new-media to meet the needs of the science community—showcasing advanced processes in science communication, security, dissemination, and preservation."

**Pat:** "What has NTIS done recently to make it more open to the public?"

**Don:** "It is important that NTIS pursues an open information environment for discovery and access to Federal scientific content. The genesis of this effort has been the expansion of the search option on our Web site, which

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# Final Report of the Department of Defense Task Force on the Prevention of Suicide by Members of the Armed Forces

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Established in August 2009, the Department of Defense (DoD) Task Force on the Prevention of Suicide by Members of the Armed Forces prepared a report for the Secretary of Defense that details the research, results, and recommendations of a year-long review of data, studies, programs, and discussions with Service Members, their families, and their caregivers. The intent of this report is to provide DoD leadership with actionable and measurable recommendations for policy and programs designed to prevent suicide by members of the Armed Forces. Ultimately, the Task Force arrived at 49 findings and 76 associated recommendations. Military Services have taken a leading role during the past 15 years in the Nation's suicide prevention efforts and, more recently, have coordinated with other federal agencies to advance that work. The report includes the following quote by Colin Powell: "The day soldiers stop bringing you their problems is the day you have stopped leading them. They have either lost confidence that you can help them or concluded that you do not care. Either case is a failure of leadership." This report may be ordered from NTIS as product number ADA529502.

# Where's NTIS Exhibiting?

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

From March 30-April 2, 2011, we will be exhibiting at the Association of College and Research Libraries (ACRL) in Philadelphia, Pennsylvania, Booth 109.

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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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## **OPEN GOVERNMENT IS ALIVE AT NTIS**

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**Don (Cont.):** "now goes back to 1964. Although NTIS is a self-sustaining agency and is required to charge for it products and services, we continually explore options to lower the costs to our customers. We have been digitizing our reports for quite some time to make them available to our customers as downloads, clearly a less costly approach than printing and shipping technical reports.

A major initiative to improve access to NTIS content is a pilot program begun in 2009 to move to an electronic dissemination process through our National Technical Reports Library (NTRL). Today, this approach is well received by major universities, private companies, and Federal and State agencies through subscribing to NTRL. Their subscription allows all the students at a university or employees at a private company or Federal or State agency to gain access to the full electronic image of documents electronically available in the NTIS collection. The end-user gains access to the content of the documents at no charge, which multiplies and highlights Open Government discovery of Federal scientific, technical, and business information. As documents are added to the NTIS collection, they are automatically included in all subscriptions to NTRL, continually expanding the library of information available to subscribers and their end-users."

**Pat:** "What major change do you envision in the future to make NTIS' Open Government initiatives even more accessible and important to the public?"

**Don:** "We've met with numerous Government agencies to determine how NTIS should reposition its programs to support their needs. These meetings have resulted in NTIS establishing a firm preservation plan for NTRL. We've recently signed an agreement with the National Archives and Records Administration (NARA) which allows content added to the NTIS collection to be the equivalent of agencies having submitted the information to NARA. We also will be building collections and access based on the themes of science including cross-agency content. NTIS is also developing an Agency Repository concept to answer a growing need among Federal agencies for assistance in collecting, managing, controlling and disseminating their scientific and technical information and technologies. In addition, we have implemented private-public partnerships to explore New Media initiatives to develop innovative processes in science communication, security, dissemination, and preservation."

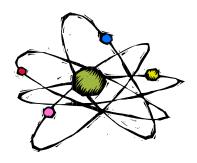
**Pat:** "If customers have suggestions on Open Government at NTIS, how should they let us know?"

**Don:** "They can send their comments to <u>info@ntis.gov</u>. We look forward to their input."

**Pat:** "Thank you for taking time to share your ideas on Open Government at NTIS and how we can be sure the public is involved as we explore future options for their input and accessibility to our collection."







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### The Effect of Food Away from Home on the Quality of the Diets of Children

The Economic Research Service of the U.S. Department of Agriculture (USDA) issued a

research report in October 2010 estimating how eating food away from home affects a child's diet quality and calorie consumption. Prevention of childhood obesity has become a major public health objective. In their search for the causes of rising childhood obesity, researchers identified as a potential culprit the consumption of food prepared away from home. Children today, like adults, eat a larger share of their daily calories from foods prepared outside the home than they did 30 years ago. It was determined that each food-away-from-home meal adds 108 more calories to the daily total intake for children ages 13-18 than a snack or meal from home. Those meals most likely come from fast food outlets, restaurants, and schools. The effect of food from school on the caloric intake and diet quality of younger children, however, does not differ significantly from that of food from home. Younger children are more likely to eat a USDA school meal and face a more healthful school food environment. How Food Away from Home Affects Children's Diet Quality is available from NTIS as product number ERS-ERR-104 or may be viewed at http://www.ers.usda.gov/Publications/ERR104/.

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### What's Working for Bed Bug Control in Multifamily Housing?

The National Center for Healthy Housing created a report funded by the U.S. **Environmental Protection** Agency's Office of Pesticide Programs that summarizes

and evaluates the methods used to control bed bugs based on published research, trade magazine articles, and interviews with researchers and practitioners. The report states: "There is no silver bullet for eliminating bed bugs. They present a challenge to modern pest control that the industry is still struggling to meet." This report, designed for housing professionals, health professionals, and pest management professionals, covers what has been found to work in multi-family housing.

The report includes a comprehensive chart entitled "Summary of Bed Bug Management Methods" which lists the method (such as laundering, pesticides, steam, etc.), the responsible individual or team, the cost, comments on the method, and its compatibility with other methods. The report can be purchased from NTIS as product number PB2010-115550.

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