

TABLE OF CONTENTS

	PAGE
Schedule of Hours	1
LRC Staff Directory	2
NETC Map	3
LRC Floor Plan - Main Floor	4
LRC Floor Plan - Second Floor	5
Introduction	7
Selection Policy	9
Class Orientations	11
Magazines	12
Interest Profiles	12
Magazine Routing	12
Periodical Index	14
Subject Files	14
Bibliographies	15
Circulation/Loan Periods	16
Reserve Collections	17
Interlibrary Loan	19
Reference Service	20
Emergency Management Information Center	21
Typewriters and Audiovisual Equipment	22
Photocopying	22
Card Catalog	23
Online Searching	29

National Emergency Training Center
Learning Resource Center

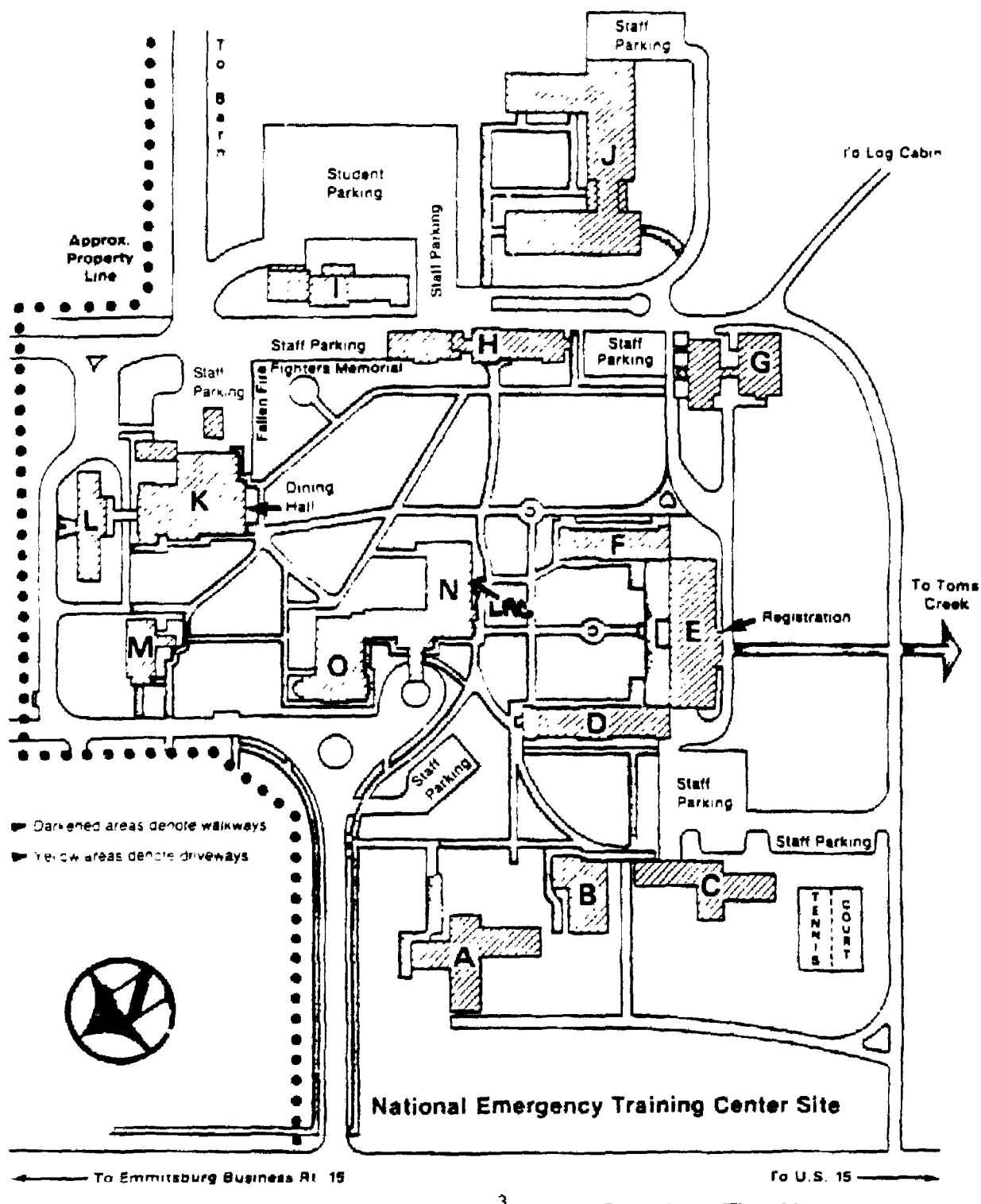
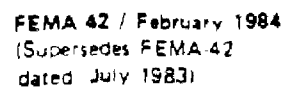
Schedule of Hours

Monday - Thursday	8:30 AM - 9:00 PM
Friday	8:30 AM - 5:00 PM
Saturday	12:00 PM - 4:00 PM
	or
	4:00 PM - 8:00 PM
Sunday	12:00 PM - 4:00 PM

