

EPA INFO ACCESS

Library Network Communications

THE IMPORTANCE AND BENEFITS OF NETWORKING

by Jonda Byrd, IMSD, Manager, National Library Network Program

When the Environmental Protection Agency was formed in December 1970, there were nearly 40 libraries serving Headquarters, the ten Regional Offices, and the Environmental Research Centers. Collections from the U.S. Public Health Service, the Federal Water Pollution Control Administration, and the Department of the Interior were combined to establish the Collections of the EPA Libraries. Those 40 libraries were consolidated to make the 28 libraries in the EPA Library Network, including those located at the Headquarters Office in Washington, ten Regional Offices, and specialized scientific laboratories located throughout the country. In addition to these libraries there are several information centers, such as the Water Resource Center, affiliated with the EPA Library Network.

IMPROVING ACCESS TO INFORMATION

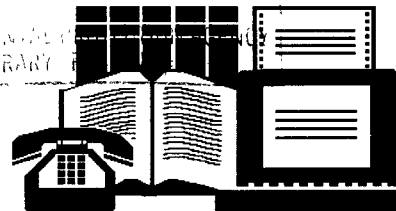
The goal set in 1971, to improve access to the library collection for the EPA staff and to expand the field of access to other users, has changed little. Our current goal is to improve access to information. In the early 70's, the

Agency recognized the need to share its resources among the EPA Libraries and develop automated systems. That was, and still is the backbone of the EPA Library Network. The ability to know what each library has in its collection is an invaluable resource. But we in the network know that this is only one of the benefits of the EPA Library Network. We also share knowledge in subject areas, expertise in technology, lessons learned during the implementation of systems and services, and program successes. We effectively communicate within the network through monthly teleconferences, the bimonthly *INFO ACCESS* bulletin, and through E-mail distribution lists. In addition, the libraries call on other network libraries daily to obtain reference and research assistance.

NETWORKING WITH OTHER FEDERAL AGENCY LIBRARIES

Since the EPA Library Network was established in 1971, the EPA Libraries have also established partnerships with regional, state, and local libraries. In 1992, EPA libraries shared an annual meeting with the NOAA Libraries.

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3 DAYS ONLY



Printed on Recycled Paper

GATEWAYS TO INFORMATION, APRIL 3-5, 1995

Staff from EPA's Information Management and Services Division are working with three "sister" agencies to plan the Gateways to Information library meeting in Denver. The purpose of this joint meeting is to

- Strengthen cooperation.
- Foster communication.
- Identify information sources.
- Determine common needs.
- Discuss topics of concern.

The agencies participating in the library meeting, the Environmental Protection Agency (USEPA), National Oceanic and Atmospheric Administration (NOAA), U.S. Geological Survey (USGS) and National Biological Service (NBS), all create and manage environmental data and information, along with information about similar fields of study.

The meeting organizers, Jonda Byrd from USEPA, Janice Beattie from NOAA, Judy Buys from NBS, and Barbara Wagner from the USGS, have tailored the agenda to meet the needs of library managers, librarians, and information specialists in all four agencies. Attendees will discuss a wide range of topics including networking, technical information, CD-ROM products, collection organization and sharing, in-house databases, and the Internet. Donald King, formerly of King Research and a renowned name in field of special libraries, was selected as the keynote speaker.

SPECIAL LIBRARIES:

INCREASING THE INFORMATION EDGE

Donald King is considered to be a pioneer in the development of

evaluation methods, measures and models. He has conducted several landmark studies that have helped the library and information community interpret information transfer systems and environments. On the second day of the meeting, April 4th, Mr. King will speak about the usefulness and value of special libraries. His presentation is based on 15 years of research in special library operations and services. This research reveals how library services contribute to users' productivity, quality of work, and other performance indicators. The results of his research illustrate that it *costs government agencies far more not to have libraries than to have them.*

MORE ABOUT THE AGENDA

The meeting will include several presentations selected for their pertinence to the special interests of the participating agencies. The first day of the meeting will begin with welcoming addresses from the meetings organizers. Following the welcome

statements, the attendees will hear about specific systems, projects, and applications:

- Using ProCite at the National Park Service, Diane Mallos Woods
- Full-text BASIS Plus Application, Bob Wooley, National Renewable Energy Lab
- Geographic Information Systems, John Kineman, National Geophysical Data Center.

Next there will be a panel discussion on public access to information, with representatives from the US Department of Agriculture (USDA), USEPA, and the National Biological Information Infrastructure (NBII) debating the issues and fielding questions from the group. In the afternoon, speakers from the USGS, NBS, NOAA and EPA will discuss agency home pages.

Donald King will start off the day on April 4th, the second day of the meeting. After his talk, Gladys Cotter, Assistant Director of Information Technology Services at the National

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INFO ACCESS

INFO ACCESS, a forum to provide information and report on progress in information management across the Agency, is produced by the Information Access Branch (IAB) of the Information Management and Services Division (IMSD), Washington, D.C., under the direction of Jonda Byrd, National Library Network Program Manager. Please send comments and suggestions to: Mary Hoffman (contractor), Network Coordinator, 1521 East Franklin Street, B300, Chapel Hill, NC 27514. Telephone: (919) 968-3849. Electronic mail: Hoffman.Mary.

