DEVELOPMENT OF AN INFORMATION SHEET FOR INTERMEDIARY USERS OF THE DEFENSE (U) DEFENSE TECHNICAL INFORMATION CENTER ALEXANDRIA VA OFFICE OF I. M L DELMORE SEP 85

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Development of an Information Sheet for Intermediary Users of the Defense Technical Information Center's Defense RDT&E Online System

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ABSTRACT

Concurrent with the growth and development of online databases is the increasing size of the online user population. A continual need exists to investigate new ways to be of service to and communicate with the online user. This paper discusses the development of a search aid based on a current topic for intermediary users of the Defense Technical Information Center's (DTIC's) Defense RDT&E Online System (DROLS). This product is a bimonthly information sheet entitled CURRENT TOPICS FOR DROLS SEARCHERS. Although some of the ideas discussed may be applicable to end users as well, the research focused on the DROLS intermediary user.
INTRODUCTION

Concurrent with the growth and development of online databases is the increasing size of the online user population. A continual need exists to investigate new ways to be of service and to communicate with the online user. This paper discusses the development of a search aid for intermediary users of the Defense Technical Information Center's (DTIC's) Defense RDT&E Online System (DROLS). This product is a bimonthly information sheet entitled CURRENT TOPICS FOR DROLS SEARCHERS. Although some of the ideas discussed may be applicable to end users as well, the research focused on the DROLS intermediary user. The intermediary user may be defined as the person specializing in providing online searching services to a group of patrons with varied interests. The intermediary is often a librarian. The end user is typically a professional in a given discipline; if the end user were to perform online searching it would be related specifically to his discipline. The purpose of this information sheet is to provide intermediaries with a search strategy aid based on a current topic which would be useful in searching DROLS. This aid would reveal the breadth of DROLS and also show various ways to search the DROLS Technical Reports (TR) file. This tool would be designed specifically for intermediary users of DROLS. DROLS is a complicated system, and an information sheet would inform and assist the intermediary user.

The development of an information sheet involved five phases: (1) examining a variety of current awareness publications and search aids, (2) deciding on the market and developing the test product, (3) conducting a study of DROLS intermediary users to determine the utility of the proposed information sheet, (4) refining the information sheet and testing it on the
selected market, and (5) evaluating the product with members of the selected market.
BACKGROUND

The "information revolution" has brought many changes to libraries; one major change is the proliferation of online databases now available to the intermediary user as possible sources of valuable information. Current awareness services of various types play an increasingly important role as efforts are made to look for positive ways to get the attention of the intermediary user, and to help utilize online databases more effectively. Current awareness service provided by a database producer can influence the intermediary's choice of which database to use. This communication, between database producer and database user, is desirable and necessary from a service viewpoint. Also, appropriate use of the product or products of a database ensure its maintenance and future growth.²

Current awareness services can be broadly defined as those services designed to make users aware of information, particularly in the user's subject field(s), that has recently been received or identified by various information units. For this purpose products are issued at variable intervals -- weekly, biweekly, monthly, bimonthly, quarterly, etc. These services anticipate specific needs by drawing the attention of users to developments in their field(s) of interest. These services play a vital role in updating the technical, scientific and managerial knowledge of their users.³

The scope of the current awareness field covers a wide variety of products. It is not the purpose of this paper to provide a detailed survey of this field, but it is necessary to briefly discuss the various approaches to current awareness services in order to describe the dynamic environment in which information providers work. Within individual libraries, intermediary provide basic current awareness services such as the
circulation of the following: "new accessions" lists, xeroxed tables of contents from selected periodicals received in the library, or commercial publications such as Current Contents which present the tables of contents from numerous periodicals in broad subject areas. This is current awareness in its broadest sense.

Profile-Based Services

These libraries will usually also provide an individualized type of current awareness services through the use of Selected Dissemination of Information (SDI) computer-generated profiles. Profiles for SDI services are typically designed to cover specific areas of interest. Examples of commercial vendors who provide SDI services are DIALOG, Bibliographic Retrieval Services (BRS), and System Development Corporation. Examples of database producers who provide profile-based services are Engineering Information, Inc., the National Library of Medicine, and the U.S. Department of Energy.

DTIC provides several current awareness services. Current Awareness Bibliography (CAB) and Recurring Reports are examples of SDI products provided by DTIC. CAB, on a biweekly basis, matches a subscriber's interest profile against DTIC's newly accessioned technical reports. Recurring Reports (Work Unit and Independent Research and Development (IR&D)) are compilations of management database records and are sent monthly, quarterly, semiannually, or annually to subscribers according to their interest profiles. DTIC also provides a further step in individualized services through Automatic Document Distribution (ADD). ADD is a profile-based service in which microfiche copies of newly-accessioned technical reports are sent biweekly to subscribers. These microfiche are provided at a greatly
reduced price.\textsuperscript{4}

**Bulletins and Lengthy Newsletters**

Another type of current awareness service is the subject oriented current awareness bulletin and newsletter. This type of publication provides abstracts of recent publications and may include features such as selected articles.

Several of the U.S. Department of Defense Information Analysis Centers (IACs) provide bulletins. Two of these bulletin are the **NIAC Newsletter** published by the Nondestructive Testing Information Analysis Center in San Antonio, Texas and the **Current Awareness Bulletin (CAB)** published by the Metals and Ceramics Information Center in Columbus, Ohio.

The National Technical Information Service (NTIS) publishes several abstract newsletters. Two examples are **Library and Information Sciences** and **Materials Sciences**.

The U.S. Department of Energy publishes several bulletins on a biweekly basis. Three of these are: **Laser Research**, **Radioactive Waste Management**, and **Nuclear Fuel Cycle**.

The National Cancer Institute, through its International Cancer Research Data Bank (ICRDB), publishes a series of monthly bulletins called **CANCERGRAMS** which provide the cancer investigator with abstracts covering narrow subject areas, such as "Cancer Detection and Management — Nuclear Medicine."

There are also current awareness bulletins and newsletters which use a current topic to attract the attention of the user but are primarily search aids which explain the strategies of searching on a particular database. An example of this type is **Questel-A-Gram** published by Questel, Inc.
Information Sheets and Brief Newsletters

A more recent trend has been the information sheet (often one page) or brief newsletter published by several database producers. These information sheets or newsletters which are distributed free of charge, are used to convey or highlight current information about the material in the database, and encourage use of the database and its products. Dena Gordon, a marketing specialist for Data Courier, Inc., a database producer, stated that this format is growing in popularity as a communication method, because it is "inexpensive to produce, timely, professional, flexible, non-threatening, and valued in the workplace." The following four publications are examples of information sheets or brief newsletters. Examples of pages from these publications are found in Appendix A.

1. **Output.** Data Courier recently started to publish several information sheets (one page with double-sided printing) dealing with their databases. **Output** is published bimonthly. Using a current topic, it highlights a search question, discusses the search strategy, and lists selected citations. Its informative purpose is well-served by the one page concentration on a current topic. The review of search theory is also extremely helpful to the intermediary who is conducting online searches. In addition, this format is easy to save and to use for future reference. The intermediary can use the sheet in instances where the requester wants to know how a search is done or why it is done in a particular way.

2. **Notes & Comments.** Engineering Information, Inc., a not-for-profit information service, publishes **Notes & Comments**, an eight page newsletter, on a quarterly basis. Two pages are devoted to "Searching Highlights," a section which introduces search questions,
presents and analyzes the search strategy, and lists a few citations.

3. **PTS Online News.** Published by Predicasts, Inc., this newsletter devotes one of its four pages to analysis of a sample search and lists several citations. One page is used almost entirely for explaining enhancements to its databases.

4. **PsychInfo News.** This newsletter, published quarterly by the American Psychological Association, is six pages. The "Search Samples" section covers two pages, briefly analyzes two searches, and lists some of the citations. This section is designed to be inserted into a notebook. The format is easy to read.
PROCEDURE

The process for developing the information sheet, CURRENT TOPICS FOR DROLS SEARCHERS, involved five phases:

1. Examining a variety of current awareness publications and search aids.
2. Deciding on the market and developing the test product.
3. Conducting a user study of the selected market to determine the utility of the proposed product.
4. Refining the product and testing it on the selected market.
5. Evaluating the product with members of the selected market.

Phase 1

During Phase 1, several newsletters, bulletins, and information sheets were examined. Several of these are described in the Background section of this paper. Some reproduced examples of pages from these publications are included in Appendix A. Several methods were used to obtain information on these publications. Initially, a literature search on current awareness methods was performed. This was very helpful in identifying sources of publications. Newsletters and bulletins distributed by the U.S. Department of Defense Information Analysis Centers (IACs) were obtained from Mr. Brian McCabe, DTIC IAC Program Office (DTIC-AI). Current awareness publications and search aids received in the DTIC Technical Library (DTIC-W) provided further examples. Several database producers were contacted by telephone to request copies of their publications. These sources included commercial as well as government database producers.