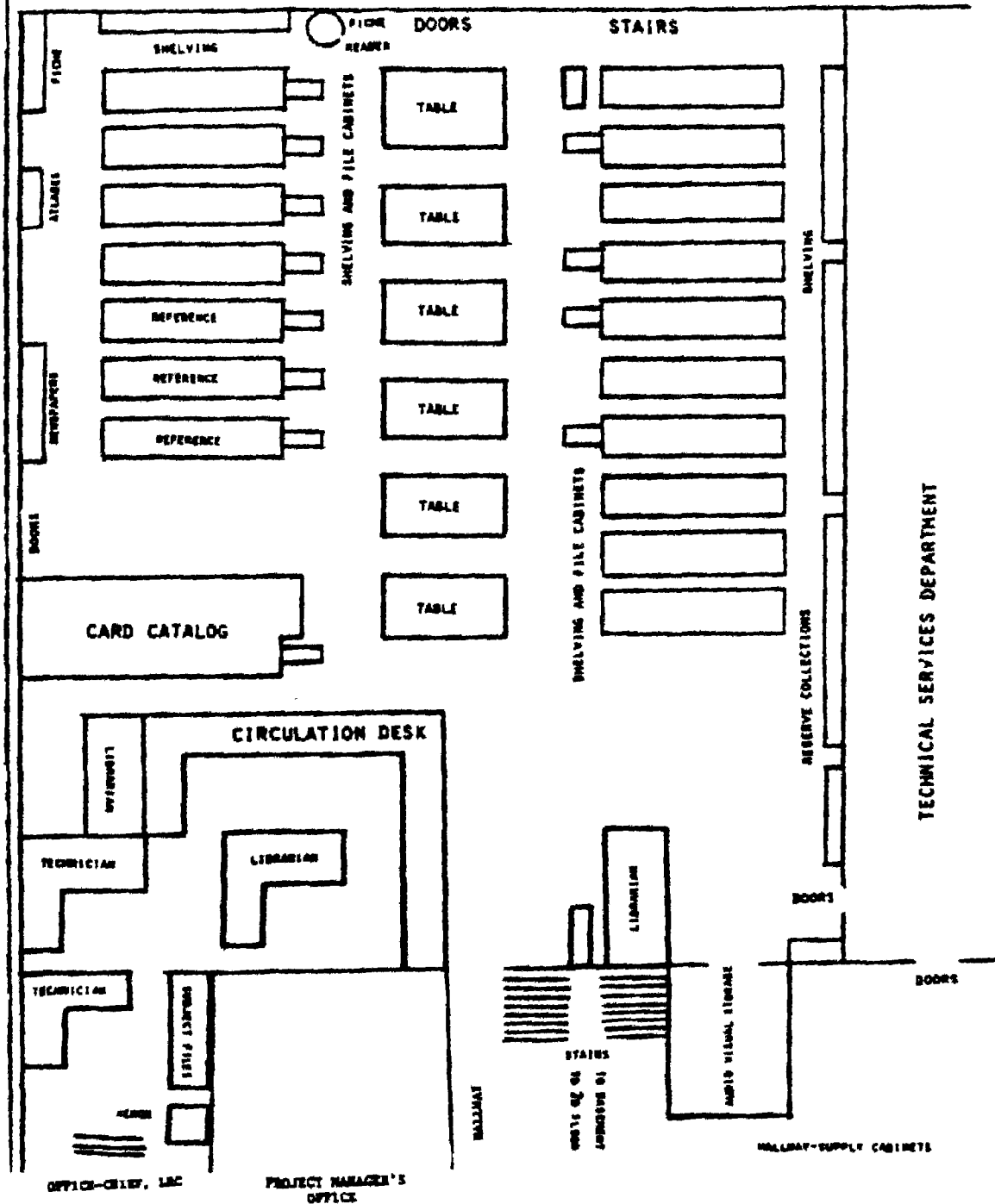
All LRC patrons are advised to check in advance weekend and holiday schedule of hours. The schedule changes during these periods. All changes are posted at the LRC entrance and can also be confirmed over the phone.

National Emergency Training Center
Learning Resource Center
Staff Directory

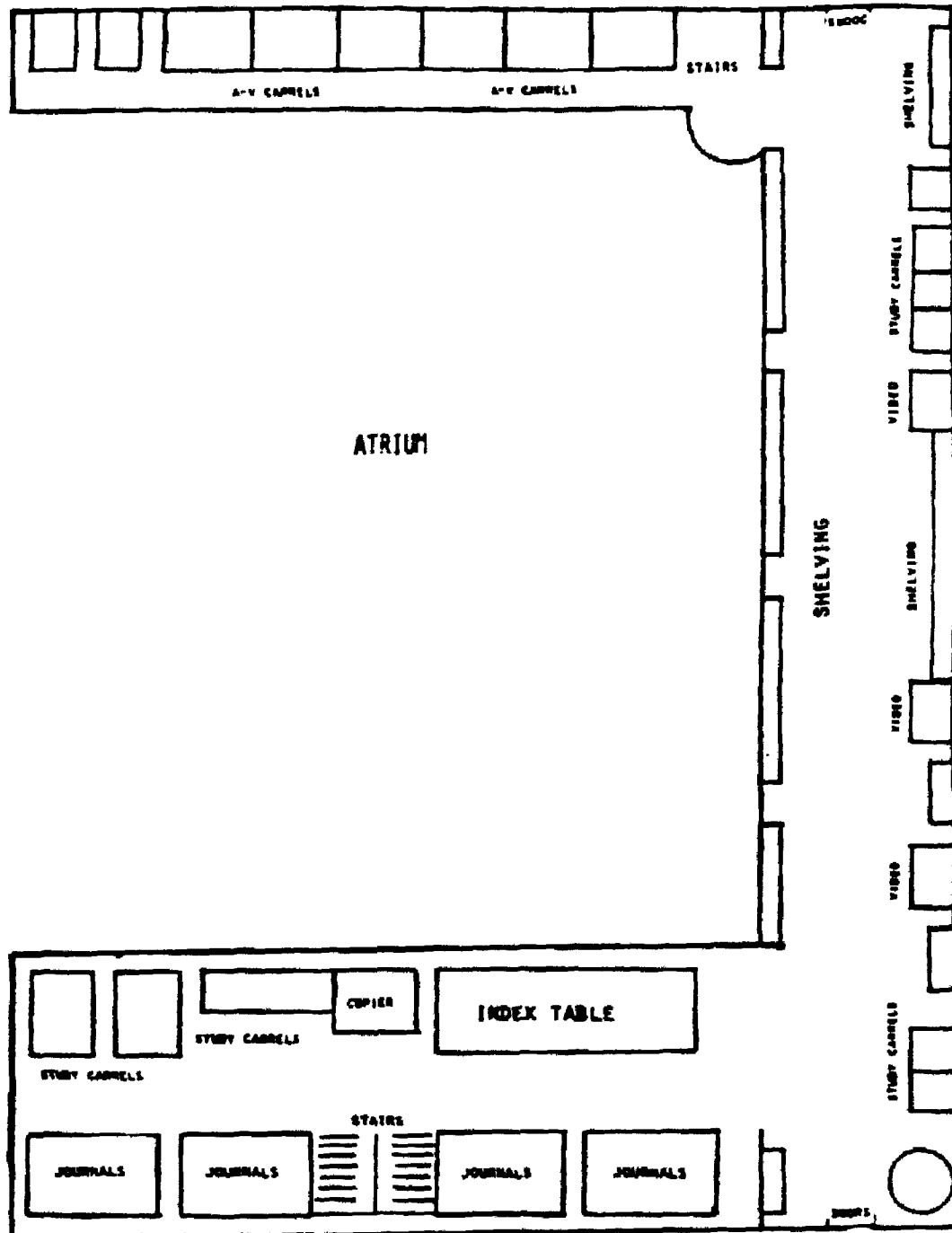
Adele M. Chiesa Chief, Learning Resource Center	447-1030
Lynn Harpool Project Manager/Librarian	447-1030
Mary Ryan Librarian	447-1033
Rebecca Harris Librarian	447-1295
Sally Swan Librarian	447-1243
Susann Posey Librarian	447-1011
Lori Riffle Acquisitions Library Technician	447-1032
Betty Eyler EMIC Library Technician	447-1059
Phyllis Brode Cataloging Library Technician	447-1280
Mary Spila Serials Library Technician	447-1354
Mary Hilton Library Aid	447-1032
Susan Roach Library Aid	447-1032
Georgia Hahn Library Aid	447-1032
Jean Staufenberg Library Aid	447-1032



