3. Programs:

a. Small --

b. Medium --

c. Large --
d. Cooperative Programs --

1. FEDLINK -

2. Other Working Groups -

3. Associations -
3. Logical Development:

a. Programs of topical and timely interest --

b. Program series --

c. Responsive to the user --
d. Programs in the field --

1. FEDLINK -

2. Your programs -
D. Your Programs:

1. Survey the need --

2. Gather a committee --
   [Bakers are needed . . .]

3. Start small --
   a. A "sure-fire" success -
   b. A "local" program -
4. FLICC assistance / sponsorship -- [Help in the kitchen . . .]
E. IDEAS:

1. YOUR Programs --
   a.
   b.

2. YOUR Audience --
   a.
   b.

3. YOUR Committees --
   a.
   b.

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FY '92 marked a period of consolidation and continuing progress for FLICC and its operating network FEDLINK. FLICC began FY '92 by moving to new headquarters to Market Square Annex (MSA) in downtown Washington, enabling the consolidation of FEDLINK Fiscal Operations (FFO) formerly located at the Library of Congress (LC) Navy Yard Annex with FLICC and FEDLINK Network Operations (FNO) formerly located in the LC Adams Building. The move brought the long-separated units together and expanded the space available for FEDLINK training classes.

During FY '92 FLICC concentrated on continuing to ensure strict compliance and vigilant follow-up with all federal regulations appropriate to the FEDLINK program. FLICC submitted the first report of a "limited review" of the FEDLINK financial management system to the LC Financial Services Directorate (LC/FSD) in late December. The LC/Inspector General (LC/IG) audited LC and the FEDLINK program again to update its 1989 investigation and report on the current status of the FEDLINK program. The LC/IG's follow-up review of the 1988 Government Accounting Office (GAO) Financial Audit of LC was released by the LC/IG on August 21. The review concluded that problems previously discovered in the FEDLINK program had been corrected, and also identified four additional FEDLINK control problems that are currently being addressed by FEDLINK.

The accounting firm of Price Waterhouse (PW) provided 872 hours of financial analysis and review services from March through August to ensure that necessary improvements in the FEDLINK program were accomplished. The PW team also worked on review and compliance of FEDLINK's networked automated system, Systems Management Information Network (SYMIN), including data integrity, testing, and analysis.

Installation of FLICCNets, the FLICC local area network (LAN) that supports SYMIN, and other networked office communications functions for FLICC and FEDLINK, were completed during the year improving FLICC's automation support. FLICC's systems design team moved FLICC and FEDLINK communications operations to MSA with a minimum of program disruption; tackled, identified, and resolved LAN problems that had disrupted operations for several months; and continued to develop and refine SYMIN's capabilities.

FEDLINK inaugurated additional complex procurement procedures in order to meet all federal requirements when the FY '93 FEDLINK Serials Subscription Services competition began early in FY '92. Aided by a consultant, FNO staff developed and introduced a new Request for Quote (RFQ) process in FEDLINK serials procurement that utilized advanced registration to provide for competition among the four FEDLINK serials subscription agents awarded FEDLINK Basic Ordering Agreements (BOAs). The specially designated FNO serials team coordinated the enormous amount of work generated by the new serials requirements with LC Contracts and Logistics Services (LC/C&L) to ensure the program met the needs of
I-EDLINK members at the same time it met all appropriate federal procurement regulations.

FEDLINK network librarians continued to provide a variety of technical training courses to help federal librarians stay ahead of changing library technology. In FY '92 FEDLINK network librarians conducted 125 classes, training 1,033 federal library staff.

FLICC continued to work with its 12 working groups on numerous issues of concern to federal librarians, including the Office of Personnel Management (OPM) Personnel Classification and Qualification Standards for Librarians, the Government Printing Office's library binding contract, revision on the 1978 federal library statistics, preservation concerns, Internet and the emerging national networks, and education.

Working with the FLICC Education Working Group, FLiCC continued to offer a comprehensive education program addressing such topics as preservation, information access and dissemination, library technology, and binding.

Highlights of FLICC and FEDLINK's extensive publications production in FY '92 included an expanded and reformatted FEDLINK FY '92 Services Directory; a comprehensive new Directory of FLICC Members and Working Groups; and a double issue publication of the combined summaries and papers from the 1991 and 1991 Annual FLICC Forum on Federal Information Policies.

