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*"CENDI . . . assist(s) in improving productivity of Federal science- and technology-based programs . . . thereby strengthening U.S. competitiveness."*

## CUSTOMER SERVICE WEEK

Customer Service Week will be celebrated this year from October 3 - 7. This national event not only recognizes the importance of customer service by honoring the people on the front lines who provide that service, but also offers us a great opportunity 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 2012, we look forward to working with you in meeting your future information needs.

## NTIS HOSTS CENDI MEETING

CENDI, an interagency working group of senior scientific and technical information (STI) managers, includes representatives from [14 U.S. Federal agencies](#). Its mission is to assist in improving productivity of Federal science- and technology-based programs through effective scientific, technical, and related information-support systems, thereby strengthening U.S. competitiveness.

NTIS was pleased to host CENDI's latest meeting in September at our facility in Alexandria, Virginia. Wayne Strickland, the Manager of NTIS' Program and Product Management Division, participated in the CENDI meeting.

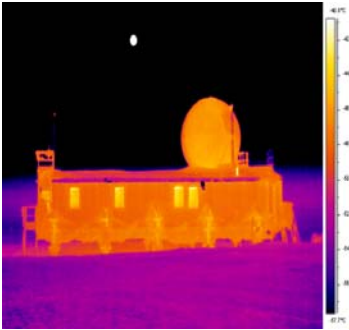
*Pat Moton: "Wayne, what was the theme of September's CENDI meeting?"*

*Wayne Strickland: "Well, Pat, there were several topics covered in this all-day meeting. Of particular interest were the presentations by Dr. Julia Lange and Kei Koizumi on STAR METRICS."*

*Pat: "First, can you tell us a little about Dr. Lange and Kei Koizumi? And, what exactly is STAR METRICS?"*

Please see page 3.

## ***ENGINEERING ASSESSMENT OF "BIG HOUSE" AT SUMMIT STATION, GREENLAND***




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*"The 'Big House' . . . was constructed in 1989 on a permanent snowfield at the apex of the Greenland Ice Sheet . . . where accumulating snow combined with drifting and blowing can completely bury a structure in several years . . ."*

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The "Big House," the main administration building located at Summit Station, Greenland, was constructed in 1989 on a permanent snowfield at the apex of the Greenland Ice Sheet. Located where accumulating snow combined with drifting and blowing can completely bury a structure in several years, the "Big House" is elevated above the snow surface on steel support columns. It is periodically lifted to maintain clearance above the snow surface and so far has been lifted four times for a combined total height of 15 meters. Unfortunately, the lifting process can cause damage to buildings.

The "Big House" was assessed to not only improve the energy efficiency of the building but also to determine structural improvements and rehabilitations that may increase the building's service life. An infrared (IR) survey was conducted to identify variations in the thermal properties of the building that result in temperature changes. The "Big House" has performed well over the past 20 years and has provided many lessons about operating and maintaining an elevated structure in harsh conditions.

This informative report can be purchased from NTIS as [ADA542773](#) or it can be downloaded, with additional information, at <http://www.crrel.usace.army.mil/sid/SummitGreenland>.

## ***STEM: Good Jobs Now and for the Future***



Science, technology, engineering, and mathematics (STEM) workers drive the United States' competitiveness and innovation by creating new ideas, new industries, and new companies. Growth in jobs over the past 10 years has been three times as fast in STEM jobs as in non-STEM jobs. In addition, STEM workers are less likely to experience joblessness. One in 18 workers in the United States is a STEM employee. They command higher wages, earning up to 26 percent more than non-STEM workers. This report divides STEM occupations into four categories: computer and math; engineering and surveying; physical and life sciences; and STEM managerial occupations. Close to half of all STEM employment is in the computer and math fields. The report is available from NTIS as [PB2011-114803](#) or can be viewed at [http://www.esa.doc.gov/sites/default/files/reports/documents/stemfinaljuly14\\_1.pdf](http://www.esa.doc.gov/sites/default/files/reports/documents/stemfinaljuly14_1.pdf).