RSKERL's SUBSURFACE REMEDIATION INFORMATION CENTER, RSKERL LIBRARY, ADA

The Subsurface Remediation Information Center (SRIC), housed within the Robert S. Kerr Environmental Research Laboratory Library, is a component of the Technical Support Center located at Kerr Lab in Ada, Oklahoma. The SRIC distributes highly specialized and technical information and publications developed by and through RSKERL relating to ground-water protection and remediation. The SRIC maintains a bibliography of citations with abstracts, and a repository of RSKERL publications for distribution to EPA, government, contractors, universities, environmental consultants and the public.

The SRIC also distributes information packets containing

information and publications on research completed by RSKERL. Packets are available on a variety of topics including: Bioremediation, Ground Water Sampling, Hydrogeology, Land Treatment, Low Flow Sampling, Nitrate, Pump and Treat Remediation, Soil Vacuum Extraction/Bioventing, Total Carbon Analysis and Underground Storage Tanks (UST).

Requests for information can be submitted to Kay Cooper (contractor) at the Subsurface Remediation Information Center, P.O. Box 1198, Ada, Oklahoma 74820. Kay can also be reached by phone at (405) 436-8651, by fax at (405) 436-8503, or by electronic mail at Cooper@ad3100.ada.epa.gov. ■

TIP OF THE HAT

Rebecca Kemp, Region 4 Information Management Branch, who has been the Project Officer for the Regional Library and several other records and information projects for several years, has accepted an Intergovernmental Personnel Agreement (IPA) assignment. She will be working on a geographic initiative called the Southern Appalachian Mountains Initiative (SAMI) with the air division for the next 2 years.

Rebecca asked us to share the following message with the network: "I have certainly enjoyed working with you all. I'm excited about new opportunities and challenges, but I will miss the people I've been working with all these years." And we will all miss Rebecca's participation in network teleconferences and meetings. We wish her luck in her new endeavor.

Wally (Walton) Jones, the Regional Public Access Coordinator, has taken over as the Project Officer of the Region 4 Library. Welcome to the network, Wally!

Gateways from page 2

Biological Service, will discuss federal scientific information and the virtual library. The concluding session that morning will be one in which the participants share information about frequently asked questions fielded by their agencies. Tuesday afternoon Carol Watts, Director of Library and Information Services at NOAA, will talk about global change data and information. Her presentation will be followed by sessions on collection development and document delivery in the electronic era. The last session of the day will cover integrated library

systems, and will feature several speakers from the participating agencies.

The third day of the meeting, April 5th, has been reserved as an agency day. In other words, the participants will meet in four separate groups to discuss agency-related issues and concerns. EPA's proposed agenda for the day features a long morning session on information sharing, at which the EPA librarians will be asked to talk about special projects, accomplishments, and plans in their libraries. Other sessions scheduled for

that day will cover agency LAN services, cooperative collective development, cataloging standards, and the Online Library System. We hope that many of you will be able to join us at the meeting! ■

A PROFILE OF THE LIBRARY OF THE NATIONAL ENFORCEMENT INVESTIGATIONS CENTER

by Dorothy Biggs, NEIC Library, Denver, Colorado

The following quotes provide the framework for understanding the NEIC Library. The first quote is from NEIC's Functional Statement, and the second quote is from the Vision Statement.

"The National Enforcement Investigations Center (NEIC)...serves as the principal source of expertise involving civil and criminal litigation support for complex investigations and other support having national and/or significant regional impact on EPA and State regulatory programs for air, water, toxics, pesticides, radiation, and solid wastes pollution control."

"The (NEIC) is a unique investigative organization responsive to EPA enforcement needs, providing new and innovative approaches for meeting Agency initiatives and priorities."

HISTORY AND ORGANIZATIONAL BACKGROUND

A short history will add substance to the framework: the NEIC Library was established in 1972, soon after the founding of the National Field Investigations Center (NFIC), as we were named until 1975. The NFIC was a field operations unit of the enforcement program of the Federal Water Quality Administration until transfer to EPA's Office of Enforcement in 1970. In July the NEIC will be consolidated with the Office of Criminal Enforcement of the reorganized Office of Enforcement and Compliance Assurance (OECA) to become what is tentatively called the Office of Criminal Enforcement/Forensic Services. NEIC will continue to provide forensic services to both civil and criminal enforcement.

NEIC is comprised of three divisions: Planning and Management, Operations, and Laboratory Services. Planning and Management, including the Information Management Branch, facilitates the work of the engineers, technicians and scientists who gather evidence in field operations and the

sophisticated team of chemists who provide analytical support, often developing new techniques for unusual problems.

ENVIRONMENTAL ENFORCEMENT INFORMATION

The need for current, accurate information to support investigations, case preparation or settlement negotiations was recognized early in NEIC's history and continues to be critical to the success of EPA's enforcement program. The NEIC Library supports the Agency's enforcement mission as a unit of the Information Services Section in the Information Management Branch. The Information Services Section includes information specialists who identify, retrieve and integrate data from EPA and commercial databases to provide enforcement tools such as financial analyses, facility/corporate compliance profiles and targeting strategies.

NEIC's Library is specialized to support the information needs of the environmental enforcement community. The library collection features not only legal and regulatory

materials but scientific and technical publications, such as materials on industrial processes, methods of analyses, and sampling techniques. A few highlights on the legal/regulatory side include the *Hazardous Waste Litigation Reporter*, *The Chemical Regulation Reporter* and 40 CFR from 1975 to present. The scientific/technical part of the collection includes all editions of the *Kirk-Othmer Encyclopedia of Chemical Technology* and many books on statistics and chemometrics. The Library also houses the Agency's consent decree repository.