LEARNING RESOURCE CENTER - MAIN FLOOR



LRC - SECOND FLOOR



INTRODUCTION

The National Emergency Training Center (NETC) is located at Emmitsburg, Maryland, on what was formerly the St. Joseph's College campus. The NETC Learning Resource Center (LRC) is housed in Building N, formerly Burlando Hall, built in 1870. NETC was officially dedicated in October 1979 and held its first classes in January 1980.

NETC is part of the Training and Fire Programs Directorate (TFPD) within the Federal Emergency Management Agency (FEMA), its parent organization. TFPD also includes the National Fire Academy (NFA) and the Emergency Management Institute (EMI). The United States Fire Administration is also located at NETC and, along with other TFPD divisions, forms the principal group of on-campus users. The LRC is part of the Office of Management and Administration (M&A).

The NETC LRC's current collection is the result of the integration of three libraries -- the EMI Library, formerly the Staff College Library in Battle Creek, MI; the USFA Library, formerly the National Fire Reference Service Collection in Washington, DC; and the NFA Library also once located in Washington, DC. The integration of these three libraries has occurred over the last three years and, to a certain degree, is still taking place in terms of establishing consistency and accuracy in the LRC's card catalog.

The mission of the NETC LRC is to support the NETC curriculum with professional and exemplary library service. By providing this library service the LRC contributes to the accomplishment of NETC's overall mission of advancing the professionalism of the nation's emergency managers. A NETC student's success in achieving instructional objectives is heavily dependent on access to materials and information.

The NETC LRC strives to meet the information needs of its faculty and students. The LRC plays a vital part in instructional delivery and operates with the following purposes in mind:

1. The LRC exists to facilitate and improve learning. Through its collection of emergency management related materials, the LRC provides students with a wide choice of resources to facilitate their learning.

2. The LRC is an integral part of instruction. NETC students are provided, through the LRC, an option to regular classroom instruction. Materials are supplied to students that not only assist them in completing course assignments, but that also allow them to research, in greater depth, subjects in their appropriate sequence of courses.

3. The LRC, as an instructional support mechanism, provides a variety of services:

- a. Assists in the instructional development process by designing and proposing course assignments and activities.

b. Provides the timely acquisition, cataloging and processing of library materials and ensures accurate and easy bibliographic access to all LRC collections.

c. Provides a full range of user services, including quick, accurate reference service, current awareness services, circulation of library materials, orientations, on-line bibliographic support, inter-library loan and indexing.

d. Encourages resource-sharing within the emergency management information community. As the premier collection in the nation on emergency management, the LRC assumes, even on a limited basis, the role of a national library. If the internal needs of NETC are met, then the coordination of LRC resources and services with other institutions is critical to the advancement of the emergency management profession. In other words, following NETC students back to their local jurisdictions with some degree of library service is part of this professionalization.

This library service includes access to a cataloged collection of over 30,000 titles in books, research reports, bound journals, and audio-visual materials and to information services which range from the establishment and maintenance of special information clearinghouses to Selective Dissemination of Information acquired through the resources of other information organizations with activities and concerns relevant to the NETC mission.

SELECTION POLICY

The mission of the NETC LRC is to aid in fulfilling the purpose and objectives of the National Emergency Training Center. The LRC is charged specifically with the responsibility of serving the reading, reference, and research needs of NETC's faculty, staff, and students. The Selection Policy directly supports and builds a collection containing those materials which best serve the objectives of that clientele, both now and in the future. With due regard to the availability of resources through consortia, interlibrary loan, and other emergency management information services, the LRC aims to develop, in all appropriate fields, a collection of the highest degree of excellence, both qualitative and quantitative.

For financial reasons, meeting fully the aim described above, may not always be possible. Therefore, the LRC will observe the following general guidelines in developing its collection:

- a. When lack of funds limit acquisitions, current publications of lasting and scholarly value will be given priority over older and out-of-print materials.
- b. Publications in the English language will be given priority over non-English language publications.
- c. Materials will be acquired in suitable copy (e.g. microforms) if originals are not available or are too expensive.
- d. If the LRC holds materials in microform, hard-copy will not be purchased unless sufficient cause is shown.
- e. Multiple copies will be purchased only on justification of expected heavy and continuous use.
- f. The LRC will not purchase extensive in-depth materials for specific projects or topics pertinent only to an individual staff member or student when that topic is irrelevant to or beyond the level of the NETC curriculum.
- g. Staff members, faculty or students who require materials in-depth in areas which are not collected will be encouraged to utilize the LRC's borrowing services (ILL) or make use of the resources available at other institutions near NETC or in the student's local jurisdiction.
- h. The purchase of research materials solely for individual faculty and staff use will be subordinate to the adequate fulfillment of acquiring resources for NETC programs.