Toward the end of FY '92, FLICC faced the challenge of ensuring all FY '92 budget obligations were met before the close of FY '92. When budget analysis during the summer showed actual signed commitments were too slow in being returned, FLICC undertook a series of actions to reverse the situation. From June through September control of the FY '92 operating budget and follow-up with members became a top priority. Staff took many effective steps to ensure that members transferred funds owed to LC/FEDLINK and FEDLINK vendors before September 30 to cover both obligations of the direct program and LC overhead costs. Before the close of FY '92 FLICC achieved more than 100 percent of FY '92 obligations.

**FLICC WORKING GROUPS**

FLICC working groups engaged in ongoing specialized activities critical to the library and information center community. In addition to the 11 established FLICC Working Groups, the FLICC References Services Working Group was reconstituted in FY '92 and work began to initiate the formation of a FLICC Working Group to follow-up with WHCLIST on WHCLIS II recommendations and actions.

**FLICC BINDING WORKING GROUP:** Several years of hard work by the librarians on the FLICC Binding Working Group tracking the federal binding contract of the GPO resulted in substantial progress in FY '92. The Term Contracts Division of GPO accepted nearly every FLICC-recommended change to the B405-S library binding contract. The contract, issued by GPO on June 18, 1992, contains detailed specifications for all phases of the binding process, holds the contractor financially accountable for excessive errors, and provides a three-year guarantee for the bound volumes from the date of binding. Members of the FLICC Binding Working Group participated in several sessions with GPO representatives in which additions and deletions to the contract were negotiated.

**FLICC EDUCATION WORKING GROUP:** The members of the FLICC Education Working Group met 6 times during the year to organize programs on topics of significance to federal
librarians and information specialists in such areas as OMB Circular A-76, emerging information policies, and internal database development.

**FLICC PERSONNEL WORKING GROUP:** During FY '92 the FLICC Personnel Working Group continued its ambitious efforts in cooperation with OPM to develop revised Classification and Qualification Standards for GS 1410, 1411, and 1412 Library Series. Meeting 6 times during the year, the group worked closely with Jean Stewart of OPM, proposed suggestions for OPM fact-finding visits, conducted a comprehensive review of graduate/undergraduate programs in library science, worked with consultant Ray Crosby to develop draft qualification standards, and collaborated in writing a paper on the "Qualification Needs for Federal Librarians."

**FLICC POLICY WORKING GROUP:** During FY '92 the FLICC Policy Working Group focused on proposed revisions to OMB Circular A-130, laying the groundwork for preparation of FLICC's draft comments during July and August 1992. The 14 active members of the working group also followed the progress of several pieces of legislation critical to FLICC members, especially two that became law, the *High Performance Computer Technology Act* of 1991 (a measure that included NREN) and the *American Technology Preeminence Act* of 1991.

In other actions by the FLICC Policy Working Group, comments were drafted for submission by the FLICC chair designate to OMB on its Policy Letter 92, on OMB's Circular A-76, regarding "inherently governmental functions" and to strongly recommend that "operation of libraries" be deleted from OPM's policy, and that federal libraries be recognized as inherently governmental functions. The Office of Government Ethics in August 1992 provided the final rule establishing the Standards of Ethical Conduct for Employees of the Executive Branch which FLICC had commented on in September 1991. Comments were drafted for submission by the FLICC chair designate on September 21 to the National Commission on Libraries and Information Services (NCLIS) on NREN. Comments were drafted for submission to OMB on August 24 by the FLICC chair designate on the Proposed Revision of OMB Circular No. A-130.

**FLICC PRESERVATION WORKING GROUP:** The FLICC Preservation Working Group co-sponsored with the FLICC Binding Working Group the Third FLICC Preservation Seminar entitled "Library Binding—Taking a Fresh Look," presented by Jan Merrill-Oldham of the University of Connecticut on June 16. Other projects completed included: initiation of a new column on preservation for the quarterly *FLICC Newsletter* by Dan Clemmer (State); publication of the paper "Preservation and the White House Conference on Library and Information Services July 9-13, 1991" by working group member Robert Schnare (Naval War College) in the journal *Conservation Administration News* in January 1992, and field visits organized in conjunction with the Great Escapes activities of the FLICC Education Working Group at the National Archives and Records Administration's Picket Street Annex and other sites; publication of abbreviated preservation resource lists covering such categories as agencies and experts for use on the FEDLINK ALIX Bulletin Board and in written format; preparation for a needs assessment survey on preservation to be conducted in FY '93 in conjunction with the survey of federal libraries.

