6. Library and Information Science Education in the United States

In the United States there are two levels of schools with programs of library and information science accredited by the American Library Association's (ALA) Committee on Accreditation (COA). The first level includes schools with a doctoral program and the second includes schools without a doctoral program. The reason I use this breakdown is because the former group generally is larger schools with full-time faculties of 15-35; the latter group has faculty sizes of 6-10. All of the schools have Master's degree programs (the programs that are accredited by COA), and some also have undergraduate programs. The Master's degree programs nearly all take one year or four semesters of full time study, although over half of the students are enrolled on a part-time basis.

Generally, programs of library and information science education in the United States moved away from or minimized their core curricula. As indicated earlier, they aim to attract students with broad liberal arts backgrounds. The programs are intended to educate their graduates to work in all functions in all environments and there is a general trend away from on-the-job skills towards principles and methods. Finally, there is an increasing demand for continuing education at all levels.

7. Current Developments and Trends in Library and Information Science Education in the United States

I perceive a trend towards significant growth of three main functions for librarians and information specialists. Note that none of these is a new role but they are likely to gain in prominence for all in our profession. The first function is information representation which involves the classification, cataloging, indexing, abstracting, and other forms of information description to facilitate identification, access, and retrieval of that information in today's environment of proliferating information resources. One of the major challenges of networked information is finding appropriate resources on the network and then being able to use them effectively and efficiently. The second function is the increasing need for information analysis and synthesis. This function is related to the first function and responds to problems in information overload on the part of information users. To a large extent we are still dealing with the myth of end-user searching. Instead, it appears that end-users will perform relatively simple searches themselves, but will return to the librarian as intermediary for their more complex information needs, thereby increasing the librarian's workload. Increasingly, end-users will delegate more of their information gathering activity to an information professional, including the filtering and synthesis of information from various sources. This function is growing in many organizations as librarians and information specialists are appointed to work on user teams and work groups. The third function is that of user education and training. It is
difficult to envision a future which does not require more attention to giving users the knowledge and skills to recognize and use various information resources, when to use them, and when to seek the help of an intermediary.

In response to these expanded functions, library and information science education is considering the following options:

- the move towards the provisions of "specializations/concentrations" in their programs which may evolve into separate degree programs
- the expansion of recruitment efforts to attract students with specialist degrees in addition to those with broad liberal arts degrees
- move back towards core curricula, lock-step programs, etc.
- more emphasis on information management and information systems to enhance recruitment and placement
- more interdisciplinary programs to leverage resources and increase centrality to institutional missions

The consideration of such programmatic changes creates an opportunity for a definition of the unique aspects of the discipline of library and information science. Recent discussions of several deans of library and information science schools resulted in the identification of the three main components of the discipline:

- actual and potential users and their information needs
- information resources
- technologies of the day and those that have gone before

The discipline of library and information science can then be defined as the intersection of all three components. Other disciplines touch on one or more of the components, but library and information science touches on all three. One other component reinforces our discipline in a unique way - the system of values that the discipline promotes - strong service and user orientations, intellectual freedom, equity of access, etc. Together these four components define our discipline and core curricula should be based on them.

This approach has been implemented at the University of Tennessee. A new proposed core curriculum includes:
The Information Environment: The generation, production, management, dissemination, and use of information; including roles of information in society; information seeking and user behavior; the information industry; economics of information products and services; technological and organizational change; the information professions; issues (policy, ethics, privacy, intellectual property, intellectual freedom, copyright).

Foundations of Information Sciences and Technologies: Definitions of information, information sciences and information technology; theories of information, information representation, retrieval, and transfer; standards and technologies for information processing and distribution; the research front; bibliometrics and infometrics; relationships with other disciplines.

Information Resource Selection, Acquisition, and Evaluation: Principles of development and management of collections in information agencies; community analysis; users and uses; policies and procedures; evaluation of items and collections; selecting items to meet particular needs.

Information Content Representation: Principles of distinguishing, describing, and indexing intellectual works; current approaches, including citation systems, descriptive cataloging, non-subject indexing, pre- and post-coordinate subject indexing, classification and categorization, authority control of index terms, and standards.

Information Access and Retrieval: Media for information storage, logical and physical information structures, query logic and languages, search strategies and heuristics, user interfaces, evaluation of retrieval system performance, searching various types of database (multi-media, full-text, numeric, bibliographic, etc.) on behalf of clients.