Phase 2

After examining a variety of current awareness publications and search aids, it was decided to develop a test product for the selected market. A user study was conducted to determine the utility of the proposed product. The product was then refined and tested on the selected market. Finally, the product was evaluated with members of the selected market.
aids for intermediary and end users, the author began the development of an information sheet for the DROLS intermediary user. The intermediary user may be defined as the person who specializes in providing online searching services to a group of patrons with varied interests. The intermediary is often a librarian. The intermediary user was selected, because at this time DTIC does not provide an information sheet type product for the many intermediary users who search the Technical Reports (TR) file of DROLS. DTIC's CAB and Recurring Reports are current awareness products designed for end users.

The one page, double-sided format was selected, because it is both attention-getting and quick to read. It is easy for the intermediary to use, because it concentrates on one current topic. This feature also makes it easy to save for future reference, training purposes, or display purposes. The two-column format provides flexibility for rearranging materials. A one page information sheet is also inexpensive to print and to mail.

The purpose of this one page, bimonthly information sheet, CURRENT TOPICS FOR DROLS SEARCHERS, is to provide intermediaries with a search strategy aid based on a current topic which would be useful in searching DROLS. This aid would reveal to these users the breadth of DROLS and would also show them various ways to search the DROLS TR file. DROLS is a complicated system, and an information sheet would inform and assist the intermediary user.

In order to simulate a typical situation that an intermediary might encounter, the following sections were chosen for inclusion in the information sheet: current topic description, viable search request, search strategy used for the request, and partial listing of the results.

Contact was made with the Defense Logistics Agency, Office of Legislative and Public Affairs (DLA-B) to determine the guidelines for printing the proposed information sheet. If approved by DTIC's Administrator and the
Phase 3

A sample list of intermediary users was compiled from the February 1985 list of DROLS users. The author selected various technical libraries in the Army, Navy, Air Force, other Department of Defense (DoD), other government agencies, and contractor communities. No attempt was made to select equal numbers from each group nor was there an attempt to select numbers from each group which would reflect their representation in DTIC's user community. A total of 70 libraries was contacted by telephone between May 6 and May 24, 1985. Of those contacted, 66 were able to participate (see Appendix B). When the initial contact was made, the author asked to speak to a DROLS searcher. In many instances, the DROLS searcher was also a reference librarian. In several libraries, more than one staff member was a DROLS searcher.

A brief questionnaire, hereafter referred to as Questionnaire-1, was designed by the author and Ms. Carol Jacobson. Its purpose was to elicit comments from intermediary users regarding the utility of the proposed information sheet, to note current topics of interest in libraries, and to note the type of current awareness activities that libraries were using. A copy of Questionnaire-1 appears in Appendix C. Histograms and cross tabulations generated by the Statistical Package for the Social Sciences (SPSS) Batch System which show responses to Questionnaire-1 are included in
Phase 4

After discussing the proposed information sheet with the intermediary users, the information sheet was further developed and refined. Input for deciding on a current topic was gathered by querying intermediary users, by checking the search-request log in DTIC's Demand Products Branch (DTIC-TOD), by checking recent requests for CAB profiles in DTIC's Special Products and Terminology Branch (DTIC-TOS), and by perusing defense-related journals. Terrorism was chosen as the topic to be used for the information sheet. Several intermediaries had suggested this as a subject. The many aspects of terrorism (i.e., tactical, technical, psychological) provide an example of a subject which could be requested by a variety of patrons.

To include a varied approach to the search strategy, the author referred to previous search strategies in the search-record files of DTIC-TOD, and met with a DTIC-TOD search analyst, Mr. Donald Gilliam, who is responsible for the selected subject area. The information sheet was further discussed with Mr. James DePersis who conducts DROLS training classes.

A word processor was used to type the text for the copy to be submitted to the printer. Margins were right and left justified for uniformity. The search strategy, two complete citations with abstracts from a Technical Report bibliography, and a listing of documents were reduced in size (65%) on the copier machine to better fit the one page, two-sided format. A point-of-contact and phone number were also included on the information sheet.

Color selection of paper and the actual printing of sample copies were the last steps before the information sheet could be mailed to the 66 intermediary users for comment. A copy of the information sheet appears in Appendix F.
Phase 5

A second questionnaire, Questionnaire-2, was designed to determine the reaction of intermediary users to the information sheet, CURRENT TOPICS FOR DROLS SEARCHERS. Each of the 66 users contacted in Phase 3 was sent a copy of this sheet. Due to time constraints, the intermediary users were contacted by telephone. These telephone calls were made between June 28 and July 5, 1985. By using the telephone, any questions could be answered immediately. This was helpful to both the author and intermediary user. A copy of Questionnaire-2 appears in Appendix G.
RESULTS

Questionnaire-I

Seventy of DROLS intermediary users were contacted during Phase 3. Of this number, 66 were able to participate and respond to Questionnaire-I. Table 1 shows the division of intermediary users according to type of organization.

**TABLE I**
INTERMEDIARY USERS DIVIDED BY TYPE ORGANIZATION

<table>
<thead>
<tr>
<th>NUMBER-INTERMEDIARY USERS</th>
<th>PERCENT OF TOTAL NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Army</td>
<td>21</td>
</tr>
<tr>
<td>Navy</td>
<td>3</td>
</tr>
<tr>
<td>Air Force</td>
<td>5</td>
</tr>
<tr>
<td>Other DoD</td>
<td>3</td>
</tr>
<tr>
<td>Other Government</td>
<td>4</td>
</tr>
<tr>
<td>Contractor</td>
<td>30</td>
</tr>
</tbody>
</table>

Of these 66 DROLS intermediary users, 12 characterized themselves as DROLS searchers, 5 characterized themselves as mainly reference librarians who did some searching on DROLS, and 49 characterized themselves as performing the functions of reference librarian as well as DROLS searcher.

Overall responses of the 66 intermediary users indicated an active level of participation in varied current awareness activities. Table 2 identifies five categories of current awareness activities and the number of libraries participating in each category.
TABLE 2

PARTICIPATION OF INDIVIDUAL LIBRARIES IN CURRENT AWARENESS ACTIVITIES

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>NUMBER OF LIBRARIES PARTICIPATING</th>
<th>% OF TOTAL PARTICIPATING</th>
</tr>
</thead>
<tbody>
<tr>
<td>Publish own Accessions List</td>
<td>48</td>
<td>72.7%</td>
</tr>
<tr>
<td>Provide SDI Profiles</td>
<td>38</td>
<td>57.6%</td>
</tr>
<tr>
<td>Have Current Contents Subscription</td>
<td>30</td>
<td>45.5%</td>
</tr>
<tr>
<td>Receive and circulate NTIS Abstracts, Newsletters</td>
<td>35</td>
<td>53.0%</td>
</tr>
<tr>
<td>Receive and Circulate Other Abstracts, and Newsletters</td>
<td>59</td>
<td>89.4%</td>
</tr>
</tbody>
</table>

The majority of these participants viewed current awareness services as a valuable area warranting the devotion of time, and a service which benefits their patrons. Comments of the intermediary users included:

- We have a limited staff but feel current awareness services really make us more efficient and therefore more helpful to our patrons.

- With all the databases we can now access, more information on current usage of a database is always welcome.

- We are heavy users of individual profiles from DIALOG and some from DTIC's CAB. Current awareness aids are useful for our staff.

- I've noticed many databases publishing bulletins, and even though they take time to read, they are helpful and encourage searching.

Participants were also asked the number of times they performed literature searches in the DROLS Technical Reports (TR) file each month. Table 3 indicates the number of participants searching DROLS: 1-4 times per month, 5-10 times per month, 11-20 times per month, and over 20 times per month. When asked this question, many intermediaries remarked that an
information sheet would probably be useful to them. Comments of the intermediary users included:

- Such a publication would be very welcome. I hope you can do it. People out in the field need more information.

- As a new searcher, I lack expertise, so getting information on a current topic as well as a search strategy would save me time.

- Concrete examples of what is being searched now would give me more confidence. I like to see how others solve searching problems.

- This would probably be good for me, because I'm a new staff member and am trying to promote the use of DROLS to our users.