**FLICC STATISTICS WORKING GROUP:** The FLICC Statistics Working Group was organized to update the federal library statistics of 1978 prepared by FLICC’s predecessor, the Federal Library Committee, in cooperation with the National Center for Education Statistics
(NCES). Reflective of FLICC’s mission, the new survey instrument being developed by the working group seeks to include federal information centers along with federal libraries. Accomplishments during FY '92 include: development of a mission statement, survey goals and objectives, and guidelines stressing responsibilities for survey completion; identification of the audience for survey results and the survey’s uses, benefits, and final products; preparation of a draft statement of work for a consultant to assist in creating the survey instrument; and mobilization of the federal library and information center community through the formation of task forces.

**FLICC PUBLICATIONS**

The FLICC Publications and Education (FPE) office maintained its extensive production schedule during FY '92 for two newsletters, the monthly *FEDLINK Technical Notes* and the quarterly *FLICC Newsletter* which included a 12-page issue (Summer 1991) issued in January that featured WHCLIS II delegation reports.

Special FPE projects included publication of the combined summaries and papers of the *Proceedings of FLICC Forums on Federal Information Policies: Combined Summaries of Proceedings*. FPE also compiled and published the first comprehensive 1992 Directory of *FLICC Members and FLICC Working Groups*, listing 136 federal representatives to FLICC and its working groups representing 73 different federal agencies and offices.

**FEDLINK (FEDERAL LIBRARY AND INFORMATION NETWORK)**

FEDLINK is the national library network of cooperating federal libraries and information centers that offers these agencies the opportunity to procure through a central source the information resources needed to meet their agencies’ requirements. Through FEDLINK almost 1,200 federal agencies including 849 federal libraries (FEDLINK voting members) received cost effective access to a number of automated information retrieval services for online research, cataloging, and interlibrary loan. Federal agencies also procured publications, serials, and books through FEDLINK in FY '92 through LC/FEDLINK contracts with major vendors on behalf of FEDLINK members.

Analysis of FEDLINK members and member service activity categorized by federal agency shows that the Department of Defense (DOD) represents almost half of FEDLINK volume, accounting for approximately $54 million of the $116 million estimated combined Transfer Pay and Direct Pay service dollars in FY '92. After DOD, agencies with scientific/technical/medical focus such as the Department of Commerce, Department of Health and Human Services, Department of Energy and independent agencies such as National Aeronautics and Space Administration, and agencies using legal information services including the Department of Justice and Department of Treasury account for another $40 million. Members characterized as federal libraries and information centers make up $78 million, fully two thirds, of the total service dollars handled through the FEDLINK procurement program.

**FEDLINK INTERNET PLANNING GROUP:** The FEDLINK Internet Planning Group (IPG), was formed in August 1991 and charged with addressing issues related to the feasibility of FEDLINK providing Internet access to federal libraries as well as training and support to FEDLINK members.

**FEDLINK NETWORK OPERATIONS**

FEDLINK Network Operations (FNO) functions as the regional library network for 825 federal libraries that are OCLC members, utilizing products and services from OCLC (Online Computer Library Center). FNO conducts training workshops in the DC area and nationally, as well as providing daily technical and program support to all federal libraries.
OCLC NETWORK ACTIVITY: During FY '92 FEDLINK network librarians concluded the 1991 effort to train federal librarians on OCLC's new PRISM cataloging system and communications software — Passport. The extensive effort to complete the training was immediately followed by the initiation of the first step in introducing the new PRISM Interlibrary Loan subsystem, the obtaining of authorization numbers and the planning for another national training effort for the fall of 1992. Meanwhile, FEDLINK network librarians continued to teach basic OCLC courses in searching, cataloging, EPIC, and other needed topics, both in the DC area and in regional locations around the country. FEDLINK staff conducted 37 regional workshops in FY '92 in Florida, North Carolina, California, New Mexico, Virginia, Massachusetts, Oklahoma, Texas, and Hawaii. During FY 1992, FEDLINK staff conducted a total of 122 OCLC training classes, attended by over 1,000 students.

FEDLINK FISCAL OPERATIONS
During FY '92 FEDLINK fiscal practices and the SYMIN automated system settled into a routine for handling the large volume of basic fiscal operations - registrations, IAGs, amendments, delivery orders, invoices, and statements. Serious local area network problems during the second quarter disrupted internal operations but did not affect service to the members; IAGs, invoices and statements were processed regularly. With basic operations under control, FEDLINK was able to address issues raised during the LC/IG's review, to implement internal controls such as regular reconciliation of obligations, to address complicated longstanding issues relating to no-year funds and prior year accounts, and to follow-up on users with outstanding IAGs and accounts with insufficient funds. Staff also developed a fuller understanding of the relational database structure of the SYMIN fiscal application which better enabled them to troubleshoot problems, to define reports from the system and interpret system data, and to specify modifications and enhancements for the system.