The Library's primary clientele is the NEIC staff, but we also serve Regional and Headquarters offices, and federal, state and local agencies working for environmental enforcement and compliance assurance. We provide research assistance to our primary clientele, gathering materials from the collection, and searching online systems such as LEXIS, Datatimes, DIALOG, STN and WestLaw. We supply materials for this

A Profile of NEIC continued on page 7

GILS IS COMING!

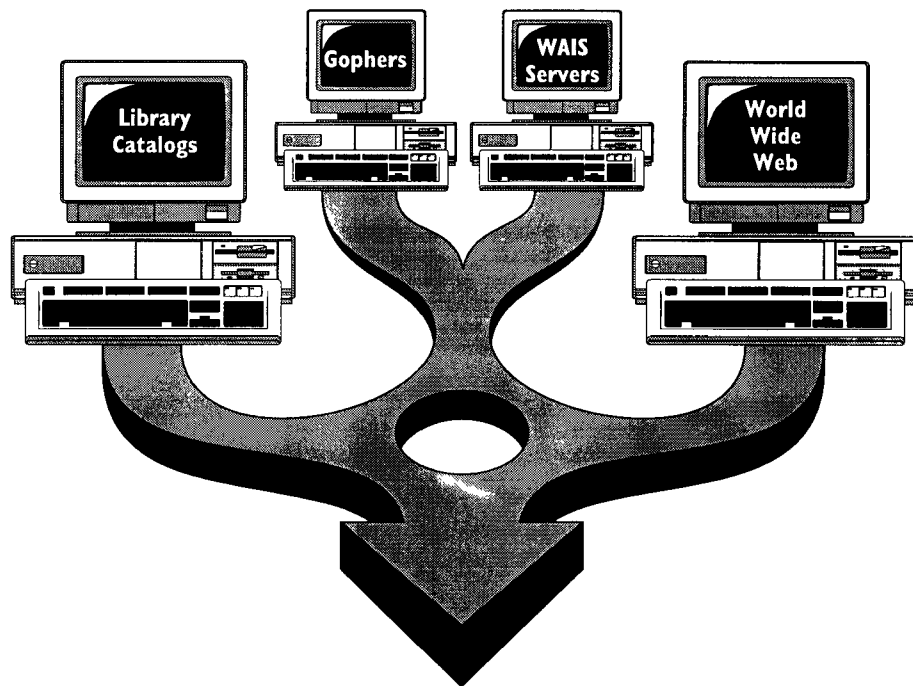
Headquarters, Public Information Center

On December 7, 1994 the Office of Management and Budget announced the establishment of the Government Information Locator Service (GILS). Envisioned in "The National Information Infrastructure: Agenda for Action," and authorized by OMB Circular A-130, GILS is intended to improve public access to government information by providing an on-line, "virtual card catalog" of government information holdings.

By December 31, 1995, all Federal Agencies are required to make their GILS Core Locator records available on-line. Currently, there is no single, one-stop location for finding government information—electronic or otherwise. Instead, one must either struggle through print indexes such as GPO's Monthly Catalog, NTIS's "Government Reports and Announcements Index," or EPA's "Publications Bibliography," among others. Internet users are confronted with an even greater variety of information resources including: gophers, wais servers, library catalogs, World Wide Web home pages, and a host of others, comprising a broad range of standards and formats.

FINALLY, A UNIFORM STANDARD

GILS will provide a uniform standard which all Federal Agencies must conform to. It will be Z39.50 compliant, so anybody with access to the Internet, regardless of the specifications of their local client software, will be able to access the



GILS server. Standardization also applies to the bibliographic records on the GILS servers. The data elements which each record must contain have been outlined by the National Archives and Records Administration. Additionally, they have been mapped to the corresponding MARC record fields.

UPDATING ACCESS EPA

As many of you know, we are currently in the process of updating the "Access EPA" directory. Some of you may have already seen the "Access EPA" update form, and noticed it's quite different from those of previous years. Since the records contained in "Access EPA" will form a major component of EPA's GILS server, we must collect the required information. The soon-to-be-updated "Information

Systems Inventory" will also conform to the new GILS requirements.

This is all new, even for us, and if you can imagine those old "Airport" movies where somebody in the control tower had to help a passenger who had never piloted a plane, to land an airliner, then I think you can picture the process we're going through. So far, we've received only a few frantic calls and E-mail messages, and the update forms we've received so far have required very little editing. We hope that with a little diligence on our part, and some patience and understanding on your part, we can create an updated edition of "Access EPA" which will become a vital component of EPA's GILS server—a server which will benefit both the information-seeking public, and the Environmental Protection Agency. ■

LANWORKS: MAXIMIZING INFORMATION SERVICES IN REGION 4

Part II: Technical, Management & Operational Issues, Region 4 Library

Selecting and disseminating information via regional LANS is expanding throughout the Agency. This is the second in a three- part series of articles on how EPA libraries use LAN technology to burst electronically through traditional walls and innovatively enhance information services for EPA personnel.

With the growth of environmental bulletin boards and Internet usage, depository libraries and the distribution of government information via a variety of electronic means should increase proportionately. Previously, in Part I: *Developing LAN Information Services* (INFO ACCESS, January 1995, p.12), we discussed categories, information products, and how Region 4 set up a LAN Pathfinder to help users easily navigate the LAN and access essential resources. This process has generated several technical and management issues and inspired the following suggestions for handling old challenges in a new form.