After completion of the core curriculum, students have the choice of a wide range of elective courses, or they can opt for one of the concentrations offered which requires a certain combination of courses be taken. The concentrations currently planned for Fall Semester 1994 are:

- Scientific and Technical Information
- Information Systems and Technology
- Youth Services in Public and School Libraries

The program has been further developed to incorporate lab sections for several courses, internship, and practicum opportunities, and a career development seminar series is offered throughout the year (non-credit).
Finally, continuing education programs are needed at all professional levels: paraprofessional/technician level, professional librarian level and library director level. While schools of library and information science have been criticized for their relatively minimal role in continuing education, the demands are increasing so rapidly that cooperative efforts by several agencies will be needed. Distance education technologies (fully interactive voice, video and data communications via land lines, or one way video and interactive voice and data via satellite) will help specific programs to achieve the critical mass needed to recover costs. However, to be most effective, continuing education programs need to be planned and sequenced over a reasonable period of time, e.g., three years. This will overcome the problems associated with the ad hoc availability of programs today - you take what you can get when you can get it but the discrete units do not necessarily add up to a whole.

In summary, the Eastern European programs seek to become more practical in nature while the U.S. programs continue to move towards core principles and transferrable competencies. The time is right for a re-examination of the whole educational process; what are programs trying to do, what is needed and what should programs aim to do, and how can programs be structured and delivered most effectively. It is clear that change is a constant companion for all of us and the educational sector needs to respond proactively to the challenges of the future information environment.
FEDLINK UPDATE

Joseph W. Price
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Looking to the future during fiscal year 1993, the Federal Library and Information Center Committee (FLICC) streamlined its organizational structure, promoted forward-looking initiatives in automation and networking on behalf of the nation's federal libraries and information center, and sponsored programs that helped define the emerging role of federal librarians and improve the management of federal libraries. FLICC's network arm, FEDLINK, sharply improved its fiscal operations while offering expanded and enhanced FEDLINK training programs both locally and regionally. In FY 1993, the FEDLINK procurement program provided discounts and contract cost avoidance benefits that saved the federal government more than $12 million.

Organizational strides and administrative changes marked FY 1993. FLICC worked with Library of Congress (LC) units on a draft reorganization plan submitted in July and continued to finalize the plan through the end of 1993. FLICC welcomed Joseph Price, chief of LC's Science and Technology division, as acting FLICC director and Joseph Banks, FEDLINK business manager, as acting FEDLINK director, working with Milton McGee, FEDLINK Network Operations (FNO) coordinator, and Lee Power, FLICC chief program analyst, in a consultative approach to ongoing management of the organization.

The FLICC Personnel Working Group played a major role in advising and assisting the Office of Personnel Management (OPM) in developing OPM's draft classification standards for the GS-1410 Librarian Series, GS-1411 Library Technician Series, and GS-1412 Technical Information Specialist Series. The FLICC Statistics Working Group, in concert with the National Center for Education Statistics (NCES), continued to develop the nationwide survey of federal libraries and information centers to update 1978 statistics. The FLICC Binding Working Group continued to provide input to the new Government Printing Office (GPO) federal binding contract, which it helped shape, and to acquaint federal libraries with contract provisions and binding personnel.

During FY 1993 FLICC promoted the evolving role of federal librarians in meeting government's changing information needs and the administration's desire to "reinvent government." Key FLICC events spotlighted the challenges facing the

**FLICC Quarterly Membership Meetings**

At the first FLICC Quarterly Membership Meeting held on December 10, 1992, FLICC members were briefed on GOP's Library Programs Service and Office and Electronic Information Dissemination Services by Judith Russell, GPO. The second FLICC Quarterly Meeting held on February 22, 1993, featured a preview of the 103rd Congress Agenda by Harold Relyea, LC Congressional Research Service. At the June 3 FLICC Quarterly Membership Meeting Sara C. Jones, Joint Committee on Printing, reviewed the GPO Electronic Information Access Enhancement Act of 1993 (S. 564), and Roxanne Williams, Agriculture Department, discussed the Draft Policy Framework for Public Access to Government Information. During the September 23 FLICC Quarterly Membership Meeting the following public access topics were presented: Inventory Locator, Timothy Gauslin, U.S. Geological Survey; OMB Circular A-130 Implementation, Peter Weiss, OMB; and the Z39.50 Standard for Information Retrieval, Ray Decenberg, LC. Members also received updates on OPM's Librarian Classification Standards by Jean Stewart, OPM, and activities of the White House Conference on Library and Information Services Task Force (WHCLIST) by Dorea Grimes, National Oceanic and Atmospheric Administration, federal library delegate, and Davis McCarn, user representative for federal librarians.

