

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 2010.*



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“... what was it that initially brought you to NTIS ...?”

NEW LEADERSHIP AT NTIS

On November 9, 2009, the Secretary of Commerce, Gary Locke, announced that Ellen Herbst, who had served as the Director of NTIS for four years, would be joining the Department of Commerce team as Senior Advisor to the Deputy Secretary for Policy and Program Integration. Secretary Locke also announced the immediate appointment of Bruce Borzino as the new Director of NTIS and expressed his gratitude to “these two talented individuals for their service and for taking on these new roles.”

Prior to his appointment as NTIS Director, Bruce had served as NTIS’ Deputy Director and Chief Operations Officer, responsible for developing new lines of business consistent with the NTIS mission that would generate stable revenue streams to ensure that NTIS continues to operate as a cost-recovery agency.

Please see New Leadership at NTIS on page 2.

Senior Advisor Looks Back at 40 Years of Service to NTIS

Douglas Campion joined NTIS within months of earning his degree in Economics from the University of Tennessee. He has spent his entire career in the Federal Government with NTIS.

Pat Moton: “Doug, what was it that initially brought you to NTIS, an agency that was not very well known to the public 40 years ago?”

Doug Campion: “Pat, out of school I got involved in some analysis in the information sciences and the economics of journal publication. That work introduced me to NTIS. Subsequently, I joined the agency as an analyst of its technical report collection and dissemination activities.”

Pat: “And what was it that kept you at NTIS all these years—forty isn’t it?”

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New Leadership at NTIS (From Page 1)



“Bruce is committed to serving the research community by broadening and accelerating the collection of scientific, technical, and engineering information products into the NTIS permanent collection and employing technologies that allow customers to access and acquire NTIS information products effortlessly.”

Bruce has extensive public and private sector experience in designing, acquiring and modernizing business management information systems. He came to NTIS from the General Services Administration where, as Director, Electronic Business Systems, he helped introduce several new Internet-based public services. Before that, Bruce held a number of critical acquisition positions for the United States Army, eventually retiring as a Lieutenant Colonel and certified Level III Defense Acquisition Program Manager. Prior to joining the Federal Government, he held a number of management and consulting positions with Anteon Corp., now part of General Dynamics.

Bruce holds Masters Degrees in Management and in Information and Computer Science.

Bruce is committed to serving the research community by broadening and accelerating the collection of scientific, technical, and engineering information products into the NTIS permanent collection and employing technologies that allow customers to access and acquire NTIS information products effortlessly. He is equally committed to assisting other Federal agencies in meeting the information needs of their own constituencies.

A great deal has happened at NTIS over the past four years with the Ellen/Bruce leadership team: Leadership in CENDI (an interagency working group of senior scientific and technical information (STI) managers from 13 Federal agencies; enhancement of detailed NTIS strategic plans; creation of the National Technical Reports Library; e-Learning initiatives; establishment of Federal Energy Data Management to help Federal agencies collect, monitor, and baseline their buildings' energy consumption; growth in storage, shipment, and order fulfillment services for Federal agencies; etc. Clearly, Bruce will be continuing the success that he helped establish with Ellen.



It's That Time of Year Again

It's time to start thinking about filing your taxes, and again this year NTIS is selling the official Internal Revenue Service Tax Products IRS Pub-1796. The 2009 version is available only on DVD; so if your computer doesn't have a DVD drive, you'll want to think about purchasing one to accommodate accessing the IRS DVD as well as other DVD's you may be considering buying in the future. To find out the particulars of what's on this new version of the IRS Tax Products DVD, just go to the NTIS Web site at <http://www.ntis.gov/products/irsdvd.aspx>.

Senior Advisor Looks Back at 40 Years of Service to NTIS

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Doug: “Certainly a long time. When I finished school, I promised myself I wouldn’t stay in one spot so as not to gather any moss. However, my experiences at NTIS have been so varied and so fluid that they satisfied that early personal pledge. I’ve been lucky to enjoy good access over time to lines of authority to keep things interesting and make things happen.”

Pat: “Doug, what strikes you as the biggest difference between NTIS today and the organization of 40 years ago?”