What tools should be used to evaluate library electronic products? As electronic products are installed on the LAN, clients use the product and respond to an electronic survey available on the LAN. Figure 1 is an example of a simple survey used on Region 4's LAN.

Vendor product demonstrations of CD-ROMs and online services also provide opportunities for the library staff and EPA personnel to evaluate electronic products. The library has a checklist for selecting electronic products which includes criteria for

FIGURE 1—EXAMPLE OF A SIMPLE SURVEY USED ON REGION 4's LAN

10 - Excellent	8 - Superior	6 - Very Good	4 - Good	2 - Poor
9 - Outstanding	7 - Prominent	5 - Average	3 - Fair	1 - Inferior

1. How easy is this service to use?
2. How useful is the service for your specific needs?
3. How sufficient is the information provided by the service?
4. How would you rate the potential, i.e. future use of the service?
5. Results of uses or, did the service do what you wanted it to do?
6. How accurate was the information provided?
7. Finding out what I wanted to know, or in certain situations finding out whether the information was available? (This is slightly different than Question #5)
8. How do you rate the value of the product, or benefits versus costs?
9. How do you rate the service versus other similar services?
10. Overall opinion of this service?

Please make comments, recommendations, or suggestions

information category, technical capabilities or limitations, projected number of users, format-bibliographic or full text, and update frequency. Library staff try to obtain a demo if the vendor permits.

- ✓ Will the cost for electronic products decrease the funds available for books and documents?

A separate budget is more appropriate for electronic products. Budgetary and access issues are considered when determining whether to purchase a database, or an information source in hardcopy or microform format. In some instances the library may have the same information in all three formats.

Without hardcopy versions of information sources and without Access to agency electronic resources, the general public and the regulated community may have difficulty obtaining certain information. One example is *BNA Environmental Reports*, which is used extensively by the regulated community. Most libraries have dropped their hardcopy subscription and switched exclusively to the CD-ROM which limits access. Region 4 Library staff have found that the public's response to the switch to CD-ROM products was varied. Some purchased their own copy of the source, others asked the library to print out the pages they required, and some went to state environmental agencies

and state libraries to get the information.

Copyright compliance also limits access. For example, the *CFR 40* on CD-ROM in Region 4 is purchased from Counterpoint Publishing. The Regional FOIA Office frequently receives requests for portions of the 40 CFR 40 on disk. Supplying disk copies from the Counterpoint version would clearly be a violation of copyright. Library staff are investigating the possibility of using an Agency-generated CFR 40 disk to respond to FOIA inquiries and avoid copyright concerns.

- ✓ How do we track the growing number of electronic products and ensure we get timely updates?

A few regions are using a CD-ROM vendor to purchase electronic products, others are using or plan to use serials vendors. The problems inherent in keeping track of electronic products can be resolved if one person gets all the products and checks them in using the same system used to track journals.

- ✓ Do all electronic products need to go on the LAN?

Because of a limited number of drives or other technical and licensing considerations, it may not be cost effective to put every electronic product the library or Region purchases on the LAN. Also, recently division personnel have requested to borrow or use a CD player in their office. For the past year in Region 4 EPA personnel who do not have access to a CD player in their section check out CD-ROM products from the library and use a CD Player available in the Information Center. Members of the regulated community also frequently ask to borrow a CD-ROM for several days. Because of these demands, the Region 4 Library is considering developing a CD ROM/Disk collection which would circulate as books, documents, reports, and other materials do.

- ✓ Are there enough drives to install all the new CD ROMs that have been purchased?

Working closely with technical personnel and providing a written list of projected purchases and drives needed for them as early as possible in the budget year is essential.

As emerging technology changes the way we do business, creating new service strategies for disseminating information and resolving management and technical issues today, it can also help ease our transition to the digitized and virtual library of tomorrow. The Region 4 Library maximizes the LAN's capabilities to enhance operations and adhere to Carol Browner's paperless office initiative in several ways. For example, the Library generates electronic overdues via cc:mail and compiles a new materials list for the Library's section of the LAN "Daily News." Library staff will continue to work with EPA staff in the Region to investigate, develop, and implement other LAN-based information tools. ■

A Profile of NEIC from page 4

clientele through book acquisitions, interlibrary loan, and document delivery. The NEIC library arranges access to CD-ROM information including TOMES, MSDS, and the BNA Environment Library. Another of our information delivery services is routing of 130 subscriptions to NEIC staff. Library staff scan incoming literature and are proactive to alert NEIC staff to items relevant to their projects and interests.

The resources of the NEIC Library are also available to the broader enforcement community at appropriate levels of service. We disseminate

compliance information to the regulated community and distribute enforcement publications, for example, NEIC reports and OECA's annual *Enforcement Accomplishments Report*.