**TABLE 3**

**DROLS TR LITERATURE SEARCHES PERFORMED MONTHLY**

<table>
<thead>
<tr>
<th>Number of Searches per month</th>
<th>1-4</th>
<th>5-10</th>
<th>11-20</th>
<th>over 20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Intermediaries</td>
<td>23</td>
<td>11</td>
<td>9</td>
<td>23</td>
</tr>
</tbody>
</table>

Intermediary users were asked to name subject areas that they would like to see discussed in the proposed information sheet. Answers were varied and included technical and non-technical subjects. Some of the subjects suggested were:

- Airborne lasers
- Electronic countermeasures
- Ammunition storage and shipment
- Terrorism
- Professional military ethics
- Robotics
- Composite materials
- SDI (Strategic Defense Initiative)
- Underwater acoustics
- Underwater optics
- Artificial intelligence
- Africa - political implications
- Dual-career military couples
- Guided missile technology
After the CURRENT TOPICS FOR DROLS SEARCHERS information sheet was sent to the 66 intermediary users, telephone contact was made for Questionnaire-2. Of the 66 intermediary users, 41 were contacted for comment. The remaining 25 intermediary were also contacted but could not be reached within the allotted timeframe.

Content Section

Question No. 1 focused on the overall benefit of the proposed information sheet: "Is this current topic sheet informative?" In response to this question, 35 intermediary users said yes, 2 said no, and 4 said it would be informative to them if it was directly related to their subject area. Also, four of these users indicated they would prefer current topics in their general subject area, but even if the topics were not in their area, the information sheet would still be helpful. The responses to Question 1 are shown in Table 4.

<table>
<thead>
<tr>
<th>NUMBER OF INTERMEDIARIES</th>
<th>PERCENT OF TOTAL</th>
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<tbody>
<tr>
<td>Informative</td>
<td>35</td>
</tr>
<tr>
<td>Not Informative</td>
<td>2</td>
</tr>
<tr>
<td>Informative Only if in Subject Field</td>
<td>4</td>
</tr>
</tbody>
</table>
Some of the intermediary users comments concerning the informative aspect of this information sheet were:

- Examples like this show the breadth of your database.
- This sheet is informative even if not on my topic. Some ideas and strategies are transferable.
- This is probably more useful to the newer searcher, and would make it easier for me to work with new searchers.
- I don't use the system a lot, so this could save me time.
- It would be reassuring for me to see current searches on a regular basis.
- I'd show this to curious end users as well as other staff members.
- My patron requests may never coincide with your selections.
- It is important for DTIC to do this because of the many symbols and qualifiers in DROLS. This is a real favor.

Question No. 2 was not used, because many intermediaries commented on the amount of information provided when they were answering Question No. 1.

In response to Question No. 3, the reaction of intermediary users varied as to whether or not the search strategy should show DISPLAY and ORDER commands. Twenty-two users felt this was not necessary, thirteen indicated that this would be preferred; and six had no preference.

**Format Section**

In response to Question No. 1, the majority of users (27) felt the overall two-column format was easy to read. Several commented that the format was visually pleasing for this type of information sheet. Thirteen users said that the format did not matter and one user indicated a preference for a typical text format rather than the two-column format.

The response to Question No. 2, is not listed separately as users tended to answer this question when discussing Question No. 1.
In response to Question No. 3, most users (36) preferred to see the abstracts printed as they would appear in the actual Technical Report bibliography instead of the DROLS format which would take much more space on a one page information sheet. Five users indicated no preference.

In response to Question No. 4, 33 participants indicated that they would save this type of information sheet for future reference, 5 users indicated that they would save the information sheet only if it fell within the scope of their subject areas, and 3 users would not save the sheet. Several users commented that they would keep such a sheet in their "recurring searches file," and several commented that they would save it for new searchers. One intermediary user from a military school said that tools of this type could be displayed for students who must be aware of varied sources of information.

In response to Question No. 5, the majority of participants (26) indicated that the color of the information sheet, salmon pink, was pleasing, 11 indicated that color did not matter, and 4 would prefer a more neutral color. Several users said that the color was distinctive and would be easy to locate if misplaced. Some users stated that the color was good because it is unique and would aid in their filing and retrieving. Several stressed that once a color is chosen it should be used consistently.

In response to Question No. 6, 19 intermediary users would like to see an unfranked reply card included for making subject suggestions, 16 would prefer to call, and 6 felt either method was satisfactory. Many users stated that feedback is important in a project like this. One user felt that the economics of printing should be considered, and that most users would not use a reply card each time an information sheet was printed. Several users
preferred the more personal aspects of telephone contact. One user suggested using DROLS for making suggestions online.

Question 7 was not used. Many users gave suggestions while answering the above questions.
DISCUSSION AND EVALUATION

Intermediary users should have access to a wide variety of current awareness publications and search aids. Questionnaire-1 indicated that the 66 intermediary users were aware of and used a variety of current awareness methods. They are representative of the type of intermediary who is looking for new ways to serve the patron. Many database systems are now available for searching, and as this number increases, the intermediary faces an increasing number of choices. 6 Many database producers have been publishing newsletters and information sheets designed to be informative as well as to draw attention to the use of their database(s). Therefore, it is an appropriate time for DTIC to consider the development of an information sheet that will draw attention to the DROLS databases.

An information sheet can provide communication with the intermediary user. This process can be viewed as communicating information about searching current topics on the DROLS databases as well as demonstrating to users that DTIC cares about them and wants to provide a service to them. The numerical results of both questionnaires as well as the comments received indicate that this communication is desired and necessary.

With the emphasis that is now placed on communication with the users of a database, one could view an information sheet as a positive way for DTIC’s Office of User Services (DTIC-V) to obtain feedback from intermediary users. During discussions with these users, it was evident that they felt feedback from the user to DTIC was valuable. Many intermediaries stated that they would prefer the personal contact of a phone call, and a point-of-contact and telephone number has been included on the information sheet. For those who prefer not to call, an unfranked reply card could be included at little added
cost. If this bimonthly information sheet were to originate from DTIC's Office of User Services (DTIC-V), feedback could also be used for DROLS training programs, and for planning sessions for the annual and regional DTIC Users Conferences. If a DTIC-V staff member was to be responsible for the production of this information sheet, it should be done in consultation with the staff in DTIC-V who provide retrieval training, as well as with the Demand Products Branch (DTIC-TOD), the Special Products and Terminology Branch (DTIC-TOS), and the Systems Design Branch (DTIC-SDD). It would be more efficient if the person managing the information sheet would coordinate a committee with a member from each of the above sections. The retrieval training staff in DTIC-V could provide valuable ideas on the problems of searchers and the DROLS databases. DTIC-TOD could supply expertise and experience on current search requests and search strategies. DTIC-TOS has constant contact with users regarding their current awareness profiles. This would be helpful for topic selection. DTIC-SDD could provide information on new DROLS implementations.

An additional benefit to the intermediary user is that this information sheet can be used as a training aid for new searchers. Also, some intermediaries stated that this would be helpful if the patron had a question about search strategy input or search results.

The emphasis on the intermediary user might be questioned, because the intermediary represents only one segment of the DROLS user population. DTIC has and will continue to have DROLS searchers who are not intermediaries. There are indications that there will be increasing numbers of end user searchers in the future. Several intermediaries commented that they would make copies of this sheet to give to users who were interested in or curious about the online searching process itself. An alternative might be to
consider sending this information to all DROLS users. A future consideration might be an information sheet especially adapted to end users.

In producing an information sheet, DTIC must operate within the Defense Logistics Agency’s guidelines governing publications. This information sheet could be sent to intermediary users as an enclosure to a cover letter. It could not be considered as a newsletter or a bulletin. Therefore, no volume number, date, graphics, or designs such as a logo could be used. Also no pre-punched holes can be used to make it easier to insert in a notebook. This information sheet must first be approved by DTIC’s Administrator and then by the Defense Logistics Agency’s Publication and Audio-Visual Management Assessment Review Committee (PAVMARC) before it can be printed. If this information sheet were ever to be considered for approval as a periodical publication, it would have to go to the Periodical Review Committee, Office of the Secretary of Defense. This process can take approximately 6 to 9 months. At the present time it is considered very difficult to have a new periodical approved for publication.

For security classification reasons, this information sheet should contain references only to unclassified reports. This would enable the intermediary user to use or to circulate the sheet more freely. Another consideration would be whether or not to include citations for documents which are not available through DTIC. The purpose of this information sheet is not to give a complete listing of all documents pertaining to the current topic but to serve as a stimulant for further searches.