Purchasing Authority

Any member of the NETC staff or faculty may recommend materials for purchase and inclusion in the LRC collection. They may recommend specific titles and

quantities. When multiple copies are requested, program justification should accompany the recommendation -- i.e. what course or program will be supported by the materials. Any items that are purchased, however, must be approved by the Chief, Learning Resource Center, who will determine the availability of funds and proceed with the appropriate action to acquire the materials.

All materials purchased with NETC LRC funds are circulated through and housed in the LRC. Although certain materials may be purchased specifically for a particular program, while that program is not using the material, other activities/courses/programs may use the materials in question. Any program wishing to be the sole user of any materials (books, films, etc.) must purchase these items from its own funding. The LRC accepts responsibility for the scheduling and usage of all materials purchased with LRC funds.

If you request a specific title for purchase, the LRC will notify you when it arrives. The material will be kept on reserve for you at the circulation desk where it can be signed out.

CLASS ORIENTATIONS

All classes are encouraged to schedule an orientation of LRC collections and services. The LRC Librarians will conduct orientations, in the LRC, for either NFA or EMI classes, upon the request of the course instructor. Orientations should be scheduled in advance.

Orientations cover, at a minimum, the following:

- o Hours of operation;
- o Location of materials/equipment;
- o Use of card catalog;
- o Circulation policies;
- o Photocopying;
- o Information request services and Emergency Management Information Center; and
- o Special collections, if relevant.

If you would like the orientation to emphasize or highlight something of particular interest to your students, please mention this when calling to schedule your orientation. The LRC will make every effort to "customize" its presentation to your class.

MAGAZINES

Most magazines are shelved alphabetically by title on the second floor of the LRC. There are several services that are related to or based upon the LRC's magazine collection:

- o Interest Profiles - NETC staff only
- o Magazine Routing - NETC staff only
- o Periodical Index
- o Subject Files

Interest Profiles

Interest Profiles is a service provided by the LRC which is available to permanent, on-site NETC staff members.

This service consists of a continuously-compiled bibliography on any subject selected by the staff member. It is NOT an article delivery service; only bibliographic citations are listed. Neither is it a retrospective bibliography; only current articles from incoming periodicals are searched. The purpose of the Interest Profile is to alert staff members to new material on a given subject.

An Interest Profile Request Form (see next page) is routed with a cover letter twice a year (usually in August/September and January/February), explaining the service and giving instructions for applying. Information on Interest Profiles is also sent to new NETC staff members when they arrive on campus. A staff member can change their topic or establish a new profile at any time.

Once the Interest Profile Request Form is received, Lynn Harpool organizes the subject matter and is responsible for selecting the articles to be included in the monthly bibliographies. She scans all incoming periodicals and journals (newspapers are not included) for selection.

Monthly you will automatically receive a print-out of all the articles, if any, that have been added to your profile. If you wish a print-out of all articles in your profile, simply call Lynn Harpool, X1030, and she will print all records in your file.

Magazine Routing -

The LRC receives approximately 200 magazine subscriptions, any which may be routed to NETC full-time staff. If you wish any particular journal routed to you simply call Donna Fogarty at X1243 and she will add you to the routing list. A list of our magazines is kept at the circulation desk or Mrs. Fogarty can verify if the LRC subscribes to a title when you call.

INTEREST PROFILE REQUEST FORM

(Please print or type)

DATE: _____

NAME: _____

OFFICE LOCATION: _____

TELEPHONE: _____

SUBJECT (Please define and explain your topic of interest. BE SPECIFIC):

Return completed form to Lynn Harpool at the LRC. If you have any questions,
call ext. 1032.

Periodical Index

When Fire Technology Abstracts ceased publication, it became apparent that the NETC staff and students would need to find an alternate means to access the available articles in the subject-specific literature received in the LRC. Fire Technology Abstracts was not a definitive source of all necessary periodicals utilized in the LRC. However, its use, combined with commercial H. W. Wilson Co. indexes and photocopies of yearly indexes printed in individual journals, did provide a varied (though usually cumbersome and time-consuming) method of accessing periodical literature.

The LRC has developed an in-house index to make current information available from major journals relevant to NETC's mission. NETC staff members may recommend journals and magazines to be indexed by calling Adele Chiesa, X1030. Approximately 100 emergency management and fire related periodicals are indexed.

In the LRC, copies of the index are kept on the second floor balcony near the current magazines. Periodic accumulations are distributed to all offices. If you would like to receive your own desk copy, please call Adele Chiesa, X1030.

Subject Files

The Subject Files are an essential tool for providing easy access to uncataloged materials which are not shelved with the permanent collection. The types of materials placed in the Subject Files collection include pamphlets, clippings, brochures, photocopies of journal articles, advertisements, pictures, bibliographies, and other ephemeral items. Generally, Subject File materials are maintained on current topics or on topics for which information requests are continually received or anticipated.

A master list of topic headings is maintained by Lynn Harpool. Suggestions for new headings, deletions, or other changes should go directly to her. A "Subject File Headings" list is updated or revised and printed quarterly: January, April, July, and October. Two copies are spiral-bound and kept at the Circulation Desk for public use. If you wish to look at a File, use this list and request the File by heading. It will be retrieved for you. These files are not circulated and must be used in the LRC only.

BIBLIOGRAPHIES

Simply by calling the LRC, any full-time member of the NETC staff may request a bibliography on any subject. However, bibliographies may also be prepared in response to an information request; in support of curriculum development; to assist LRC staff in compilation of subject file material, etc.

Bibliographies may be limited by material type (e.g., books, periodical articles, audio-visuals, etc.); they may be limited to materials owned by the LRC, or may include a more comprehensive listing of available documents. Bibliographies may be put together by consulting LRC catalogs and indexes or may be computer-generated by using the DIALOG or BRS systems.

Bibliographies which the LRC compiles on subjects of continuing interest will be periodically updated. Stock is maintained and disseminated as needed. Some bibliographies may be of more limited use and not retained.

CIRCULATION/
LOAN PERIODS

Loans are extended in accordance with the following chart.