**FLICC Working Groups**

*FLICC Binding Working Group:* The FLICC Binding Working Group worked closely with the new GPO contract binder, selected in August 1992, to ensure satisfactory service to federal libraries. At the behest of the group, GPO's Term Contracts Division and Quality Assurance Division directed the binder to take corrective action when problems arose. The group also succeeded in getting GOP to modify the binding contract so that volumes needing corrections could be returned directly to the binder and in developing the GOP Form "Notice of Quality Defects in Library Binding" to support this arrangement.

*FLICC Education Working Group:* The FLICC Education Working group planned and organized programs on the use of Internet, strategic planning, space planning, user satisfaction, imaging technologies, issues and advances related to the binding of books, and total quality management. The popular "Orientation to LC Collections and Services for Federal Libraries" series was continued in FY
1993, as was the highly successful "Great Escapes" series hosted at various federal libraries in the metropolitan DC area.

**FLICC Federal Depository Libraries Working Group:** The FLICC Federal Depository Library Working Group was established in the Spring of 1993 in response to funding problems and proposed cuts in the GOP Federal Depository Library Program (FDLP). During May the members toured GOP's distribution and cataloging facility and discussed the future of federal libraries in the FDLP with GPO officials. The group also alerted federal libraries to restructuring and financial concerns of GPO.

**FLICC Federal Law Librarians:** During FY 1993 FLICC continued the dialogue on redescribing and clarifying the relationship between FLICC and the Federal Law Librarians.

**FLICC Finance Working Group:** The FLICC Finance Working Group held numerous sessions to develop the FY 1994 FLICC budget and reported to members that increasing program costs and lower service dollar projection for FY 1994 necessitated an increase in FEDLINK fees and a major effort to secure network customers. Members approved changes in the FEDLINK fee structure that increased the transfer pay fee from 6.75% to 8% and established a two-level direct pay structure providing that members with orders up to $25,000 pay a flat fee of $850 per service account and members with orders over $25,000 pay an additional 1/2% of service dollars over $25,000.

**FLICC Membership and Governance Working Group:** During FY 1993 the FLICC Membership and Governance Working Group remained on standby to advise FLICC on the Selection and eligibility of FLICC members and interpretation of the FLICC Bylaws.

**FLICC Nominating Working Group:** The FLICC Nominating Working Group oversaw FLICC's annual three-phase election process under the FLICC Bylaws.

**FLICC Personnel Working Group:** The FLICC Personnel Working Group continued to coordinate with FLICC members, OPM, and interested library professionals and associations to achieve revised classification standards for the GS-1410 (Librarian), GS-1411 (Library Technician), and GS-1412 (Technical Information Specialist) series. OPM's release of classification standards for the 1411 series in August incorporated several changes in response to FLICC's suggestions. But at the end of FY 1993 all of OPM classification projects were placed on hold indefinitely.
FLICC Policy Working Group: The Policy Working Group prepared a comparison of the revised OMB Circular A-130 with comments that FLICC had made previously to OMB on the proposed A-130 draft, and established a tracking system to monitor several bills significant to FLICC.

FLICC Preservation Working Group: During FY 1993 the FLICC Preservation Working Group forcefully articulated the status and importance of preservation in federal libraries and archives, supported continuing education initiatives to assist federal libraries and information centers in meeting challenges associated with effective preservation programs, developed a checklist of preservation procedures for libraries, and sponsored a presentation in September at the Smithsonian Institution on preservation programs in Kiev, St. Petersburg, and Budapest depositories.

FLICC Reference/Public Services Working Group: Reconstituted in FY 1993 to reflect an expanding mission in circulation, interlibrary loan (ILL), and new technology, the FLICC Reference/Public Services Working Group presented a demonstration of Housing and Urban Development’s Conquest Retrieval Program in August, suggested alterations to existing Interlibrary Loan Request Form, LC SF-162, to reflect current technology and provide increased information for both borrowing and lending libraries, and focused on the need for developing a federal-employee "pathfinder" to communicate different agency rules governing facility and library access.