A bimonthly printing schedule is typical of many database newsletters and information sheets. This schedule is more feasible in terms of allocating staff time, and the expense incurred in the printing and mailing of an information sheet. However, with our large and varied database covering a
wide range of technical and nontechnical subjects, topics recommended by intermediaries may not appear in CURRENT TOPICS FOR DROLS SEARCHERS for a long period of time. Current topics should alternate between technical and nontechnical to accommodate the variety of search requests that intermediaries receive. One alternative might be to conduct two searches per bimonthly period: one technical subject and one nontechnical subject.

The use of the two-sided page for an information sheet is not only a convenient and inexpensive format, but also handy to save for future reference. However, it does limit the number of document references that can be printed. For some current topics, this may be detrimental. An alternative might be to print only one full abstract as it appears in the Technical Report bibliography. The extra space could then be used to include more document references.

Another space limitation factor is the search strategy. Many intermediary users (22 out of 41) indicated that the search strategy itself was the most helpful feature and that the DISPLAY and ORDER commands were not necessary. However, 13 users indicated that they would like to see these commands, and 6 users indicated that either way was fine. Consideration should be given to printing these commands in at least a few information sheets.

For distribution of this information sheet, DTIC would need to develop a method of determining the intermediary users of DROLS. Initially, all present DROLS users would need to be contacted. A sample copy of the information sheet could be sent to all DROLS users. A return form to indicate whether or not the user wished to receive the information sheet and the number of copies desired would be included. In some instances, there are several searchers per terminal. By using "Requested By: Name" on the cover
page, as is done with CAB profiles, the information sheet could be forwarded to the individual requester once it reached the terminal site. A copy of this format appears in Appendix H.

After this initial process of determining intermediary users is completed, a sample information sheet and form could be included in future packets that the Management Support Office (DTIC-SM) sends to users who are registering for online access to DROLS, or registering for DROLS training.

The printing of the information sheet was discussed with Mr. Pearl Cary and Mr. Charles Reed, Printing Branch (DTIC-DPR). The cost for the paper (colored stock) and the printing, which includes the man-hours involved, would be $25.00 per 800-1000 double-sided sheets, and $20.00 per 800-1000 1-page cover letters. Mailing costs were discussed with Mr. Mitchell White, Receiving and Distribution Branch (DTIC-DPS). The cost of mailing this information sheet as an enclosure to a cover letter would be $.22 per item mailed. This cost would vary if several copies were sent to one address. The printing and mailing costs of the initial distribution of the sample information sheet would be $221.00 ($45.00 for printing and $176.00 for mailing).
RECOMMENDATIONS

As a result of the process of (1) examining the use of information bulletins as current awareness tools and search aids, (2) designing the information sheet, CURRENT TOPICS FOR DROLS SEARCHERS, and (3) evaluating this information sheet with DROLS intermediary users, I recommend that DTIC provide this information sheet to our intermediary users.

CURRENT TOPICS FOR DROLS SEARCHERS should be issued bimonthly and sent out as a one page, two-sided enclosure to a cover letter from DTIC's Office of User Services (DTIC-V) through the Administrator. At the outset, the format should be similar to the sample shown in Appendix E. An unfranked reply card should be included for users who prefer to mail in suggestions instead of telephoning DTIC. After several issues have been distributed, suggestions from users as well as staff working with the information sheet should be evaluated. There is some flexibility for changes with this format. Many of the intermediaries who have discussed an information sheet of this type with the author indicated a sincere desire to communicate with DTIC on a project such as this. Their suggestions as to current topics as well as format should be considered. The interest and enthusiasm of the DROLS users should be welcomed.

DTIC should develop a method of determining the intermediary users of DROLS for effective distribution of this information sheet. Initially, all present DROLS users should be contacted. A sample information sheet and a return form which indicates whether or not the user wishes to receive the information sheet and the number of copies desired should be sent to each DROLS user site. After this initial determination, a sample information sheet and return form should be included in the packets that the Management
Support Office (DTIC-SM) sends to users who are registering for online access to DROLS or for DROLS training.

DTIC's Office of User Services (DTIC-V) should manage the development of this information sheet as DTIC-V is responsible for training DROLS searchers and answering questions on search strategy. It is recommended that a staff member familiar with DROLS searching manage the development of the information sheet and the overall communication with the intermediary users. This staff member should coordinate a committee with one member from each of each of the following sections: the retrieval training staff in DTIC-V, the Demand Products Branch (DTIC-TOD), the Special Products and Terminology Branch (DTIC-TOS), and the Systems Design Branch (DTIC-SDD). This committee would provide an efficient way to provide input for each bimonthly information sheet. Journals from the Technical Library (DTIC-W) should also be perused.

DTIC would derive the following benefits if this information sheet were to be sent to its intermediary users of DROLS on a regular basis:

1. The information sheet would draw attention to the DROLS database. This would promote more frequent use by our intermediary users, those who are experienced searchers as well as new searchers.
2. Increased usage of the Technical Reports (TR) file of DROLS could result in more documents being ordered.
3. Increased usage of the TR database, over a period of time, might encourage more authors to submit their technical reports for inclusion in the TR database.
4. Increased user communication would give DTIC's Office of User Services (DTIC-V) more input into planning DROLS training programs and user conferences.
5. The increased good will of the intermediary users of DROLS would be obtained by providing a helpful searching aid.
Appendix A - Sample Pages From Publications

Search strategy

Ergonomics is not a household word. It’s not even defined in most dictionaries. But it’s crucial to worker productivity.

Simply put, ergonomics is the study of the relationship between workers and their environment. Human capability and psychology are being dealt with in relation to office design and equipment.

The human factor should be considered in both facility and system design to ensure maximum worker efficiency and participation. Suitable and comfortable offices or work stations - ergonomically designed - can make new technologies easier to use.

# The facts

An interior designer wants to include recent information on ergonomics in a presentation she’s giving to a client moving to a high-tech building.

Ergonomics increases End User Productivity.

We searched ABI/INFORM using DIALOG Version 2. The search took less than three minutes.

<table>
<thead>
<tr>
<th>SS ERGONOIMCS/DF AND CC =(5110 OR 5210)</th>
</tr>
</thead>
<tbody>
<tr>
<td>SS 94/1984-1985</td>
</tr>
<tr>
<td>S4 97</td>
</tr>
<tr>
<td>SS 44S1 PY = 1984, PY = 1985</td>
</tr>
<tr>
<td>S6 44 54/1984-1985</td>
</tr>
</tbody>
</table>

# The search elements

We searched ABI/INFORM using DIALOG Version 2. DIALOG 2 allows for more flexibility online, and streamlined commands speed up the entire search process.

First we consulted Search INFORM*, the ABI/INFORM user guide, and found that ergonomics

SOURCE: OUTPUT, May/June, 1985
SEARCHING HIGHLIGHTS

NEED A CONFERENCE ON BRS?

This issue of Notes & Comment has an article announcing the addition of a document type designator to COMPENDEX records in 1985. One of these designators will be Conference Proceedings. To retrieve items from Conference Proceedings prior to 1985, use the following strategy on the BRS search system to retrieve Conference review records:

BRS-SEARCH MODE-ENTER QUERY

1. human adj factor$ or human-engineering → Defaults to descriptor field

RESULT 3142

2. and (conference or workshop or seminar or proceedings or conference adj code or eirev)

RESULT 158

3. P 2 alldoc n !

AN EI 8440-102874
AU Anon
IN IEEE Region 5, USA
TI IEEE REGION 5 CONFERENCE ELECTRICAL ENGINEERING—A CENTURY OF SERVING SOCIETY, 1984
MJ ELECTRICAL—ENGINEERING
MN Applications
ID HUMAN-ENGINEERING ROBOTICS BIOMEDICAL-EQUIPMENT AIRCRAFT-MODEL-FOLLOWER-DESIGN EIREV
XR ENGINEERING-EDUCATION COMPUTER-SIMULATION ELECTRIC-POWER-SYSTEMS COMPUTER-GRAPHICS CONTROL-SYSTEMS
CC A462 A706 A723 A731 A901
CD IRCDER
AB The conference contains 33 papers, one of which appears in extended abstract form. The areas covered are engineering education system simulation and modeling, power engineering, computer engineering and automation, control engineering, engineering with the handicapped. The topics discussed include telecommunications, avionics, computer simulation techniques, power supply probability of wind energy systems, designing computer graphics applications, robotics, programming languages, text data automation, aircraft model-following design, simulation languages, and automatic door opener. Technical and professional papers from this conference are indexed with the conference code no. 04343 in the EI ENGINEERING MEETINGS (TM) database produced by Engineering Information, Inc.
LG
EN

Note that in search statements no. 2 the terms "conference adj code" and "EIREV" were included in addition to the terms which reflect the document type. In 1982 the identifier "EIREV" which stands for Engineering Index Review was added to COMPENDEX to simplify access to the conference reviews. Since the words "conference code" actually appear in the last sentence of conference review items since 1982, the two words,wired by the adjacency operator may also be used to locate a conference.