FEDLINK FISCAL OPERATIONS ACHIEVEMENTS: In FY '92 FFO's significant achievements included the following:

- generating and mailing timely member statements of account for FY '92 and prior years
- increasing the commitment for quality service to members and vendors through increased training, program orientation, and staff awareness
- training staff in the use of LC's FARS Intellect system to give more timely access to actual obligation and payment data
- bringing forward member agencies no-year/multi-year appropriation balances available for use earlier in the fiscal year
- reducing interest penalty payments from $200,198 in FY '91 to $38,360 in FY '92
- implementing end-of-year planning sessions with members to ascertain the amount of funds needed to cover rejected invoices, deficits and anticipated deficits
- actively collecting outstanding funds owed to the program on unsigned IAGs and deficit accounts
- implementing new serials ordering procedures with FNO, LC/C&L and LC/FSD
- reconciling FY '92 IAGs, delivery orders, and notices of obligations with LC/FSD and LC/C&L records
- developing and maintaining manual processes to augment the automated system
- increasing responsibility to inform member/vendor community through information alerts, meetings, vendor fairs, newsletters and the like

FEDLINK Fiscal Operations processed FY '92 registrations from federal libraries, information centers and other federal offices which resulted in 1,122 signed FY '92 Interagency Agreements (IAGs) compared to 1,252 basic IAGs processed in FY '91. In addition, FFO processed 5,086 IAG Amendments for agencies adding, adjusting, or terminating service funding (2,992 FY '92 and 2,094 prior year adjustments). These IAGs and IAG Amendments represented 6,178 individual service requests to begin, renew, convert, or cancel service from 84 FY '92 FEDLINK vendors. The service requests were executed by delivery orders generated by FFO and issued to vendors by LC/C&L. Delivery orders represented $60,502,322 in FY '92 and prior year Transfer Pay service dollars. For FY '92 alone FEDLINK processed approximately $54 million for 2,851 Transfer Pay accounts and approximately $59 million for 467 Direct Pay users. FY '92 activity represented a total of 3,318 FEDLINK agency accounts.

On behalf of Transfer Pay users, FFO processed for payment 94,732 invoices during FY '92 for both current and prior year member orders. Vendor payments from agencies' FY '92 Transfer Pay accounts amounted
to $36 million. FFO has continued to maintain open accounts for three prior years for members using book and serials services, paying publications services invoices based on the order date of the invoiced items. FFO staff processed 29,464 prior fiscal year invoices and converted 15,542 FY '90 invoices from the former FLAIR automated system, totalling $17.2 million as follows: $41,220 for FY '89, $700,000 for FY '90, and $16.5 million for FY '91.

SUMMARY

During FY '92 FLICC and its components FEDLINK Network Operations and FEDLINK Fiscal Operations consolidated operations at Market Square, steered the organization through its first full year under the FLICC Bylaws adopted in 1991, and responded with dispatch to a continuing series of requests from LC and other federal agencies designed to ensure compliance with federal regulations. The LC/IG's August 1992 follow-up review of the GAO Audit generally concluded that problems had been corrected and that FEDLINK is currently correcting or planning to correct additional control weaknesses in FEDLINK Fiscal Operations that have been identified.

FLICC utilized the services of Price Waterhouse during the fiscal year for general support of FEDLINK Fiscal Operations and for analysis and testing of its SYMIN system. FLICC's own internal design team continued to develop its FLICCNets LAN and the SYMIN system, identifying and resolving the cause of a series of crashes that immobilized the system for a considerable period of time.

Even as it refined its systems to meet the needs of its members, FLICC developed new programs to assist them, including the introduction of a new competition process for serials subscription services; an expansion of training courses to a total of 125 training 1,033 students; new working groups in such areas as references services and WHCLIST follow-up on resolutions of WHCLIS II; and new publications such as the FLICC Directory, the expanded FEDLINK Services Directory, and the combined issue of the FLICC Forum summaries.