LOCATION, COMMUNICATION AND HOURS

After years of operating in what was appropriately called "the swamp", the NEIC Library is now in renovated space that is adjacent to our old location in Building 53 of the Denver Federal Center, but is "worlds apart" in ambience! For a year now, we have enjoyed the compressed shelving,

refinished parquet flooring and flowing open floor plan we helped to design. The Library is in secured space but is accessible between 8 in the morning and 4 in the afternoon. We are currently adjusting to voice mail, which has caused our phone number to change to 303-236-5111. The Library reference desk extension is 287 and Dotty Biggs' extension is 254. Dial 245 for Char Moss (contractor) or 246 to reach Kazuko Uchida (contractor). The fax number is still 303-236-3218 and the E-mail address is Library.NEIC. ■

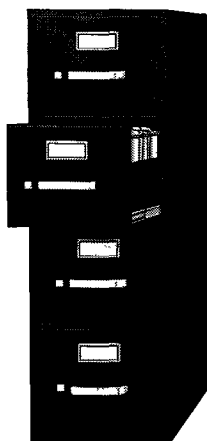
A PROFILE OF THE OFFICE OF WATER RESOURCE CENTER, HEADQUARTERS

"Can you send me all the information you have on water? I'm doing a school project on water pollution and I want to learn all I can about how to keep our water clean."

The Water Resource Center (WRC) staff are uniquely able to respond to requests like this, as they sit surrounded by 2,000 square feet of information about water quality standards, effluent limitations, drinking water regulations, combined sewer overflows and other water quality issues. Just one copy of each water document would require a truck for delivery. The WRC receives over 1,500 calls each month from school groups, the regulated community, industry, and law firms, resulting in more than 3,500 document requests.

ARCHIVES

Over the past three years, the WRC has become the focal point for collecting and distributing documents for several divisions of the Office of Water: the Immediate Office; the Office of Ground Water and Drinking Water (OGWDW); the Office of Science and



Technology (OST) and the Office of Wastewater Management (OWM). The WRC acts as a centralized archives for these divisions, currently housing permanent file copies of over 4,000 Office of Water publications. While these file copies do not circulate outside EPA, they are available for viewing by visitors to the WRC. One of the goals of the WRC is to identify and acquire copies of all water publications from these offices.



DOCUMENT DISTRIBUTION

The WRC stores onsite small quantities of 1,000 water publications, for distribution to Agency staff and visitors. Other document needs are met through a partnership with EPA's National Center for Environmental Publications and Information (NCEPI) in Cincinnati. The WRC stores the bulk of its documents at NCEPI and places orders, via an electronic link, directly into the NCEPI ordering system. NCEPI staff then fill the requests and mail the publications to the requestors.

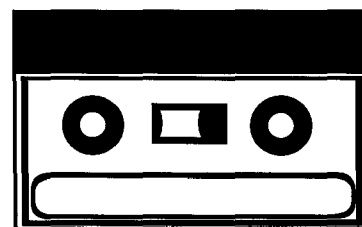
The WRC also has a partnership with the Safe Drinking Water Hotline (1-800-425-4791). Hotline staff answer callers' technical questions and suggest appropriate EPA drinking water publications for them to read. Hotline

staff relay these document requests to the WRC to be filled.

Because the EPA cannot continue to reprint popular documents indefinitely, the WRC handles sending water publications to alternate resources, ensuring that they will continue to be available to the public. WRC staff submit water documents to the National Technical Information Service (NTIS), the Educational Resource Information Center (ERIC) and the National Small Flows Clearinghouse.

VIDEO LOAN SERVICE

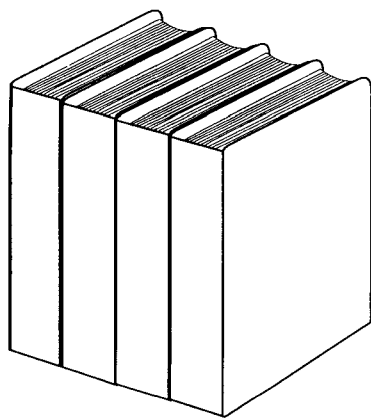
A fairly unique service the WRC provides is the loan of copies of 9 water quality videos (see sidebar) to public requestors. These tapes are available to absolutely anyone and are loaned for a period of 4 weeks. There is no charge for the service. These tapes cover various issues of water quality and can be copied by the borrower. A planned service of the WRC will be a video viewing area for EPA staff and visitors.



CATALOGS AND DATABASE

There are currently four reference tools that WRC staff use and produce to help EPA staff and the public locate water documents. Staff maintain an inhouse

database, which is the master file of all documents in the WRC master files. The Catalog of Office of Science and Technology Publications and the Office of Ground Water and Drinking Water Publications List include all OST and OGWDW documents known to the WRC. Some documents are no longer in print and are only available from fee-based services like NTIS and ERIC. The catalogs provide NTIS and ERIC ordering numbers, and include title and subject indexes. A fifth tool is the Directory of Drinking Water Training Materials, which includes abstracts and ordering information for drinking water training documents produced by OGWDW since July 1992. Work is underway on the first Office of Wastewater Management publications list.



The Water Resource Center is happy to provide multiple copies of these catalogs to the EPA Network libraries and information centers, to be distributed to EPA staff and visitors in their regions. The WRC may also be able to help with bulk orders for display at conferences.

WATER QUALITY VIDEOS

The Office of Water Resource Center has a collection of water quality videos that can be borrowed by public requestors. The tapes are available to absolutely anyone and are loaned for a period of 4 weeks. There is no charge for the service. These tapes cover various issues of water quality and the agency grants the borrowers permission to copy them. The WRC is planning a video viewing area for EPA staff and visitors to further enhance access to this valuable resource.