As we previously announced, EI will publish a hardbound edition of Engineering Conference Index, an all-inclusive published record of the engineering meetings literature. In addition to six volumes each with its own set of indexes segmented by engineering discipline, there will be a Conference Code-Conferece Book Number Index. This index will rotate records in COMPENDEX to their print counterpart in the Engineering Conference Index. Refer to the article on page 1 for further details on the Engineering Conference Index.

SOURCE: Notes & Comments, Vol. 8, No. 4, December 1984
GROWTH PRODUCTS . . . WE'RE ON TOP OF THEM ALL

Each year Fortune magazine contains a year-end review of "Products of the Year." In 1984, Fortune (December 10, 1984) selected 13 noteworthy products ranging from LA beer and Nuprin to stereo television, B-1B bombers, laser printers and the American Express platinum card. This article illustrated to us the interest Fortune readers have in successful new products. It is this interest in opportunity that prompts (no pun intended) our customers to use the PTS files for new product research. As a test, we searched all 13 topics and found a significant amount of information about each: from market activity in PROMT to defense contracts in DM&T. Included in an Advertising Age account of Stroh's and Miller's attempt to use the LA brand name, a Medical Marketing & Media article announcing FDA approval of Nuprin, a 1985 sales projection for stereo televisions in HPD-Retailing Home Furnishings; a detailed description of Rockwell International's B-1B in Air Force Magazine (DM&T alone contains hundreds) and an American Banker article on the platinum credit card. These and many other citations found reflect the thorough, up-to-date coverage of diverse industries and products in the PTS files.

You can be sure that Fortune's "Products of the Year" for 1985 and other growth products are being identified now through the vast PTS source coverage. As a PTS searcher, you are able to identify these products — and we can show you how.

Our search began with PTS U.S. Forecasts (file 81), which contains short- and long-range annual predictions appearing in the trade and business sources. We arbitrarily decided that only those products that are projected to grow at least 80% in production, shipments, sales or capacity would be considered as "high growth" products. We constructed the search as follows:

1. PTS U.S. Forecasts - file 81

Once we identified the growth product in file 81, the next step was to locate recent articles in one of the PTS textual databases in order to identify market data, technological developments, company market shares and other activities that will explain the reasons for the product's projected growth. In PTS PROMT (file 16), we selected the above product codes with the term "portable" to achieve the desired results. Here are a few citations:


-39-
This sample search was executed in the PsycINFO Database (PSYC) using BRS.

**Topic:** Articles about delayed childbearing

**Discussion:** Beginning in January, 1985 these articles have been indexed with the descriptor DELAYED PARENTHOOD. The strategy presented here for a retrospective search uses free language in several different combinations likely to be found in the title, index phrase, and descriptors. The resulting set is then ANDed with HUMAN.CT. to eliminate animal studies.

**BRS SEARCH MODE ENTER QUERY**

1. (DELAYS LATE POSTPONS; ADJ (MOTHERS|FATHERS PARENTS CHILDBIRTH BIRTH CHILDBEARING)).TI.ID,DE.

RESULT 31

2. 1 AND HUMAN.CT.

RESULT 25

- **1**
  - AN 30082 71:11 8411
  - AU FREEMAN-STANLEY-L RYAN-CHARLES-W MEHNERT-WILLIAM-O SULLIVAN-LOA-J.
  - IN WILSON LEARNING INC MINNEAPOLIS, MN
  - TI DELAYED PARENTHOOD. IMPLICATIONS FOR SCHOOL COUNSELORS
  - SO SCHOOL COUNSELOR
  - YR 1984 MAR VOL 31(4) 368-372
  - CD SDCODV
  - IS 0036-6536
  - LG EN
  - CC 3590
  - PT 10
  - MU SCHOOL-COUNSELING. PARENTS ADULTHOOD.
  - SC 45579 36680 01150
  - ID TREND TOWARD DELAYED PARENTHOOD. IMPLICATIONS FOR SCHOOL COUNSELING.
  - CT HUMAN
  - AB DISCUSS THE IMPLICATIONS FOR SCHOOL COUNSELORS OF TRENDS INDICATING INCREASING AGES OF PARENTS OF CHILDREN ATTENDING SCHOOL. THE AVERAGE SCHOOL PARENT WILL BE AGED 45-60 YRS FOR CHILDREN IN GRADES 6-12. CONCERNS OF OLDER PARENTS ARE IDENTIFIED, INCLUDING CAREER CHANGES, PRERETIREMENT PLANNING, MIDLIFE UNCERTAINTIES, AND ECONOMIC CONSIDERATIONS. STRATEGIES FOR COUNSELORS TO USE IN HELPING PARENTS FACE THESE ARE OUTLINED. ALONG WITH SOURCES OF COUNSELOR RESISTANCE TO WORKING WITH OLDER ADULTS A TABLE OUTLINING PROGRAMMATIC CONTENT FOR AN ADULT COUNSELING MODEL IS INCLUDED. (10 REF).

- **2**
  - TI LATE CHILDBEARERS: AN ANALYSIS OF THEIR EXPERIENCES WITH AND ATTITUDES TOWARD MARRIAGE, PARENTING AND WORK

- **3**
  - TI DELAYED CHILDBEARING THE PSYCHOSOCIAL ASPECTS OF THE DECISION-MAKING PROCESS

- **4**
  - TI AN EVALUATION OF A PARENT TRAINING PROGRAM

- **5**
  - TI THE RELATIONSHIP OF TEENAGE AND LATE CHILDBEARING MOTHERHOOD TO SUBSEQUENT I.Q. EDUCATIONAL ACHIEVEMENT AND ADJUSTMENT OF OFFSPRING

- **6**
  - TI DELAYED CHILDBEARING CORRELATES OF MATERNAL SATISFACTION AT ONE YEAR POSTPARTUM

**SOURCE:** *PsychInfo News, Vol. 5, No. 1, March 1985*
Appendix B
List of Intermediary Users Queried

Ms. Shannon Savage
Argonne National Laboratory
Technical Information Dept.
Bldg. 203-E125
9700 S. Cass Avenue
Argonne, IL 60439

Ms. Gladys Rowe
Technical Library
Sandia Laboratories
Albuquerque, NM 87185

Mr. David Morrison
Sanders Associates, Inc.
Technical Literature Research Group
NCAI-1342
95 Canal Street
Nashua, NH 03061-2004

Ms. June Bates
USA Air Defense School
Library/Document Section
Fort Bliss, TX 79916

Ms. Barbara Fox
US Army Corps of Engineers
New Orleans District Library
LMNAS-L
P.O. Box 60267
New Orleans, LA 70160-0267

Ms. Rosa Rummel
Rosemount, Inc.
Technical Library
12001 W. 78th Street
Eden Prairie, MN 55344

Mr. Thomas McGinty
LTV Aerospace & Defense Co.
Library 3-58200, M/S EM-08
P.O. Box 650003
Dallas, TX 75265
Ms. Susan Moore  
Monsanto Research Corporation  
Mound Laboratory  
Library  
P.O. Box 32  
Miamisburg, OH 45342

Ms. Barbara Maxey  
Radian Corporation  
Library  
P.O. Box 9948  
Austin, TX 78766

Mr. Darrell Shiplett  
NASA Ames-Dryden Flight Research Facility  
Research Library  
P.O. Box 273  
Edwards AFB, CA 93523

Ms. Blanche Shiflett  
Defense Systems Management College  
DSMC-DRI-I Bldg. 205  
Ft. Belvoir, VA. 22060-5426

Ms. Patricia Prentice  
Naval Air Systems Command  
Technical Library, AIR226  
Washington, D.C. 20361

Ms. Karen Unfried  
AF Aerospace Medical Research Laboratory  
AFAMRL/TSA (STINFO)  
Wright-Patterson AFB, OH 45433

Mr. Gene Long  
National Defense University Library  
Ft. Lesley J. McNair  
4th and P Streets, SW  
Washington, D.C. 20319

Mr. Pat D’Eramo  
Chemical R&D Center  
Technical Library  
Aberdeen Proving Ground, MD 21010
Mr. Patrick Larger  
Foreign Technology Division  
NIIR  
Wright-Patterson AFB, OH 45433

Ms. Charlotte Thunen  
Accurex Corporation  
Technical Library  
485 Clyde Avenue, MS 2-0212  
Mountain View, CA 94042