	BOOKS/RESEARCH REPORTS	AUDIO- VISUALS	EMIC CASE STUDIES	VIDEO CASSETTES
FEMA STAFF	1 MONTH	1 MONTH*	COB SAME DAY	COB SAME DAY
NETC STAFF	1 MONTH	1 MONTH*	COB SAME DAY	COB SAME DAY
NFA/EMI FACULTY	1 MONTH	1 MONTH*	COB SAME DAY	COB SAME DAY
NFA/EMI ADJUNCT FACULTY	LENGTH OF STAY MINUS 1 DAY	LENGTH OF COURSE MINUS 1 DAY	COB SAME DAY	COB SAME DAY
STUDENTS	LENGTH OF COURSE MINUS 1 DAY	LENGTH OF COURSE MINUS 1 DAY	INELIGIBLE	INELIGIBLE
ON-CAMPUS CONTRACTORS	1 MONTH	1 MONTH	COB SAME DAY	COB SAME DAY
OUTSIDE CONSULTANTS/ CONTRACTORS	1 MONTH	INELIGIBLE	INELIGIBLE	INELIGIBLE
ILL	1 MONTH	INELIGIBLE	INELIGIBLE	INELIGIBLE

All materials must be signed out in person at the circulation desk by the borrower in the LRC. IF materials are not returned by the specified due date, all LRC privileges will be suspended.

RESERVE COLLECTIONS

Reserve Collections may be defined as those collections compiled for special groups of specific functions. Current reserve collections include:

- o Reference Collection: a collection of books designated as reference/non-circulating. These materials are for in-library use only.

- o Management Reserve: a collection of print materials primarily for the use of Fire Executive Development III students. When this class is in session an overnight loan only will be extended to patrons other than Fire Executive Development III students. At all other times loan of materials will conform with normal print material loan periods.

- o Desk Reserve - a collection of print materials located at the Circulation Desk. These materials are primarily for the use of the LRC staff. Others will be limited to in-library use.

- o Course Reserves - NETC permanent faculty may request that specific materials be purchased and placed on reserve for students enrolled in specific courses. Faculty may also request that periodical articles be placed on reserve status. Current course reserves include:

- Information Management - Approximately 18 titles have been placed on reserve for students in the Information Management Course. These books are for in-library use only and the reserve books card must be used.

- Management of Fire Prevention Programs - Three books (Megatrends, In Search of Excellence, International Concepts in Fire Prevention) may be checked out for the length of the course; reserve readings must be used in the LRC. Additional copies are located in the circulating collection for other patrons.

- Fire Prevention Specialist I - The Beverly Hills Supper Club Fire - copies are on reserve for FPSI students. May be checked out for length of the course. Additional copies are located in the circulation collection for other patrons.

- Use of Microcomputers for Fire Service Management - 3 books (Improving Leadership Effectiveness; An Introduction to Microcomputers; and So You Think You Need Your Own Business Computer, may be checked out for in-library use only by students in this course.

- o Emergency Management Information Center - a special collection of case studies available for in-library use only.

- o Course Instructor Guides for both EMI and NFA Resident and Field Programs are shelved, in call number order, in the basement. Only permanent NETC faculty and staff may have access to these materials.

o Student Manuals for both EMI and NFA Resident and Field Programs are shelved in call number order in the basement. All patrons have access to student manuals. Students may not examine or borrow instructor guides.

INTERLIBRARY LOAN

Interlibrary loan (ILL) is a process which involves the lending of materials from one library to another. Consequently, the NETC library may act as a borrowing and/or a lending library.

Interlibrary loan basically provides you with a service that can acquire materials that the LRC does not own. These materials may be out-of-print so they cannot be purchased for a permanent retention. They may be materials that you will use only once so purchasing them is impracticable. Whatever the reason, if the LRC does not own something, chances are someone else does and we can borrow it.

Although the LRC can try to acquire something on ILL for NETC students, in most cases their stays on campus are too short and materials would arrive after their departures. However, if a local library has the needed material, the LRC can acquire it before the student leaves NETC.

REFERENCE SERVICE

Reference service (or public service) is the most visible of all LRC functions. Questions from the public may be directional in nature or may require comprehensive research on the part of a professional Librarian.

In-house Requests

Students, staff, faculty, and visitors may use the LRC at any time and request information or assistance. Requests may be handled immediately by instructing the user, advising the user, or leading the user, to appropriate resources or tools. Conversely, requests may need to be handled at a later time by a Librarian who may conduct research, pull materials, prepare a bibliography, order materials, or put the user in touch with other resources.

Telephone/Mail Requests

Requests for information may be received through the mail or via the telephone. The LRC will accept requests from the general public as well as practitioners in emergency services fields. A toll-free telephone line, (800) 638-1821, is maintained in the LRC for receiving information requests outside the State of Maryland. Those residing within Maryland must use (301) 447-1030/1032 to access the LRC.

Information requests are filled within 5-7 working days. Information is gathered from LRC collections, and photocopies of relevant items are made. Collections to be searched are: subject files, books, research reports, student research papers, and periodical indexes. If an answer can be transmitted by phone, the requester will be called. In some cases it will be appropriate to refer the requester to another source. Some examples are: associations, Federal, State, or local agencies, specific fire departments, or individuals with experience or expertise relevant to the request. When unable to locate information within the LRC, the Librarian may call upon NETC faculty or staff for assistance. Every effort is made to provide a response to each and every request. A Librarian may choose to conduct an online bibliographic search in response to an information request. Online searches are conducted for faculty and staff upon request or, in some instances, with the approval of the Chief, LRC. However, online searching is used as a last resort when responding to information requests because of the expenses incurred.

EMERGENCY MANAGEMENT INFORMATION CENTER (EMIC)

Background and History

The Emergency Management Information Center (EMIC) was established in January 1984 as the result of a feasibility study conducted for the LRC. This study outlined the recommendations for EMIC development and operations.

An initial thirty case studies were developed and readied for distribution in October 1984.

Identification and Selection

Case study selection is based upon the availability of print and non-print materials as well as the relevance of the materials to the current interests of the emergency management community. Current circulation statistics from the active case list are one of the criteria used in determining the current areas of interest in emergency management training efforts. Identification of disasters/incidents is accomplished by maintaining contact with a network of emergency management professionals and through regular scanning of newspapers, journals, magazines, and newsletters.

Circulation

Case studies can be borrowed on campus by faculty only. Videocassette players and slide/tape projectors are available in the LRC for viewing the audio-visual components of case studies.