FLICC Statistics Working Group: Organized in FY 1991 to update 1978 federal library statistics prepared by FLICC (then known as the Federal Library Committee), the FLICC Statistics Working Group mailed a survey pretest in September to nearly 300 federal library and information centers, developed a definition of "information centers" to be fine-tuned in the pretest, and minimized the potential that survey data could be used to support the privatization of federal libraries.

FLICC Publications and Education

In FY 1993 the FLICC Publications and Education office (FPE) continued to provide communications and education outreach to the federal library and information center community by issuing FLICC and FEDLINK publications and administrative reports, organizing educational events and technical programs, coordinating more than 50 meetings of the FLICC working groups, and providing logistical, program development, and organizational support for quarterly
meetings of FLICC's membership and bimonthly meetings of the FLICC Executive Board.

FPE produced FEDLINK Technical Notes monthly from October 1992 through April 1993 and bimonthly for the remainder of the fiscal year, issued the FLICC Education and FEDLINK Training Calendar during the interim months, and published four issues of the quarterly FLICC Newsletter. FPE's annual publications included the 1993 Directory of FLICC Members and Working Groups, the FY 1993 FEDLINK Services Directory, and the FY 1994 FEDLINK Registration Package. FPE compressed the publication cycle of the summaries and papers of two annual FLICC Forums to assure more timely release, producing the 1992 Forum summary and papers in January 1993, followed nine months later by the 1993 Forum summary and papers. FPE produced FY 1993 FLICC management reports including FLICC monthly, quarterly, and annual reports, as well as minutes for FLICC Quarterly Membership Meetings and bimonthly FEB meetings.

In conjunction with the FLICC Education Working Group, FLICC offered 12 all-day educational programs in FY 1993 geared to helping federal libraries and information centers manage change. The programs focused on the impact of developing information technologies and services on the library world and the role of federal librarians, as well as the challenge of managing federal libraries in such an environment.

**FEDLINK (Federal Library and Information Network)**

In FY 1993, 982 federal agencies received cost effective access to an array of automated information retrieval services for on-line research, cataloging, and interlibrary loan through FEDLINK. Member federal agencies also procured publications, serials, and books through FEDLINK in FY 1993 via LC/FEDLINK contracts with major vendors.

During FY 1993, the FEDLINK Advisory Council (FAC) established a FAC Marketing Task Force to advise and assist FEDLINK with marketing efforts designed to reach a broader segment of the federal community in an effort to increase FEDLINK's customer base. FEDLINK's Internet Planning Group (IPG) continued to explore FEDLINK's role in introducing and informing federal libraries about Internet.

**FEDLINK Network Operations**

During FY 1993, FEDLINK Network Operations (FNO) functioned as the regional library network for 825 Online Computer Library Center (OCLC) member federal
libraries. FNO conducted 125 training events in the DC area and nationally and provided daily technical and program support to all federal libraries and information centers. FNO staff prepared solicitations and other required contract documents for LC Contracts and Logistics Services (C&L) in support of the FEDLINK procurement program for information products and services; served on Technical Evaluation Review Panels (TERPs) to evaluate vendors' responses; and served as the Contract Officer Technical Representatives (COTRs) for the awarded FEDLINK contracts.

**OCLC Network Activity**

During the first quarter of FY 1993, FEDLINK network librarians implemented the OCLC PRISM ILL migration plan begun in 1992. This national training program prepared more than 500 OCLC Interlibrary Loan system users for transition to the new PRISM ILL environment in December 1992. In the second quarter, OCLC continued expansion of its Reference Services products, EPIC and Firstsearch, which generated member interest and an increased demand for user support. As an increasing number of members developed local systems, FNO provided expert support in local database creation through OCLC MARC tapes and other MARC services. FNO prepared the membership for cancellation of the FEDLINK network archival tape known as the FLC tape effective July 1, 1993. In the third quarter, when OCLC announced keyword access to the Online Union Catalog, FEDLINK recognized the need to promote strategic and cost effective searching in a more complex searching environment and offered four new searching courses in FY 1993: PRISM Searching Overview, Advanced PRISM Searching, PRISM Searching for Cataloging, PRISM Searching for Interlibrary Lending.