- ***Antidegradation Policy: A Means to Maintain and Protect Existing Uses and Water Quality.*** EPA 823/V-90-003. 1990. 13 minutes.
- ***Development of Biological Criteria for use in Water Quality Standards.*** EPA 823/V-92-003. 1992. 20 minutes.
- ***Development of Water Quality Criteria and Its Relationship to Water Quality Standards.*** EPA 823/V-90-002. 1990. 14 minutes.
- ***Economic Considerations in Water Quality Standards.*** EPA 823/V-90-001. 1992. 15 minutes.
- ***Enumeration Methods for E. Coli and Enterococci.*** EPA 823/V-86-001. 1986. 30 minutes.
- ***Introduction to Water Quality Standards.*** EPA 823/V-92-001. 1990. 14 minutes.
- ***Water Quality-Based Approach to Pollution Control.*** 1991. 16 minutes.
- ***Water Quality Standards and 401 Certification.*** EPA 823/V-91-001. 1991. 16 minutes.
- ***Water Quality Standards on Indian Lands.*** EPA 823/V-92-002. 1992. 19 minutes.



CONTACTING THE WRC

- Telephone: 202-260-7786
- Fax: 202-260-0386
- Internet/E-mail: waterpubs@epamail.epa.gov
- Mail:
EPA Water Resource Center,
RC 4100
401 M Street, SW
Washington, DC

OBTAINING OTHER WATER-RELATED INFORMATION

A fourth division of the Office of Water, the Office of Wetlands, Oceans and Watersheds (OWOW), has a document distribution system separate from the Water Resource Center. Callers interested in wetlands issues may call the Wetlands Protection Hotline at 1-800-832-7828 to ask for information and to request wetlands documents. Callers interested in other OWOW documents may contact NCEPI at 513-569-8190 to discuss document availability. ■

A SPECIAL INFO ACCESS REPORT: **CREATING AN ENVIRONMENTAL LIBRARY FOR BAPEDAL**

In September 1994 Karen Sundheim (contractor) took a leave of absence from her position as manager of the Pollution Prevention Resource Center here at EPA Region 9, and took up residence in Jakarta, the capital of Indonesia with a swelling population of 9 million. EPA staff were enthusiastic about this temporary assignment, since there is increasing interest in pollution prevention in developing nations, and EPA is involved in some of those efforts through US AID's EP3 Program.

Her assignment was to create a technical library and records management system as part of a contract with the Indonesian Environmental Ministry, Badan Pengendalian Dampak Lingkungan (BAPEDAL). This reference library was to support the Technical Assistance Unit, which evaluated loan applications from Indonesian industries seeking funds to purchase pollution control equipment. Applications from companies who had created a pollution prevention plan were awarded extra points in the evaluation process.

The need for environmental protection and information is urgent in Indonesia, and obvious to one accustomed to living in a country with some evidence of environmental controls. There are few environmental regulations at all, and virtually none regulating motor vehicle and other emissions to the air. Karen reports that she never saw a blue sky while in Jakarta (or on the entire island of Java, for that matter), but a brownish haze

with a faint hint of pink hovered just above the growing skyline and surrounding tea plantations.

Indonesia is an industrializing nation, and in Jakarta one can clearly see both progress and tension inherent in a traditional society struggling to compete in a global economy. Department stores and small neighborhood shops sell overly-packaged goods and merchants proudly provide plastic bags and bags for the bags; meanwhile trash lines residential streets and nearly covers the urban waterways as evidence of inadequate waste management services. While Karen had intentions of transporting my waste-conscious lifestyle to Jakarta, she found herself carrying her own garbage for hours before finding an appropriate container in which to dispose of it. Another challenge was leaping across the open trench in front of her home in a middle class downtown neighborhood, which was filled with florescent-blue water. None of the Indonesians she met ever drank tap water, saying "you will get sick." Water in her home was boiled daily, and street vendors sell bottled water on every block. She never did find out what people drank in the a poor section of North Jakarta, where health problems run rampant.

Indonesia is looking to the United States for guidance in developing environmental regulations. Government staff and contractors routinely asked for EPA documents on

POLLUTION

POLLUTION PREVENTION IN INDONESIA

Like environmental agencies in many industrialized nations, BAPEDAL's efforts have traditionally centered on the use of "command and control" strategies; however BAPEDAL has recognized the need for sustainable development, and began promoting waste minimization and source reduction approaches in 1994 through its Cleaner Production Program. One of the primary goals of the Cleaner Production Program is the development of Information Systems to support pollution prevention efforts. These include collecting information from international sources which give source reduction guidance to specific industries; compiling information into an electronic database which can be accessed by government staff; updating electronic databases to make sure information is current; and producing and disseminating information packages to government staff, industry and the public.

Other components of BAPEDAL's Cleaner Production Program are technical assistance to industry, training and awareness programs, and the development of economic incentives.

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SLA MEETING ON INFORMATION TECHNOLOGY

"Knowledge is the essential ingredient upon which action is based, and a knowledge professional is essential to interpret hardware/software needs."

K. Gopen, at the
SLA Winter Education Conference

MANAGING INFORMATION TECHNOLOGY

A Report from SLA's
Winter Education Conference
(January 29-31, 1995, Raleigh, NC)

The meeting was composed of several simultaneous sessions on various aspects of information technology, including those featuring presentations on electronic copyright issues, communications, using LANs and networks, implementing technologies

in libraries and information centers, and the impacts of technology on information services. Following are summaries of three of the sessions.

RECREATING INFORMATION SERVICES

Instructors: Stephen Abram,
Micromedia Limited, and Rebecca
Jones, Dysart & Jones Associates

In this session, Stephen Abram and Rebecca Jones discussed the idea that technology is a tool, an enabler of change, and enabling force that creates new options and opportunities. They noted that the librarian's major challenge in this era of information overload is to sort through all the information available, effectively evaluate, and select the right information tools for his or her needs.