Scheduling and dissemination of case studies to off-campus users begins upon the receipt of official written requests by Cindy Dern, EMIC Technician, and with the approval of Patricia Kuhns, EMIC Librarian. Loans for case studies are scheduled on an as-available, as-received basis except when specific use dates are requested. The loan period is two weeks.

TYPEWRITERS AND AUDIOVISUAL EQUIPMENT

There are several typewriters available for student use on the first and second floors of the LRC. Audiovisual equipment is also available on the second floor of the LRC for viewing slides, audiocassettes and videocassettes (1/2" VHS, 3/4" U-matic). A thermofax machine for making transparencies can be used by students requiring them for class presentations and assignments. This is located on the first floor.

All of this equipment is available only during the LRC's hours of operation. None of this equipment can be borrowed.

PHOTOCOPYING

A photocopy machine for patron use is available on the second floor of the LRC. Patrons must sign the Photocopy Log Book in order to receive the passkey which will activate the machine. Students are limited to 25 pages of photocopying per course. This limitation will prevent any one person from monopolizing the photocopier and causing delays for others.

CARD CATALOG

The card catalog supplies you with author, title and subject access to the book, research report and audiovisual collection in the National Emergency Training Center (NETC) Learning Resource Center (LRC). Like any other research tool the more you use it the more adept you will become at finding the information you need as easily and quickly as possible.

First of all, the reason there are so many cards is that there are over 30,000 titles in the LRC. Each title on the average has seven cards with each card providing a different means of access to a book, a report, a slide program, a video, etc.

A catalog card tells you what's in a book, what's recorded on a film or portrayed in a slide program. It tells you about content. However, the card also tells you what "it" looks like -- how many pages a book has; how many minutes long a film is; is it 16mm or 8mm; is the video in color or black and white; if the report is printed in "hard copy" or on microfiche. A catalog card, in other words, totally describes an item inside and out.

The most important and most practical piece of information found on a catalog card is the "call number" -- where the book is located in the LRC. The LRC uses a system called the Library of Congress (LC) Classification System. Your public library probably uses the Dewey Decimal System which is totally numeric. The LC system is alphanumeric -- it combines letters and numbers to assign a book a location. The scheme groups things in the same broad subject area together on the shelf. So if you prefer, you can browse through "a letter" and find things that are in the same general field. As an example, most fire department material falls in the "TH" section of the LRC. Most management-related texts are in the "H" section. There are exceptions, however, so browsing is not fool-proof and it is extremely time-consuming. Use the card catalog. It is easier.

We did something different from the LC system with technical reports. Since most of them are emergency management-related they would all pretty much have the same call numbers. In other words, they would all get shelved at the same location on the shelf. There isn't room for all of them at the same address so we simply number our reports consecutively as they come in and, consequently, they are also shelved in consecutive number order. There are over 10,000 technical reports in the LRC and they all cover various aspects of emergency management natural hazards, civil defense, fire, etc.

If you're trying to locate a book or film or anything and you already have an author or a title, you are well ahead of the game. This kind of search is the easiest to execute because two whole sections of the card catalog are devoted to authors and titles. Your search is specific and you really already know what you are looking for. The LRC either owns it or it doesn't. It's either checked out or it's on the shelf.

Remember that authors aren't always people. Authors are also companies, associations, government agencies, fire departments, schools, etc. Any group can collectively author a work and a person's name may never be mentioned as being partially or totally responsible for its content. As an example, the National Fire Protection Association is the author of the Fire Protection Handbook. If you look in the author section of the card catalog, you won't find an entry under "NFPA" for the handbook. NFPA is spelled out as are most organizations. Don't look under the acronym (the letters). In most cases, you'll be unsuccessful. In the card catalog author cards are filed alphabetically by the person's last name or by the first word in the name of an organization.

When looking for a specific title, ignore the articles "a", "an", "the", if any of them are the first words in the title. Don't ignore them when they are in any other part of the title. Titles, like authors, can be frustrating to find if you don't know the exact spelling of the author's name or the exact words in the title. When catalog cards are produced, they correspond exactly with the letters, words, phrases, etc. found on the title page of the item being cataloged. So, if you always call the Fire Protection Handbook, "The Handbook", and look in the title section of the card catalog under "Handbook" you are not going to find it. It's in the card catalog under its correct title, Fire Protection Handbook -- in the F's not H's.

Most of you will search the card catalog by subject. On top of the card catalog are two books -- the NETC Thesaurus and the Library of Congress Subject Headings. Use these tools to find out the subject you must look under for information on your topic.

* * * * *

IF YOU CAN'T FIND THE INFORMATION YOU NEED, ASK FOR HELP!!!!