## NTIS HOSTS CENDI MEETING

*From Page 1*

*Wayne: "Dr. Lange is Program Director, Science of Science & Innovation Policy Program of the National Science Foundation, and Kei Koizumi is the Assistant Director for Federal Research and Development of the White House Office of Science and Technology Policy."*

*"As for STAR METRICS, it stands for Science and Technology for America's Reinvestment: Measuring the Effect of Research on Innovation, Competitiveness and Science. STAR METRICS is a voluntary collaboration among Federal agencies and research institutions. It's a large-scale effort to document the scientific, security, social, and workforce impacts of Federal investments in science and technology."*

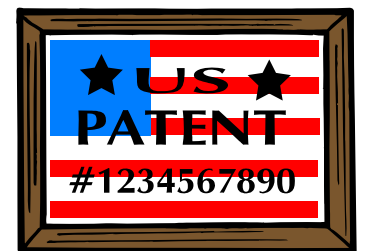
*Pat: "I understand STAR METRICS has two levels. What are they?"*

*Wayne: "Using administrative records from research institutions, Level I documents the immediate effects of Federal Science and Technology investments on employment. Level II builds on Level I. Through a staged implementation of data infrastructure, it connects sources of funding, recipients of funding, interactions among both public and private sector scientists, and the products of research over time. Level II products range from the near term, such as meeting presentations and publications, to the long term, such as the development of a new drug."*

*Pat: "Is there a way the public can track U.S. progress in research and development?"*

*Wayne: "What a great question. Some people may not be aware that there is a beta version of an R&D Dashboard available online at <http://rd-dashboard.nitrd.gov/>. The Dashboard uses data that is publicly available from two Federal agencies—the National Institutes of Health and the National Science Foundation—and provides an initial look at U.S. Federal Investments in Science and Research from those agencies. It reports data on grants issued to research institutions and the publications and patent activity produced by researchers funded by those investments. Take a look at it when you get a chance, Pat. I know you'll find it interesting."*

*Pat: "Thanks, Wayne. I will. And thanks also for taking the time to share information with us about STAR METRICS."*



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***"STAR METRICS is . . . a large-scale effort to document the scientific, security, social, and workforce impacts of Federal investments in science and technology."***

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### ***Making a Difference, BLM's 2010 Volunteer Annual Report***

The Bureau of Land Management (BLM) of the U.S. Department of the Interior is the Nation's largest land manager, with more than 245 million acres of natural and cultural resources under its care. In reality, BLM employees cannot do the job alone and

welcome volunteers who have helped to preserve natural and heritage resources and to promote the conservation of America's cherished landscapes. In 2010, BLM volunteers spent hours, days—even months—in service to their communities, BLM, the Department of the Interior, and the spectacular resources of our Nation. Selected highlights in the report describe volunteer efforts in the areas of: recreation; cultural and paleontological resources; biological resources; wild horses and burros; wilderness; riparian and watershed; energy and minerals; education and interpretation; and special events.

This report may be purchased from NTIS as [PB2011-113083](http://www.ntis.gov/pb2011-113083) or may be viewed at the BLM Volunteer Web site at <http://www.blm.gov/wo/st/en/res/Volunteer.html>.

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### ***Using Lockout and Tagout Procedures to Prevent Injury and Death During Machine Maintenance***

Workers are faced with the risk of severe injury and death while performing machine maintenance and servicing if proper lockout and tagout procedures are not followed. The National Institute for Occupational Safety and Health (NIOSH) suggests implementing a program that includes lockout and tagout procedures to prevent such incidents.

NIOSH recommends that before beginning machine maintenance, adjustment, or servicing work, workers: (1) de-energize all sources of hazardous energy; (2) Lockout and tagout all forms of hazardous energy, including control valves and electrical breaker panels; and (3) block or dissipate stored energy. Workers should also be sure that only one key exists for each of their assigned locks—and that only the worker holds that key.

NIOSH encourages manufacturers to design equipment requiring fewer and easily accessible disconnect points to assist in the use of safe lockout/tagout procedures for maintenance and repair.

This report is available from NTIS as [PB2011-111403](http://www.ntis.gov/pb2011-111403) and can be downloaded from the NTIS Web site at no charge.

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