Abram and Jones described how various technologies can help information professionals recreate the information services required to meet the needs of clients now and in the

future. They stated that librarians and information specialists need to create information services using the following steps:

- Re-view your business.
- Re-focus your direction (planning 18 to 24 months ahead).
- Re-define your needs.
- Re-create.

KEYS TO RECREATING INFORMATION SERVICES

Ms. Jones and Mr. Abrams outlined the following keys to recreating information services.

- Concentrate on strategic areas in your organization.
- Focus on the clients needs.
- Look for Opportunities.
- Make sure clients have technology, training, and understanding.
- Form working relationships with MIS and technology groups within your organization.
- Respond to your own organization first.
- Use just-in-time selection skills to select technology tools.
- Secure senior support.
- Focus on content, not format.

In conclusion, Abrams and Jones stated that the virtual library will increase the need for information professionals to help clients locate the information they need and access it. The future role of librarians, who have high-level information literacy, will be that of information counselor, and it is essential that librarians identify their special niche within the organization. They proposed that librarians could

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pollution control technologies and pollution prevention. During her stay in Jakarta, Karen received requests for information on building wastewater treatment plants (especially for the predominant textile and pulp and paper industries). They were also interested in controlling discharges from electroplating and food processing operations.

Since her return to the United States Karen has gotten requests from Jakarta for EPA guidance on managing

hazardous and solid wastes from hospitals, as well as regulations on the handling of other hazardous substances. Karen's experience in Indonesia gave her both a deeper appreciation for the progress the United States has made in protecting and improving the environment, and a renewed commitment to providing information to developing nations as they industrialize with an environmental consciousness. ■

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AROUND THE NETWORK

This section of INFO ACCESS is used to report on projects currently underway or recently completed in the Regions, Laboratories, and Headquarters libraries. Contact Mary Hoffman (contractor) Library Network Coordinator at (919) 968-3849 or at E-mail box Hoffman.Mary if you would like to contribute an item.

NETWORKING AT RSKERL

Cynthia Bruno (contractor), RSKERL Librarian, makes the most of networking to support the research of her RSKERL clients. Her outreach to libraries in the state and region expands the universe of resources available to support the work of EPA staff at the lab. As a result of her networking, she has established contacts in a wide range of libraries, and is able to obtain virtually every document and piece of information required by RSKERL.

Cynthia is also a good Internet resource for the library network. She taught a segment of an informational workshop at Oklahoma State University on January 12. The workshop, which included both instruction and laboratory usage, was entitled "Download Oklahoma." Cynthia presented information about environmental resources available online, in electronic format, and via the Internet, to other Oklahoma librarians. A lot of wonderful hand-outs were shared by EPA's Public Information Center. Thanks to PIC for the information! (The day the workshop was delivered Murphy's Law was fully realized. Midnet, our Oklahoma Internet provider, was flooded and down for the day and the OSU mainframe crashed in the middle of the afternoon!)

REGION 5's INTERNET NOTE

With questions about the Internet becoming commonplace in the library, last month the Region 5 Library introduced a new feature on the Regional LAN's Daily News, the Internet Note. The feature will be based on patron queries and include an "Internet find of the month," whether it be a database, a tip for searching, a technical note or other related "virtual library" information. It will also include recommendations for reading and "netiquette" updates. Please feel free to offer suggestions for articles for this new feature to Pat Magierski (Contractor) at the Region 5 library. (By internet: RTPMAINHUB.INTERNET."Library-Reg5.Group@epamail.epa.gov.IN; By phone: (312) 886-7465.

REORGANIZATION AT THE ERL-CORVALLIS MAP RESOURCE ROOM

The Map Resource Room at ERL-Corvallis, with more than 32,000 maps, air photos, and atlases, has undergone a major reorganization during the past six months. The collection had

previously slid into a state of disarray after being unstaffed for nearly a year. Reorganization has included the rearranging of materials into a logical geographical and topical order which mirrors the Library of Congress "G" schedule.

More than 30,000 USGS topo maps have been carefully indexed in an effort to make the collection's resources more easily available for use by lab staff. Also over the past six months, 25,000+ items have been property-stamped for the first time. Future plans include cataloging the collection and making this catalog available to lab staff over the ERL-C LAN, and organizing an index of electronic maps being used and/or created at the lab. If you'd like to know more about the ERL-C Map Resource Room, contact Donovan Reves (contractor) at (503) 754-4351, send a fax to (503) 754-4716, drop him an E-mail line at donovan@mail.cor.epa.gov., or write to him at the USEPA ERL-C Map Resource Room, 200 SW 35th St. Bldg. JSB, Corvallis, OR 97333. ■

Networking from page 1

This year we will renew our partnership with the NOAA Libraries and expand it to include the libraries that support the National Biological Service, the U.S. Geological Survey, and several other federal agencies. I am pleased to provide an opportunity for the EPA Library Network to meet again this April (See article on page 2). This joint meeting will give us the opportunity to develop new alliances and reaffirm the Library Network's commitment to work together to support the agency's mission. ■

IT'S STARTING TO LOOK A LOT LIKE CHRISTMAS AT THE REGION 8 LIBRARY

It may be March, but at Region 8's Technical Library it feels and looks a lot like Christmas. Every day boxes of fresh new books arrive. Every day the staff waits for the mail and opens the treasures with a booklover's delight. Two, ten, twenty. Eventually there will be hundreds of them.