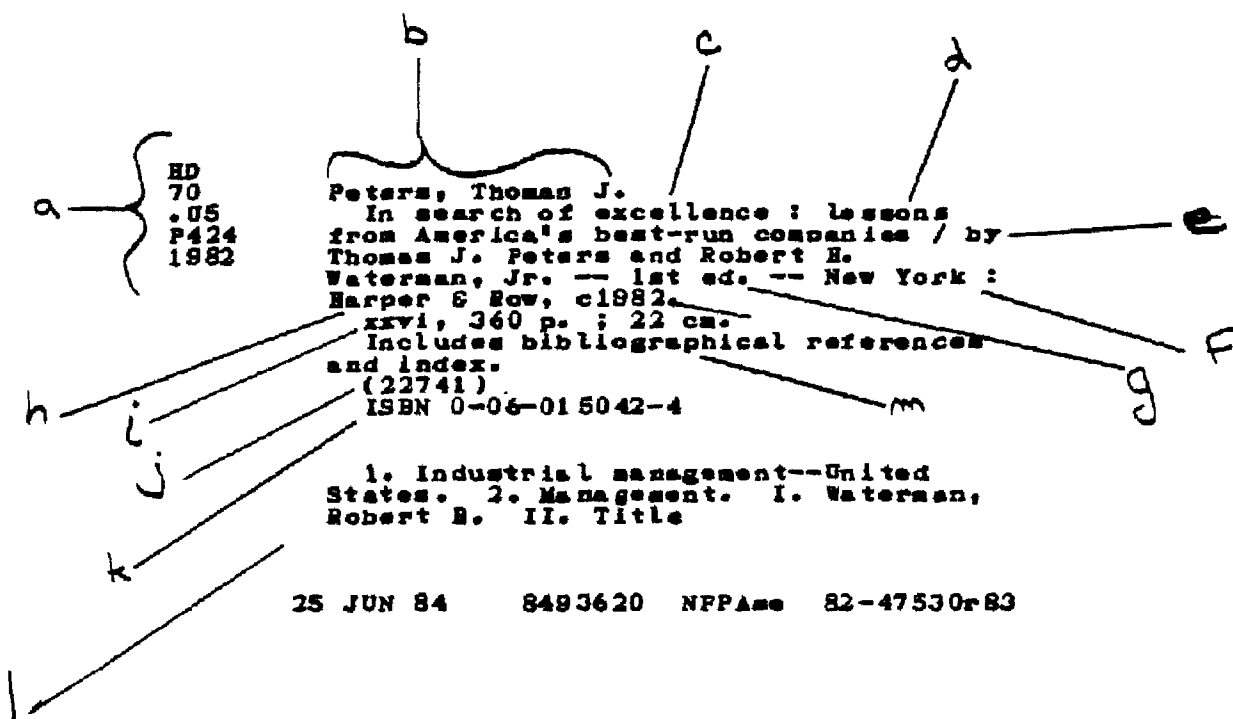
* * * * *

There is a separate card catalog section for audiovisual materials. Like the section for books and research reports, audiovisuals are accessed by title, author and subject. Most books and research reports you can pull "off the shelf" by yourself. IF you would like to examine an audiovisual program, someone must get it for you. Ask at the circulation desk.

Sample catalog cards follow that illustrate typical entries for an item.

AUTHOR CARD

BOOK



- a) call number
- b) author
- c) title
- d) subtitle
- e) author statement - includes all authors
- f) place of publication
- g) edition statement
- h) publisher
- i) collation - physical description of the item
- j) NETC accession number
- k) International Standard Book Number
- l) "tracings" - subject headings used for that title;
other entries or cards made on the item
- m) notes - other information on the item

SUBJECT CARD
BOOK

MANAGEMENT.

BD
70
.U5
P424
1982

Peters, Thomas J.
In search of excellence : lessons
from America's best-run companies / by
Thomas J. Peters and Robert H.
Waterman, Jr. -- 1st ed. -- New York :
Harper & Row, c1982.
xxvi, 360 p. : 22 cm.
Includes bibliographical references
and index.
(22741)
ISBN 0-06-015042-4

1. Industrial management--United
States. 2. Management. I. Waterman,
Robert H. II. Title

25 JUN 84 8493620 NFDAsc 82-47530r83

INDUSTRIAL MANAGEMENT--UNITED STATES.

BD
70
.U5
P424
1982

Peters, Thomas J.
In search of excellence : lessons
from America's best-run companies / by
Thomas J. Peters and Robert H.
Waterman, Jr. -- 1st ed. -- New York :
Harper & Row, c1982.
xxvi, 360 p. : 22 cm.
Includes bibliographical references
and index.
(22741)
ISBN 0-06-015042-4

1. Industrial management--United
States. 2. Management. I. Waterman,
Robert H. II. Title

25 JUN 84 8493620 NFDAsc 82-47530r83

JOINT AUTHOR CARD
BOOK

Waterman, Robert H.

HD
70
.05
P424
1882

Peters, Thomas J.
In search of excellence : lessons
from America's best-run companies / by
Thomas J. Peters and Robert H.
Waterman, Jr. -- 1st ed. -- New York :
Harper & Row, c1982.
xxvi, 360 p. ; 22 cm.
Includes bibliographical references
and index.
(22741)
ISBN 0-06-015042-4

1. Industrial management--United
States. 2. Management. I. Waterman,
Robert H. II. Title

25 JUN 84 8483620 NFPAat 82-47530r83

TITLE CARD
BOOK

In search of excellence

HD
70
.05
P424
1982

Peters, Thomas J.
In search of excellence : lessons
from America's best-run companies / by
Thomas J. Peters and Robert H.
Waterman, Jr. -- 1st ed. -- New York :
Harper & Row, c1982.
xxvi, 360 p. : 22 cm.
Includes bibliographical references
and index.
(22741)
ISBN 0-06-015042-4

1. Industrial management--United
States. 2. Management. I. Waterman,
Robert H. II. Title

25 JUN 84 8483620 NFPaat 82-47530r83

ONLINE SEARCHING

The LRC subscribes to DIALOG Information Retrieval Service. This service supplies the LRC with access to over 300 databases in almost as many subject areas. The LRC staff uses DIALOG to automate its reference service to you. It often assists us in answering simple questions as well as in compiling complex and comprehensive bibliographies.

On-site, full-time NETC and contractor staff can request an on-line search anytime, on any subject related to FEMA/NETC programs, projects or activities. In most cases, in response to simple questions, an on-line search can be performed immediately upon request. Complex searches must, however, be clearly defined and this takes more time and more consultation with the patron.

Instead of doing a single search on a topic you can also establish an SDI (selective dissemination of information) search on a subject that is of continual interest to you. SDI allows us to create and keep an on-line search for you that is automatically printed with each update to a database. A description of DIALOG's SDI service is attached. Remember when reading this information that the LRC will set up the search for you. We also have more extensive descriptions of the databases available in the LRC. Whenever the SDI or "stored" search produces any "hits", you will receive a print-out of those "hits" or citations.

I encourage any of you requesting a search -- either an SDI or a single search -- to make your subject area as specific as possible. Establishing an SDI on "public administration," as an example, will probably produce more citations than we could afford to print and more than you would have time to read.

The LRC staff would be happy to answer any questions you may have on DIALOG. If you would like to have a search done or an SDI set up, please call the LRC.