Ms. Betty Fogler  
USAFA/DFSELD  
Library  
USAF Academy  
Colorado Springs, CO 80840-5721

Ms. Judith N. Hecht  
University of Dayton  
Research Institute  
Technical Information Services Office  
Room KL 505  
300 College Park Avenue  
Dayton, OH 45469

Ms. Maro Theologides  
Honeywell, Inc.  
Systems and Research Center Library  
2600 Ridgway Parkway  
Minneapolis, MN 55413

Ms. Joanna M. Campbell  
AVCO Everett Research Laboratory  
Library  
2385 Revere Beach Parkway  
Everett, MA 02149

Ms. Bonnie Hahn  
Boeing Vertol Company  
Technical Library P32-01  
Box 16858  
Philadelphia, PA 19142

-45-
Ms. Marianne Braithwaite  
Westinghouse R&D Center  
Research Library  
Room MAB/401-4X60  
1310 Beulah Road  
Pittsburgh, PA 15235

Ms. Lois G. Melton  
Research Triangle Institute  
Technical Library  
P.O. Box 12194  
Research Triangle Park, NC 27709

Mr. William Tuceling  
Thayer Engineer Library  
Bldg. 290  
Ft. Belvoir, VA. 22060-5011

Ms. Jennifer Hatfield  
Aerospace Corporation Library  
Suite 4000  
955 L'Enfant Plaza, S.W.  
Washington, D.C. 20024

Ms. Ellen Dbi  
Air Force Geophysics Laboratory Research Library  
Hanscom AFB  
Bedford, MA 01731

Ms. Valerie Tucci  
Air Products & Chemicals Inc.  
Library R&D #1  
P.O. Box 538  
Allentown, Pa. 18105

Ms. Erna Suverkropp  
Argo Systems Inc.  
Library  
884 Hermosa Court  
Sunnyvale, CA 94086

Ms. Arlene Blose  
Army Research Institute  
PERI-POT-I  
5001 Eisenhower Avenue  
Alexandria, VA 22333-5600
Ms. Paula Turley  
Western Space and Missile Center  
WSMC/PMET Technical Library  
Vandenberg AFB, CA 93437-6021

Ms. Renee Soiffer  
Northrop Corporation  
Library 3360-82  
One Northrop Avenue  
Hawthorne, CA 90250

Ms. Barbara Yocom  
Boeing Company  
Kent Technical Library  
P.O. Box 3707  
Mail Stop 8K-39  
Seattle, WA 98124

Mr. David Hulvey  
Hughes Aircraft Company  
Technical Library  
Bldg. 600 MS-C222  
P.O. Box 3310  
Fullerton, CA 92634

Ms. Katherine Long  
Central Intelligence Agency  
OCR/ILB 1H1108  
Washington, D.C. 20505

Mr. William Buckel  
Battelle Columbus Laboratories  
Library  
505 King Avenue  
Columbus, OH 43201

Ms. Claudia Norwood  
Naval Sea Systems Command  
Technical Library, SEA 09B312  
Washington, D.C. 20362

Ms. Eva Cathey  
USAOMMCS Technical Library  
ATSK-AB  
Bldg. 3323, West Wing  
Redstone Arsenal, AL 35897-6280
Mr. Wayne McColloM  
Air Weather Service  
Technical Library  
Scott AFB, IL 62225-5438

Ms. Betty Miller  
Calspan Corporation  
Technical Information Center  
P.O. Box 400  
Buffalo, NY 14225

Mr. Edward S. Darke  
Center for Naval Analyses  
Acquisition Unit  
2000 N. Beauregard St.  
Alexandria, VA 22311

Ms. Lucinda Conger  
Library  
Department of State  
Room 3239, FAIM/LR  
Washington, D.C. 20520

Mr. Don Guerriero  
Defense Communications Agency  
Technical & Management Information Center  
Code 395  
Washington, D.C.

Ms. Kathleen Cook  
Airesearch Manufacturing Company  
Garrett Corp.  
Technical Library Dept. 93-45/T-40  
2525 West 109th St.  
Torrance, CA 90509

Mr. Bohdan Kohutiak  
US Army War College  
Library  
Carlisle Barracks, PA 17013-5050

Ms. Charleen Gordon  
US Army Logistics Center  
Bldg. 10500  
Library ATCL-DA  
Ft. Lee, VA. 23801-6000
Mr. George Billy
US Merchant Marine Academy
Bland Memorial Library
Kings Point, NY 11024

Mr. Mark Baldwin
Raytheon Company
Technical Information Center, MS 111
P.O. Box 360
Portsmouth, RI 02871

Ms. Jane Dobbett
University of Washington
Applied Physics Laboratory
1013 NE 40th Street
Seattle, WA. 98105

Ms. Linda Gaunt
USAGDEC Technical Information Center
Bldg. 2925
Ft. Ord. CA 93941

Mr. Fred Fuller
US Army Institute for Military Assistance
Marquat Memorial Library
JFK Hall, Room 140
Fort Bragg, NC 28307

Ms. Erma Kauer
E.I. DuPont DeNemours & Co., Inc.
Savannah River Laboratory
Bldg. 773A Library
Aiken, SC 29808

Ms. Jean McCall
Yuma Proving Ground
STEYP-P10-TL
Yuma, AZ 85365

Mr. Frank Mastervrotie
Mitre Corporation
Technical Report Center
P.O. Box 208
Bedford, MA. 01730
Ms. Lori Karnath  
Dw Corning Corporation  
Information Center Libraries—Midland  
3901 S. Saginaw Road  
P.O. Box 1592  
Midland, MI  48640

Ms. Alvette Smythe  
David W. Taylor Naval Ship R&D Center  
Library Code 5222  
Annapolis, MD  21402

Mr. Richard Bartl  
IIT Research Institute  
GACIAC  
10 W. 35th Street  
Chicago, IL  60616

Ms. Jan Bond  
Atlantic Research Corporation  
Library  
5390 Cherokee Avenue  
Alexandria, VA  22314

Ms. Betty Schubert  
Institute for Defense Analysis  
1801 N. Beauregard Street  
Alexandria, VA  22311

Ms. Marcie Stone  
US Army Library  
ANRAL  
Room 1A518, Pentagon  
Washington, D.C.  20310

Ms. Lydia O. Johnstone  
Williams International  
M/S 5-12 (Library)  
P.O. Box 200  
Walled Lake, MI  48088
Ms. Gloria Fine  
Dynamac Corporation  
Dynamac Building  
Library  
11140 Rockville Pike  
Rockville, MD 20852

Ms. Marjorie Rust  
US Army Operational Test  
& Evaluation Agency  
Technical Library, Room 503  
5600 Columbia Pike  
Falls Church, VA 22041

Mr. Michael Duffy  
General Electric Company  
Ordnance Systems Division  
100 Plastics Avenue, MS 1050  
Pittsfield, MA 01201

Ms. Leona Loughlin  
Massachusetts Institute of Technology  
Lincoln Laboratory  
Library A082  
244 Wood Street  
Lexington, MA 02173

Mr. Paul Nergelovic  
US Military Academy  
Documents Collection/Academy Library  
West Point, NY 10996-1779
Appendix C - Questionnaire-1

Hello. My name is Marian Delmore, and I'm an intern at the Defense Technical Information Center. I'm working on an intern project which involves designing a two-page, bimonthly current awareness information sheet for DROLS searchers who are intermediary users.

I would like to ask you a few questions today and then send you a copy of the tool I design. I would then call you to note your reactions. Would you like to participate?

Organization Name:

Organization Address:

Contact:

Telephone Number:

☐ DoD
  ☐ Army
  ☐ Navy
  ☐ Air Force
  ☐ Other DoD

☐ Other Government
☐ Contractors

1. Would you characterize yourself as

☐ DROLS Searcher
☐ Reference Librarian
☐ Both
2. Does your library receive DTIC's Current Awareness Bibliography (CAB) service?

What subject areas?

How are CABs used in your organization?

How do you use CABs in your library?