At the end of the fiscal year, FLICC staff met the challenge of insuring that FLICC achieved its FY '92 budget projections and obligations by mounting a successful drive over the last several months to cover more than 100 percent of its operating expenses before closing on September 30.
REPORT OF DEFENSE TECHNICAL INFORMATION CENTER (DTIC) ACTIVITIES

by Carol E. Jacobsen, Products and Services Division DTIC

DTIC OVERVIEW

Good morning. I bring you greetings from the Defense Technical Information Center. I would like to acknowledge the presence of two of my DTIC colleagues Marcia Hanna and Marie O'Mara. Fiscal Year 1992 was an exciting one for DTIC. It brought with it a number of significant changes including a reorganization, an increased movement toward fee for service, and the addition of a number of new products and services.

First, I would like to speak about the reorganization which went into effect in October of 1991. A decision made in February 1991 by the Office of the Secretary of Defense transferred DTIC and the DTIC administered Information Analysis Centers from the control of Defense Logistics Agency to that of the Office of the Under Secretary of Defense (Acquisition). The purpose of this move was to assist research, development, and acquisition activities in using the Defense technology base more easily and effectively. Toward this end, DTIC will be producing more value-added products and services, in addition to providing bibliographies and summaries. DTIC underwent a major internal reorganization in order to reflect this closer alignment and stronger support to OSD and to become an even more effective, efficient, and economical operation.

The most significant changes include:

- The input and output operations were consolidated into one new directorate—the Directorate of Operations. The Directorate of Operations merged the former Directorate of Database Services with most of the Directorate of Document Services.

- The Scientific and Technical Information Network management function was expanded. This function was placed within the Directorate of Operations in the STINET Management Division.
A new directorate was created to assume responsibility for the DoD Research, Development and Acquisition Program management and analysis support. The Directorate of RD&A Information Support will also manage the Information Analysis Centers and the Manpower and Training Research Information System Office in San Diego.

Policy direction for the DoD Scientific and Technical Information Program was placed at DTIC in the new DoD STIP Office.

The change that affected me most, was the placement of the registration and reference services functions in the Directorate of User Services. This move was made to ensure a single point of contact at DTIC for user assistance.

The next issue which I would like to discuss deals with the changes in prices for DTIC's products and services. Changes in the source of funding for DTIC operations from Congressional Appropriations to the Defense Business Operations Fund has necessitated the changes in prices for various products and services. I know that there are many of us who view DBOF as a 4 letter word!

These new prices went into effect a few weeks ago. Some of the changes included: A $100 registration fee for use of the Defense RDT&E Online System (DROLS), fees for remote and demand bibliographies from the Technical Report Bibliographic Database, the Work Unit Information System and the Independent Research and Development Database, and fees for current awareness products. Basic registration continues to remain free of charge as do such services as referrals and document identification and publications such as the Users Handbook, the Contributors Guide, and our green and white brochure. In addition, the new DTIC video will be available at no charge. If you have specific questions about the new prices, please feel free to see me at the end of the Workshop or contact me on DSN: 284-6729.

Finally, I would like to take a few minutes to highlight some of the new products and services which DTIC introduced in the last year, and to discuss our plans for fiscal year 1993. Although many of you may have ordered DTIC products and services online, by form, by letter, by phone, or by fax, today you can order our products and services via electronic mail. You may find e-mail a more cost effective way of placing your orders. Our address is msorders@digis.dtic.dla.mil (although this mailbox is on the DGIS computer, if your e-mail system talks to DDN or the Internet you will be able to communicate with us by e-mail). In your e-mail message, indicate your DTIC user code, your NTIS deposit account number, the contract number (if applicable), the items or searches you want, the format you wish, and the number of copies. If you have any questions about ordering by e-mail,
please contact Evon Bumbray on DSN: 284-7633. We are also considering the establishment of e-mail groups based on product usage. The first group that we are considering is the users of our Technical Report (TR) Database on CD-ROM. If you are a TR Database on CD-ROM user, you may have received a yellow survey form asking for your preferred e-mail address. If there is enough interest, we will use e-mail as a supplement and an enhancement to our traditional means of keeping you informed about changes to our products and services. We also see e-mail as a forum through which product users can exchange ideas.

Another item introduced in Fiscal Year 1992 was the DTIC Thesaurus on Diskette. The DTIC Thesaurus on Diskette provides and alternative to the paper copy thesaurus for assistance in search strategy formulation. This product has been available since last summer. To use it you need an IBM-compatible personal computer, dBASE IV Version 1.1 or dBASE IV Runtime Version 1.1, and 8MB of hard disk storage. It is important to note that an additional 1.4MB of storage are required if you need Runtime. Both 3 1/2" and 5 1/4" diskette versions are available with and without dBASE IV Runtime. The price for the product is $49. For more information about the product, you can contact Judy Pickeral in DTIC's Product Management Branch on DSN: 284-6434. DTIC has recently introduced a computer aided instruction product for DROLS. This product which was developed by our Programs and Network Services Division is being distributed on diskette. We have also recently developed a similar training tool to introduce DTIC users to the Department of Defense Gateway Information System.