**FEDLINK Training**

In FY 1993 FEDLINK staff conducted 108 OCLC classes and 17 Internet classes. Nearly one-half of FEDLINK's 1,502 FY 1993 students received training outside the DC metropolitan area. FEDLINK conducted regional and on-site training locations in Alaska, Arkansas, Arizona, California, Colorado, Louisiana, Maryland, New Mexico, Ohio, Texas, Virginia, and Washington, and national OCLC training programs for the Army Corps of Engineers in Alabama and for the Air Force in Louisiana. FEDLINK's OCLC Training Agreements with five OCLC Regional Support Networks provided additional training options to FEDLINK members.

**FEDLINK OCLC Member Activity**

FEDLINK OCLC members during the reporting period July 1992-June 1993 showed slightly less OCLC on-line activity than the same period in 1992, although
usage was slightly higher than the comparable 1991 period. Total interlibrary lending requests and referrals dropped from 312,195 to 303,362, a decrease of 2.8%. Total union list holdings displays rose from 26,778 in 1992 to 43,800 in 1993, a 63.6% increase, while other On Line Union Catalog (OLUC) holdings displays decreased from 586,236 in 1992 to 560,779 in 1993. Activity on the OCLC Online Cataloging system decreased from 1992 but approximated prior years’ usage. One indicator was that total master records created by FEDLINK libraries in 1993 dropped 14,885 from 77,833 in 1992 to 66,335 in 1993, master records created by FEDLINK libraries in 1993 dropped 14.88% from 77,833 in 1992 to 66,335 in 1993. This was a decrease from the previous year, but only slightly lower than 1991, when FEDLINK members created 66,925 OLUC records. Activity on OCLC Reference Products continued upward with total EPIC OLUC per record displays (including both on-line and off-line charges) increased to 101,705 in 1993, a 6.9% increase over 1992 activity.

**Library Automation Resource Service (LARS)**

Through LARS, FNO offered expert counsel to federal libraries in the application of automation and telecommunications in their library environment. In FY 1993, LARS continued to focus on introducing Internet to federal librarians through briefings held at the Defense Technical Information Center Annual Users Group Meeting, Alaska Resources Library, U.S. Circuit Court, Department of Labor Library, National Aeronautics and Space Administration, and Denver Federal Service Center. FNO continued to respond to inquiries, conduct Internet demonstrations, create documents, and implement a collection of downloadable files for federal libraries on the LC Sequent computer.

When LC unveiled Marvel to the Internet world in July, FEDLINK launched an Internet training program comprising Internet Demonstrations, half-day Internet Overviews, and two-day Internet Workshops. During FY 1993, development of the FEDLINK ALIX electronic bulletin board continued. Access to, and visibility of, ALIX increased in 1993 when the NTIS FEDWORLD bulletin board gateway added ALIX to its more than 100 bulletin boards. Internet access to FEDWORLD made ALIX available worldwide in FY 1993. LARS also initiated the use of the OCLC PASSPORT Software by the Patent and Trademark Depository Library Program for access to FTS 2000 E-mail.

**FEDLINK Procurement Program**

FEDLINK analyzed the discounts offered through LC/FEDLINK basic ordering agreements (BOAs) and typical contracting costs for information procurements to assess the cost effectiveness of the FEDLINK procurement vehicle. A brief review
of FY 1992 invoices suggested that BOA discounts, which ranged from 1% to 57% off commercial rates, saved members at least $2.5 million in service dollars. Analysis of comparable contracting costs for establishing contracting activity at FEDLINK saved the government approximately $9,740,000 in cost avoidance (estimating $20,000 per contracting action). Thus, through discounts and contracting cost avoidance alone - not considering FEDLINK's invoice processing, education, and other services - the FEDLINK program saved $12,240,000, an amount triple the program's annual operating budget.

**SYMIN System Activities**

The FEDLINK fiscal accounting system, SYMIN, continued productive operations throughout the year. The database management system was upgraded to Paradox 4.0 from Paradox 3.5 to allow a smoother transaction flow on the network and to enable the systems staff to develop further improvements to the system.

**FEDLINK Fiscal Operations**

FEDLINK Fiscal Operations (FFO) establishes federal agencies' membership in FEDLINK; determines FEDLINK service fees for members; prepared member interagency agreements (IAGs), IAG amendments, and FEDLINK vendor delivery orders; and administers FEDLINK member accounts, including processing all FEDLINK vendor invoices and generating individual FEDLINK member account statements.