3. How often do you search the Technical Reports Data Base on DROLS?

☐ 1 - 4 times per month
☐ 5 - 10 times per month
☐ 11 - 20 times per month
☐ Over 20 times per month

4. What possible subject areas would you like to see discussed in a publication?

5. What current awareness projects/activities does your library have?

☐ Accessions list
☐ Circulation of newsletter(s)
☐ Circulation of Current Contents or similar publication
☐ Subscribe to other SDI services, i.e., from DIALOG, ERS, SDC

6. What other services does your library use?
### Appendix D - Histograms

<table>
<thead>
<tr>
<th>ORG CODE</th>
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<td>........................ (21)</td>
<td>I ARMY</td>
</tr>
<tr>
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<td>**** (3)</td>
<td>I NAVY</td>
</tr>
<tr>
<td>3.</td>
<td>***** (5)</td>
<td>I AIR FORCE</td>
</tr>
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<td>4.</td>
<td>***** (3)</td>
<td>I OTHER DOD</td>
</tr>
<tr>
<td>5.</td>
<td>***** (4)</td>
<td>I OTHER GOVT</td>
</tr>
<tr>
<td>6.</td>
<td>........................ (30)</td>
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- **MEAN**: 3.848
- **STD ERR**: .277
- **MEDIAN**: 4.750
- **MODE**: 6.000
- **VARIANCE**: 5.054
- **RANGE**: 5.000
- **MINIMUM**: 1.000
- **MAXIMUM**: 6.000
- **VALID CASES**: 66
- **MISSING CASES**: 0

<table>
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<td>***** (5)</td>
<td>I REFERENCE LIBRARIAN</td>
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<tr>
<td>3.</td>
<td>........................ (49)</td>
<td>I BOTH</td>
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- **MEAN**: 2.561
- **STD ERR**: .097
- **MEDIAN**: 2.827
- **MODE**: 3.000
- **VARIANCE**: .619
- **RANGE**: 2.000
- **MINIMUM**: 1.000
- **MAXIMUM**: 3.000
- **VALID CASES**: 66
- **MISSING CASES**: 0

---

-55-
### ACCESS USE ACCESSIONS LIST

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**Frequency**

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| MEAN | 1.273 | STD ERR | .055 | MEDIAN | 1.188 |
| MODE | 1.000 | STD DEV | .449 | VARIANCE | .201 |
| KURTOSIS | -.938 | SKEWNESS | 1.045 | RANGE | 1.000 |
| MINIMUM | 1.000 | MAXIMUM | 2.000 | | |

**Valid Cases** 66 **Missing Cases** 0

### CURRCON USE CURRENT CONTENTS

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**Frequency**

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| MEAN | 1.545 | STD ERR | .062 | MEDIAN | 1.583 |
| MODE | 2.000 | STD DEV | .502 | VARIANCE | .252 |
| KURTOSIS | -2.027 | SKEWNESS | -.187 | RANGE | 1.000 |
| MINIMUM | 1.000 | MAXIMUM | 2.000 | | |

**Valid Cases** 66 **Missing Cases** 0
### SDI USE OTHER SDI SERVICES

**CODE**

1. """" (38)
   - **I** YES
2. """" (28)
   - **I** NO

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**MEAN** 1.424  **STD ERR** .061  **MEDIAN** 1.368
**MODE** 1.000  **STD DEV** .498  **VARiance** .248
**KURTOSIS** -1.962  **SKEWNESS** .314  **RANGE** 1.000
**MINIMUM** 1.000  **MAXIMUM** 2.000

**VALID CASES** 66  **MISSING CASES** 0

### NTIS USE NTIS ABS-NEWSLETTERS

**CODE**

1. """" (35)
   - **I** YES
2. """" (31)
   - **I** NO

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<td>40</td>
<td>50</td>
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**MEAN** 1.470  **STD ERR** .062  **MEDIAN** 1.443
**MODE** 1.000  **STD DEV** .503  **VARiance** .253
**KURTOSIS** -2.048  **SKEWNESS** .124  **RANGE** 1.000
**MINIMUM** 1.000  **MAXIMUM** 2.000

**VALID CASES** 66  **MISSING CASES** 0
Code

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Frequency Distribution:

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<tr>
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<tr>
<td>40-60</td>
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<tr>
<td>60-80</td>
<td></td>
</tr>
<tr>
<td>80-100</td>
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</table>

Summary Statistics:

- Mean: 1.108
- Median: 1.059
- Mode: 1.000
- Standard Error: 0.038
- Variance: 0.096
- Range: 1.000
- Minimum: 1.000
- Maximum: 2.000

Valid Cases: 66
Missing Cases: 0

---

Code

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<td>9</td>
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<tr>
<td>I</td>
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Frequency Distribution:

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<tr>
<td>40-50</td>
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</table>

Summary Statistics:

- Mean: 2.485
- Median: 2.409
- Mode: 1.000
- Standard Error: 0.159
- Variance: 1.689
- Range: 3.000
- Minimum: 1.000
- Maximum: 4.000

Valid Cases: 66
Missing Cases: 0
CAB

CAB USER CODE

1. *********************************************** ( 39)
   I YES
   I

2. *********************************************** ( 27)
   I NO
   I

I........ I........ I........ I...........
0 10 20 30 40 50

FREQUENCY

MEAN 1.409  STD ERR .061  MEDIAN 1.346
MODE 1.000  STD DEV .495  VARIANCE .245
KURTOSIS -1.918  SKEWNESS .378  RANGE 1.000
MINIMUM 1.000  MAXIMUM 2.000

VALID CASES 66  MISSING CASES 0
### Appendix E - Crosstabulations

#### ACCESS USE ACCESSIONS LIST BY USER USER TYPE

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<thead>
<tr>
<th>USER</th>
<th>COUNT</th>
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<th>IDROLS SE REFERENC BOTH</th>
<th>ROW</th>
<th>COL PCT</th>
<th>LARCHER E LIBRAN</th>
<th>TOTAL</th>
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<tbody>
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<td>TOTAL</td>
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<td>74.2</td>
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3 OUT OF 6 (.500%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY = 1.384
CHI SQUARE = 10.22099 WITH 2 DEGREES OF FREEDOM SIGNIFICANCE = .0005
CRAMER'S V = .30671
CONTINGENCY COEFFICIENT = .36619
LAMBDA (ASYMMETRIC) = .16667 WITH USER DEPENDENT.
LAMBDA (ASYMMETRIC) = .09571
UNCERTAINTY COEFFICIENT (ASYMMETRIC) = .10740
KENDALL'S TAU B = .30169 SIGNIFICANCE = .0003
KENDALL'S TAU C = -.24334 SIGNIFICANCE = .0003
GAMMA = .1607
SOMER'S D (ASYMMETRIC) = -.29875 WITH USER DEPENDENT.
SOMER'S D (SYMMETRIC) = -.20165
ETAS = .39353 WITH USER DEPENDENT.
PEARSON'S R = -.28552 SIGNIFICANCE = .0189

#### CURRCON USE CURRENT CONTENTS BY USER USER TYPE

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<th>ROW PCT</th>
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<th>COL PCT</th>
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2 OUT OF 6 (.333%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY = 2.273
CHI SQUARE = 30.165 WITH 2 DEGREES OF FREEDOM SIGNIFICANCE = .0000
CRAMER'S V = .10926
CONTINGENCY COEFFICIENT = .12411
LAMBDA (ASYMMETRIC) = .08511 WITH CURRCON DEPENDENT.
LAMBDA (ASYMMETRIC) = .08511
UNCERTAINTY COEFFICIENT (ASYMMETRIC) = .01571 WITH CURRCON DEPENDENT.
UNCERTAINTY COEFFICIENT (ASYMMETRIC) = .01571
KENDALL'S TAU B = .10926 SIGNIFICANCE = .0000
KENDALL'S TAU C = -.24334 SIGNIFICANCE = .0000
GAMMA = .10926
SOMER'S D (ASYMMETRIC) = -.29875 WITH CURRCON DEPENDENT.
SOMER'S D (SYMMETRIC) = -.20165
ETAS = .12397 WITH CURRCON DEPENDENT.
PEARSON'S R = -.12397 SIGNIFICANCE = .10926

---

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### Page 1 of 1

**Crosstabulation of SDI USE OTHER SDI SERVICES by USER USE TYPE**

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<td>No</td>
<td>78.9%</td>
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<td>2</td>
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**Pearson's R** = .1600 **Significance** = .1000

**Crosstabulation of NTIS USE NTIS ABS-NEWSLETTERS by USER USE TYPE**

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<td>22.6%</td>
<td>41.7%</td>
<td>64.3%</td>
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<td>77.4%</td>
<td>58.3%</td>
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<td>3.3%</td>
<td>3.3%</td>
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<td>2</td>
<td>9.9%</td>
<td>9.9%</td>
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**Pearson's R** = -.22523 **Significance** = .1000

2 OUT OF 6 (33.3%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.

**Counts**

- Yes: 64
- No: 135

- Yes/No: 199

**Significance**

- Pearson's R: .1000
- Cramer's V: .1600

**Chi-Square**

- Observed: 199
- Expected: 150

- Degrees of Freedom: 1

**Lambda**

- (Symmetric): .1973
- (Asymmetric): .1973

**Uncertainty Coefficient**

- (Symmetric): .02810
- (Asymmetric): .02810

**Kendall's Tau B**

- .02810

**Kendall's Tau C**

- .02810

**Somers' D**

- (Symmetric): .02810
- (Asymmetric): .02810

**Pearson's R**

- .1600

**Significance**

- .1000
### Cross Tabulation of NEWS USE OTHER ABS-NEWSLETTERS BY USER USER TYPE

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### Cross Tabulation of CAB CAR USE BY USER USER TYPE

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<th>COL PCT I IDROLS SE REFERENC BOTH</th>
<th>TOT PCT</th>
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<td>100.0</td>
<td>6.6</td>
<td>7.6</td>
<td>65.0</td>
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### Cross Tabulation of MINIMUM EXPECTED CELL FREQUENCY<br>WITH TOT PCT 1 1.