Doug: “When I started in about 1970, the paper document was king. The agency print and dissemination facilities at times filled thousands of document orders a day. Today, information technology generally, and the Internet specifically, have changed the way information is aggregated and disseminated. Customer expectations and purchasing patterns have dramatically changed; analog forms of information, paper and microfilm, have been replaced substantially by digital forms.”

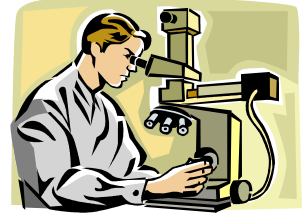
Pat: “You have held several leadership positions at NTIS over the past 40 years. Which one stands out above the rest?”

Doug: “That’s a tough one. Several good experiences come to mind over the years. During the 70s and 80s as an extension of information transfer, we developed an innovative technology transfer program for licensing Government-owned patents to the private sector. At the time I became Director of that program, we had several hundred patents under license covering a wide range of technology developed in Government laboratories. These generated millions of dollars of royalties, a portion of which was shared with the Government-employee inventors. NTIS created the licensing and royalty-sharing model that was decentralized throughout the Federal laboratory system. In the 90s, with the prerogative of the Director’s Office, I was able to implement several major organizational realignments and, as Associate Director for Production, had the privilege of overseeing substantive changes in the agency’s information acquisition, storage and delivery services. Also, there were many interesting short-term challenges along the way, such as developing the agency’s Y2K continuity of operations plan, without an IT background. As you know, this year, I consolidated the agency’s storage and distribution activities in a modern warehouse facility and moved the agency to new administrative offices.”

Pat: “As someone who has seen and led so many changes at NTIS, I suspect you have some ideas about the agency’s future.”

Doug: “As an agency that receives no public subsidy for its operations or for capital investments, NTIS will have significant challenges ahead. The information environment is in great flux, from increasing demand for open source literature to publishing consolidations and struggling print media. The agency must continually evolve to find new ways to aggregate Government information, develop value propositions in packaging and delivery, and monetize what starts as largely free and unrelated technical and business information and data.”

Pat: “Doug, thank you for this interview—and best of luck in your retirement endeavors.”



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2009 Food Code

A product of



The 2009 edition of the *Food Code* is expected during the beginning of February. These standards for retail food

service workers are created in collaboration with the Conference for Food Protection, the Centers for Disease Control and Prevention, the Food Safety and Inspection Service of the U.S. Department of Agriculture, and the Food and Drug Administration of the Department of Health and Human Services.

Food codes patterned after the FDA Food Code are adopted by many State and local government health departments throughout the United States. The Food Code represents the most recent and best advice to ensure that food at the retail level is safe and properly protected and presented. Epidemiological outbreak data repeatedly identify five major risk factors related to employee behaviors and preparation practices in retail and food service establishments as contributing to foodborne illness:

Improper holding temperatures

Inadequate cooking

Contaminated equipment

Food from unsafe sources

Poor personal hygiene

To be notified of the availability of the 2009 Food Code, call 1-800-553-6847 or e-mail orders@ntis.gov

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Customers Suggest New Products for NTIS Collection

One of the most gratifying interactions we have with our customers is when they contact us to suggest new products they would like to see added to the NTIS collection. That happened twice recently.

The first idea we received was from one of our customers who suggested that we add a new product on “previously documented boats” to our collection (in addition to the information on currently documented merchant vessels already available). Our product manager for this portion of the NTIS collection contacted the source agency for this product, the U.S. Coast Guard (USCG), to see if this new product would be a possibility. USCG is diligently working on creating the product our customer suggested, and I am delighted to report that we will be adding this new item to our collection in the near future.

Another customer suggested that we add additional inquiry levels to the Drug Enforcement Administration (DEA) Controlled Substances Act Limited Inquiry Product we offer (<http://www.ntis.gov/products/dea.aspx#deaproduct>). This customer orders 10 queries at a time, but said the next step up for ordering was 5,000, which is “way too many for her.” Our product manager worked with our joint venture partner to arrange three additional inquiry levels—25, 50, and 100—which is now active.

Suggestions: Do you have a suggestion for an article you would like to see in a future issue of this newsletter or a product you would like to see added to the NTIS collection? Just e-mail me at customeradvocate@ntis.gov.

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