INFORMATION RETRIEVAL SERVICE
3460 Hillview Avenue / Palo Alto, CA 94304
800-3-DIALOG TELEX 334499

TECHNICAL NOTES

TN 1

SDI SERVICE

The DIALOG Information Retrieval Service currently offers an automatic Selective Dissemination of Information (SDI) service on 68 DIALOG Service databases. The SDI capability allows the DIALOG user to have a search automatically run on a continuing basis. The user establishes an SDI simply by entering the profile desired online (i.e., the search logic), which is then stored in the DIALOG computer system. Files are updated every two months, monthly, twice a month, every two weeks, or weekly as noted in the table on page TN1-2, and each time the appropriate file is updated, the stored search is run against the new items. Search results are immediately mailed to the user. For this service, the searcher pays only a small fee.

ADVANTAGES OF AUTOMATIC SDI SERVICES

The SDI service offers DIALOG customers a convenient and economical way to keep up-to-date and, because of the interactive nature of DIALOG searching, provides the following advantages:

- Once an SDI profile has been entered and stored, you need do no more than open your mail after each update for your printouts.
- SDI profiles can be entered, modified, stored, and cancelled at any time.
- The same profile, if designed to search across files, can be entered as an SDI on more than one file without re-keying.
- Previous Search-Save strategies can easily be converted to automatic SDI operation.
- An estimate of the number of hits expected can easily be noted to avoid too narrow or too broad a definition of the subject.
- In entering a profile online, you may automatically generate a complete retrospective search of the subject area.
- SDIs are available for as long as you need them; they can be cancelled at any time when no longer needed.

COMMON USES OF SDI SERVICES

SDI services are used to meet the needs of researchers, marketing personnel, teachers, and editorial staffs in all types of institutions. Some of the more common uses are:

- To keep up-to-date on activities in a particular subject area.
- To monitor items about specific companies, people, or associations.
- To check for information and/or patents on specific products.
- To monitor publications by specified authors (or publications which cite the works of specified authors).

(Revised March 1987) TN1-1

SDI SERVICE

DIALOG FILES WITH AUTOMATIC SDI CAPABILITY

Database	Update Frequency
ABI INFORM* (File 15)	Monthly
AEROSPACE DATABASE (File 108)	Twice a month
AGRI-BUSINESS U.S.A.* (File 581)	Every two weeks
AGRICOLA (File 10)	Monthly
AMERICAN BANKER (File 625)	Weekly
ANALYTICAL ABSTRACTS (File 305)	Monthly
BIOS-BUSINESS* (File 285)	Monthly
BIOSIS PREVIEWS* (File 3)	Twice a month
THE BOND BUYER (File 626)	Weekly
BUSINESSWIRE (File 610)	Weekly
CANCERLIT (File 159)	Monthly
CA SEARCH (File 399)	Every two weeks
CAB ABSTRACTS (File 50)	Monthly
CHEMICAL BUSINESS NEWSBASE (File 319)	Weekly
CHEMICAL INDUSTRY NOTES (File 19)	Every two weeks
CLAIMS™/U.S. PATENT ABSTRACTS (File 125)	Weekly
COMMERCE BUSINESS DAILY (File 195)	Weekly
COMPENDEX* (File 8)	Monthly
COMPUTER DATABASE™ (File 275)	Every two weeks
CONFERENCE PAPERS INDEX (File 77)	Monthly
DISSERTATION ABSTRACTS ONLINE (File 35)	Monthly
DOE ENERGY (File 103)	Twice a month
EE ENGINEERING MEETINGS* (File 165)	Monthly
EMBASE (File 72)	Every two weeks
ENERGYLINE* (File 69)	Monthly
ENVIROLINE* (File 40)	Monthly
ERIC (File 1)	Monthly
FEDERAL REGISTER ABSTRACTS (File 136)	Weekly
FINIS FINANCIAL INDUSTRY INFORMATION SERVICE (File 268)	Twice a month
FOREIGN TRADE & ECON ABSTRACTS (File 90)	Monthly
FSTA (File 51)	Monthly
GEOREF (File 89)	Monthly
GPO MONTHLY CATALOG (File 66)	Monthly
HEALTH PLANNING & ADMINISTRATION (File 151)	Monthly
INSPEC (File 13)	Monthly
INTERNATIONAL PHARMACEUTICAL ABSTRACTS (File 74)	Monthly
INVESTEXT* (File 545)	Weekly
LC MARC (File 426)	Monthly
LEGAL RESOURCE INDEX™ (File 150)	Monthly
LIFE SCIENCES COLLECTION (File 76)	Monthly
LISA (File 61)	Every two months
MAGAZINE INDEX™ (File 47)	Monthly
MANAGEMENT CONTENTS* (File 75)	Monthly
McGRAW-HILL BUSINESS BACKGROUNDER (File 624)	Weekly
MEDLINE (File 154, 155)	Monthly
METADEX (File 32)	Monthly
MICROCOMPUTER INDEX™ (File 233)	Monthly
NATIONAL NEWSPAPER INDEX™ (File 111)	Monthly
NCJRS (File 21)	Irregular
NTIS (File 6)	Every two weeks
PAIS INTERNATIONAL (File 49)	Monthly
PHARMACEUTICAL NEWS INDEX (File 42)	Monthly
POLLUTION ABSTRACTS (File 41)	Every two months
PsycINFO (File 11)	Monthly
PTS AEROSPACE/DEFENSE MARKETS & TECHNOLOGY (File 80)	Weekly
PTS F & S INDEXES (File 18)	Monthly
PTS MARKETING AND ADVERTISING REFERENCE SERVICE (MARS) (File 570)	Weekly
PTS NEW PRODUCT ANNOUNCEMENTS (NPA) (File 621)	Weekly
PTS PROMT (File 16)	Weekly or Monthly
SCISEARCH* (File 34)	Every two weeks
SOCIAL SCISEARCH* (File 7)	Every two weeks
SOCIOLOGICAL ABSTRACTS (File 37)	Update
STANDARD & POOR'S NEWS (File 132)	Weekly
TRADE & INDUSTRY INDEX™ (File 148)	Monthly
TRADEMARKSCAN* (File 225)	Weekly
TRIS (File 63)	Monthly
WORLD PATENTS INDEX (File 350)	Monthly
WORLD PATENTS INDEX LATEST (File 351)	Weekly

The current fees for the SDI service are given in the DIALOG Price List and online using the command ?SDI