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<tr>
<td>NO</td>
<td>.0000 WITH OTHER DEPENDENT.</td>
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</table>

### Cross Tabulation of MINIMUM EXPECTED CELL FREQUENCY<br>WITH TOT PCT 1 1.

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<th>TOTAL</th>
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<td></td>
</tr>
<tr>
<td>YES</td>
<td>.0000 WITH USER DEPENDENT.</td>
<td></td>
</tr>
<tr>
<td>NO</td>
<td>.0000 WITH OTHER DEPENDENT.</td>
<td></td>
</tr>
</tbody>
</table>

### Cross Tabulation of MINIMUM EXPECTED CELL FREQUENCY<br>WITH TOT PCT 1 1.

<table>
<thead>
<tr>
<th>USE</th>
<th>MINIMUM EXPECTED CELL FREQUENCY</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>NEWS</td>
<td>.0000 WITH NEWS DEPENDENT.</td>
<td></td>
</tr>
<tr>
<td>YES</td>
<td>.0000 WITH USER DEPENDENT.</td>
<td></td>
</tr>
<tr>
<td>NO</td>
<td>.0000 WITH OTHER DEPENDENT.</td>
<td></td>
</tr>
</tbody>
</table>

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<table>
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</tr>
</thead>
<tbody>
<tr>
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<td>.0000 WITH NEWS DEPENDENT.</td>
<td></td>
</tr>
<tr>
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<td>.0000 WITH USER DEPENDENT.</td>
<td></td>
</tr>
<tr>
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<td>.0000 WITH OTHER DEPENDENT.</td>
<td></td>
</tr>
</tbody>
</table>

### Cross Tabulation of MINIMUM EXPECTED CELL FREQUENCY<br>WITH TOT PCT 1 1.

<table>
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<tr>
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<tbody>
<tr>
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<td>.0000 WITH NEWS DEPENDENT.</td>
<td></td>
</tr>
<tr>
<td>YES</td>
<td>.0000 WITH USER DEPENDENT.</td>
<td></td>
</tr>
<tr>
<td>NO</td>
<td>.0000 WITH OTHER DEPENDENT.</td>
<td></td>
</tr>
</tbody>
</table>
### Cross-tabulation of TR by User User Type

<table>
<thead>
<tr>
<th></th>
<th>ROW PCT</th>
<th>IDOOLS SE REFE CEN BOTH</th>
<th>ROW PCT SEARCH PER MO</th>
<th>USER TYPE</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOT PCT</td>
<td>2.1</td>
<td>2.1</td>
<td>TOTAL</td>
<td>100.0</td>
</tr>
<tr>
<td>TR</td>
<td>1</td>
<td>1.1</td>
<td></td>
<td>10.0</td>
</tr>
<tr>
<td>1-4</td>
<td>3</td>
<td>2</td>
<td>8</td>
<td>23</td>
</tr>
<tr>
<td>5-10</td>
<td>3</td>
<td>0</td>
<td>8</td>
<td>11</td>
</tr>
<tr>
<td>11-20</td>
<td>2</td>
<td>2</td>
<td>5</td>
<td>9</td>
</tr>
<tr>
<td>OVER 20</td>
<td>4</td>
<td>1</td>
<td>18</td>
<td>23</td>
</tr>
<tr>
<td>COLUMN</td>
<td>12</td>
<td>5</td>
<td>49</td>
<td>66</td>
</tr>
<tr>
<td>TOTAL</td>
<td>16.2</td>
<td>7.6</td>
<td>74.2</td>
<td>100.0</td>
</tr>
</tbody>
</table>

8 OUT OF 12 (66.7%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.

**Minimum Expected Cell Frequency** = 0.0000

**Chi Square** = 9.18970 WITH 6 DEGREES OF FREEDOM

**Significance** = .0000

**Cramer's V** = .19821

**Contingency Coefficient** = .26900

**Lambda (Asymmetric)** = .03328 WITH TR DEPENDENT.

**Lambda (Symmetric)** = .01585

**Uncertainty Coefficient (Asymmetric)** = .03019 WITH TR DEPENDENT.

**Uncertainty Coefficient (Symmetric)** = .03877

**Kendall's Tau B** = .01956

**Significance** = .4304

**Kendall's Tau C** = .01584

**Somers's D (Asymmetric)** = .02276 WITH TR DEPENDENT.

**Somers's D (Symmetric)** = .01584

**Eta** = .03389 WITH TR DEPENDENT.

**Pearson's R** = .02935

**Significance** = .14298 WITH USER DEPENDENT.
Appendix F - Information Sheet

CURRENT TOPICS FOR DROS SEARCHERS

TERRORISM

International terrorism is a problem of continuing concern; information on this subject is frequently needed by DTIC users from the military forces, government agencies, and contractors. These requesters may want reports dealing with aspects as varied as the technical, tactical, political, and psychological aspects of terrorism.

SEARCH REQUEST

A library patron who is a military analyst needs current reports to update a study on terrorism in Europe and the Middle East.

ANALYSIS

The Technical Reports File is searched for relevant reports. DTIC Posting Terms entered on the first level are masked (%) for maximum effectiveness. An option would have been to use the hierarchical term UNCONVENTIONAL WARFARE. However, it was not used because it encompasses information on GUERILLA WARFARE and COUNTERINSURGENCY which was not wanted. Open-ended terms were added to cover more possibilities; SKYJACK is an example of a term recently coined to describe a particular problem.
A second level of geographical hierarchical terms, $EUROPE$, $MIDDLE$ $EAST$, was ANDed to the first level to limit the search and obtain more specific results.

If the requester was only interested in the vulnerability of U.S. Military Forces, this search could be further limited by ANDing another level, using the hierarchical terms: $MILITARY$ $FORCES$ (UNITED STATES), $MILITARY$ PERSONNEL. If search results were too broad, this would be advisable.

A third level is ANDed to the search containing the masked (%) dates: ?24%84, ?24%85. Using role code 24 with masking limits the search to these two years.

This search produced 17 varied technical reports. Two complete records and several report citations are printed in the opposite column.

If this patron would like to determine whether there is ongoing research reported on this topic, this search could be expanded by entering the Work Unit Information File using the @SWWPS@ retrieval command (Search Work Unit Information File with previous strategy).

Please note: If you would like to see a particular topic of current interest reviewed, please call Ms. M. Delmore, (202) 274-5367 or AUTOVON 284-5367.
Appendix G - Questionnaire-2

CONTENT

1. Is this current topic sheet informative?  
   If you don’t search on this type of topic, could your subject area(s) be presented in this format?  
   Yes ____  No ____

2. Is enough information provided?  
   Yes ____  No ____

3. Would you like to see commands printed out to show display, ordering, etc. information?  
   Yes ____  No ____

FORMAT

1. Is the overall format easy to read?  
   Yes ____  No ____

2. Do you like the two-column format?  
   Yes ____  No ____

   Would you prefer a typical text format?  
   Yes ____  No ____

3. Would you prefer document references printed in the actual DROLS format?  
   Yes ____  No ____

4. Would you save this sheet for future reference?  
   Yes ____  No ____

5. Is color of this sheet pleasing?  
   Yes ____  No ____

   Other choices: white  buff  yellow  pink  blue

6. Would you like to see a non-franked reply card included for making subject suggestions?  
   Yes ____  No ____

7. Do you have any further suggestions?  
   Yes ____  No ____

Thank you very much for your time.

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Appendix H - Sample of "Requested By: Name" Format
FOOTNOTES


ACKNOWLEDGMENTS

The author would like to thank the following people for assistance in the preparation of this report.

Ms. Randy Bixby
Mr. Pearl Cary
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Mr. Brian McCabe
Ms. Linda McGinnis
Mr. Charles Reed
Mr. Edward Thorpe
Mr. Mitchell White