FY 1993 was the most successful year of operating performance in the history of the FEDLINK program. No temporary obligation was necessary for FY 1993 because of the complete reconciliation of the FY 1993 transfer pay service dollar obligation. In other significant accomplishments, FFP developed and implemented guidelines to successfully control and monitor the delivery order process; decreased the amount of interest net of discounts remitted to FEDLINK vendors for late payment by more than $37,000 from the FY 1992 total of $38,360 to approximately $1,200 in FY 1993; reconciled FEDLINK accounts from FY 1986 through FY 1989; completed the block move of multi-year funds, processing more than 800 delivery orders representing $1.5 million; ensured that administrative expenditure obligations did not exceed program fee projections; successfully performed Financial Management Systems (FMS) reviews; and continued to inform the FEDLINK member/vendor community through information alerts, meetings, vendor fairs, and newsletters.
Summary Statistics

FFO processed FY 1993 registrations from federal libraries, information centers, and other federal offices resulting in 892 signed FY 1993 IAGs compared to 1,127 basic IAGs processed in FY 1992. In addition, FFO processed 3,487 IAG Amendments (1,535 FY 1993 and 1,952 prior year adjustments) for agencies adding, adjusting, or terminating service funding. These IAGs and IAG Amendments represented 4,256 individual service requests to begin, renew, convert, or cancel service from 84 FY 1993 FEDLINK vendors. The service requests were executed by delivery orders generated by FFO and issued to vendors by C&L. Delivery orders represented $48,412,900 in FY 1993 and prior year transfer pay service dollars. For FY 1993 alone FEDLINK processed $48,412,900 in FY 1993 and prior year transfer pay service dollars for 2,810 transfer pay accounts and approximately $48.7 million in service dollars for 329 direct pay users. FY 1993 activity represented a total of 3,003 FEDLINK agency accounts.

On behalf of transfer pay users, FFO processed for payment 50,078 invoices during FY 1993 for both current and prior year orders. Vendor payments from agencies' FY 1993 transfer pay accounts totaled $25,206,631. FFO 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.
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INTERNATIONAL INFORMATION RESEARCH (SPACE)

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VUGRAPHS ONLY
International Aspects of STI

Presented at Military Libraries Workshop
Albuquerque, New Mexico
November 16, 1993
Current Broad Definition of STI

Scientific and Technical Information (STI) –

- Is basic and applied research results from the efforts of scientists and engineers.

- Includes new theory and information obtained from experimentation, observations, instrumentation, or computation in the form of text, numeric data, or images.

- May further transformed, described, evaluated, and/or synthesized and record in print, digital, magnetic, or other media to enhance its communication and its usefulness and value to a wide spectrum of users and uses.

Established as a result of the National Aeronautics and Space Act of 1958 to:

- Provide for the widest appropriate dissemination of the results of NASA research and development, and
- Preserve the role of the United States as a leader in aeronautical and space science technology by acquiring world-wide STI and disseminating it in the U.S.
Space Act of 1958

Directs NASA to conduct its activities:

"so as to contribute... to cooperation by the U.S. with other nations..."

"to provide the widest practical and appropriate dissemination of information concerning its activities and the results thereof."
Identify worldwide sources of scientific, technical, engineering and related information, develop required policy statements, facilitate authorized access, and manage delivery of the information to NASA and its customer base.
STI Program Service Components

Exchange Partners

Domestic
- DTIC
- NTIS
- DOE
- GPO
- AF
- LC

Foreign
- Over 700 Organizations

NASA Translations
- NASDA (Japan)
- DIS (Australia)
- ICTAF (Israel)
- CISTI (Canada)

Technical Information Service

Reinvention Team

NASA Center
STI Operations
- ARC
- GSFC
- JPL
- JSC
- KSC
- LaRC
- LeRC
- MSFC
- SSC

NASA Center for AeroSpace Information
- ESA (Italy)
STI Program Customers

- NASA
- NASA Contractors
- Other Government Agencies
- Other Government Agency Contractors
- Academia (K-12 & Universities)
- International Partners
- Public (Domestic & International)
Major Products / Services

- Scientific & Technical Aerospace Reports (STAR)
- International Aerospace Abstracts (IAA)
- NASA REsearch CONnection (RECON)
- Databases (RECON, DIALOG, ESA / IRS)
- Special Bibliographies
- Document/Video Delivery
- NASA Thesaurus
- Reference Service
- NASA Library Catalog (ARIN)
- Publications/Printing Management
- Standards/Policy
Types of Material Collected

- Journal Articles
- Reports
- Conferences
- Books
- Theses
- Reprints
- Translations
- Patents