Another service that we have added to facilitate communication with our users is our new 800 number. This 800 number which services local and out-of-state users is (800) 225-DTIC or for those who prefer numbers (800) 225-3842! This number will give you direct access via a menu system to the offices that handle registration, document orders, training, SBIR requests, tours/briefings/conferences, product and service information, Corporate Information Management (CIM) referrals and general questions. We hope that this service will be useful to you. If the service is successful, it will be expanded to include other DTIC offices such as the retrieval, Current Awareness Bibliography, Automatic Document Dissemination, and Recurring Reports staffs.

DTIC continues to distribute technical information in nonprint formats such as video cassette, magnetic tape, and diskette. One of the most interesting products which we began to disseminate in Fiscal Year 1992 was PDWriter. PDWriter was developed by the Department of the Navy and the Office of Personnel Management to assist supervisors in writing job descriptions, and defining knowledges, skills, and abilities. We have duplicated and distributed over 3,000 copies of this product. If you are interested in more information on submitting or acquiring nonprint
products, the DTIC point of contact is Bonnie Klein. She can be reached on DSN: 284-6804.

This year, DTIC has become very much involved with the DoD Corporate Information Management (CIM) initiative. We have been tasked by the Office of the Director of Defense Information and the Defense Information Systems Agency to provide a Help Desk service to assist those interested in CIM. DoD-wide implementation of the CIM initiative has created a significant need for information exchange among DoD functional managers charged with the execution of the process modeling and activity costing techniques required under CIM. Recognition of DTIC's capabilities and long experience in handling information has resulted in DTIC's becoming the focal point for the exchange of CIM Information. In addition to facilitating the acquisition and dissemination of CIM documentation, the DTIC CIM Help Desk has been tasked to maintain and operate a DISA-supported referral database to assist users in locating technical expertise. Two of the items in DTIC's CIM collection are the Functional Economic Analysis Model (Version 2.2a) and the handbook entitled Process Improvement Methodology for DoD Functional Managers. For more information about DTIC's CIM products and services contact Carrie Schwarten on DSN 284-7065 or through our 800 number service. She has prepared a bibliography of the items in DTIC's CIM collection, and she will be happy to send you a copy. If you are planning to attend our Annual Users Conference next week, there will be a Reference session which will address CIM, and there will be ample opportunities to view one of the CIM videos.

Two of the new products which DTIC will be introducing in fiscal year 1993 include the Independent Research and Development Database on CD-ROM and the DoD High Thrust Areas Current Awareness Product. Both of these products will be discussed in depth at our Annual Users Conference. If you have any question or comments concerning any of DTIC's products and services please feel free to contact me on DSN 284-6729. Thank you.
Appendix A

List of Attendees
List of Attendees

Edwin M. Ashley  
Fort Dix General Library  
U.S. Army, Fort Dix  
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(609) 562-5228, DSN: 994-5228  
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Roderick D. Atkinson  
Ruth H. Hooker Research Library  
Naval Research Laboratory  
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Jacqueline Bey  
Technical Library  
USA Defense Ammunition Ctr.  
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Savanna, IL 61074-9639  
(815) 273-8772, DSN: 585-8772

Phyllis R. Blum  
Medical Research Library  
Naval Medical Research Institute  
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Bethesda, MD 20889-5055  
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FAX: (301) 295-2720

Rota Bouse  
Dir. Sci. Info. Serv.  
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FAX: (613) 996-0392

Murray L. Bradley  
Ruth H. Hooker Research Library  
Naval Research Laboratory  
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FAX: 011-49-6371-43886

Lois J. Carey  
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Gretchen Cheung  
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kichelain, Quebec, Canada  
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FAX: (514) 358-6799

Benoit Cameron  
Massey Library  
Royal Military College of Canada  
Kingston, Ontario K7K SLO  
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Harriet Cohen  
Medical Library  
Navy Hospital  
Oakland, CA 94627  
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Serge Campion  
Fort Frntenac Library  
Canadian Land Forces Command  
& Staff College  
National Defense College  
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