The Library started the process of updating its Library of Congress (LC) Reference and Main collections in December, when approximately \$25,000 was allocated for book purchases. The library staff, functioning as a self-directed work team, identified approximately 380 new titles and revised editions appropriate for adding to the collections. The project had to be completed quickly; the order had to be placed by the end of December 1994.

IT TOOK A TEAM EFFORT

The staff invested approximately 250 hours compiling three lists: first, second, and third priorities. Needs were based on 1) the September 1994 inventory of the LC Collection; 2) EPA staff and reference requests; 3) interlibrary loan activity; and 4) analysis of the non-circulating reference collection.

The staff solicited EPA staff recommendations and used the *Core List for an Environmental Reference Collection*, published bibliographies from environmental sources, book reviews from environmental journals, Online Library System (OLS) holdings, *Books in Print* and *Forthcoming Books in Print*, publishers catalogs, and the CARL database.

THE EXCITEMENT IS CONTAGIOUS

Indeed, the library staff did make the deadline with their recommendations, and the order was placed with Blackwell North America. The early arrivals are already being cataloged and processed, and the excitement is spreading. EPA staffers are pleased to see their suggestions heeded. The librarians and the public are delighted to have access to new and updated ready-reference tools. The new non-circulating materials include:

- Encyclopedias
- Almanacs
- Yearbooks
- Handbooks
- Atlases
- Directories
- Dictionaries

Subject areas cover everything from general fact guides, medical information and legal materials to statistical data.

In the circulating collection new titles address environmental, economics, ethics, history, justice, policy and psychology. Other areas include technology, conflict management, human ecology, job hunting, organizational change, total quality management, self-directed work teams, vocational guidance, and Native Americans.

GETTING THE WORD OUT

To alert users to these new offerings, a library-sponsored bulletin board features colorful book jackets from the new titles, selected shelves in the library spotlight new additions, and

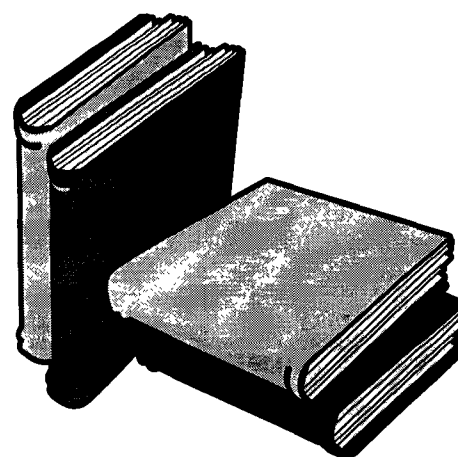
monthly articles in the Region 8 newsletter name the new materials.

What's being checked out? The hottest item as of this writing is *The Ecology of Commerce: A Declaration of Sustainability*, by Peter Hawken. The library has two copies and there is a waiting list. *Ghost Bears*, *Visionary Leadership*, and *The Clean Water Act 20 Years Later* are among other current favorites.

PLANS FOR THE FUTURE

In April the library will host an Open House. In addition to promoting the Region's tremendous collection building effort, the library staff intends to find out how "Libraries Change Lives." It will solicit names of books that have played a major influence in the lives of EPA staff members and staff-recommended current reading.

It may be only March, but we at Region 8 are looking forward to Christmas lasting well into springtime. ■



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establish a reputation for "repairing" information, that is, to evaluate the quality and reliability of information, and ensure that their clients consult the best available sources.

CREATING POSITIVE SOCIAL CHANGE

Speaker: D. Kaye Gapen, Director of Research Services, Marino Institute

The message of Ms. Gapen's talk was that the power of information and the potential of electronic communications offer communities new opportunities to create positive social change, and that special libraries can play key roles as their clients take advantage of information technologies. In this age of the convergence of technological and society change, computer mediated communications are a powerful tool that can be used to do many things, including address social problems.

Special librarians are at the nexus, with their

- Tradition of using computers and telecommunications;
- A rich skills set in the utilization of information;
- Experience with cooperation and collaboration;
- A recognition of the importance of helping people reach goals;
- Experience in supporting decision-making; and
- A position in the forefront of action-oriented systems.

WHAT CAN LIBRARIANS DO?

According to Ms. Gapen, librarians have a uniquely integral skills set relating to data, information, and

knowledge, the empowering tools of computer-mediated communications (CMC). They can make a difference by:

- Using their understanding, competitiveness, skills;
- Supporting fair and equitable access to CMC approaches such as networks and information systems;
- Facilitate partnerships, teaming, and similar activities; and
- Encourage innovation in the creation and use of information.

Ms. Gapen's address concluded with the following message:

Librarians need to **THINK HIGHER**, support organizations, and coordinate action-oriented knowledge management systems support decision making, as framed by the mission and problems faced by their organization.

COMMUNICATING WITH USERS IN A CHANGING TECHNOLOGY ENVIRONMENT

Instructor: Arlene Farber Sirkin, President, Washington Resource Consulting Group

Ms. Sirkin's presentation focused on the use of effective communication tools and new technology to reach library clients. She noted that librarians and information specialists may have to use a combination of high-tech and low-tech formats to reach their clients, and reposition the library in the technological age. She advised the participants to focus on the content of the message, not the delivery mechanism, and to tailor the method of communication to match the target audience. The librarian should know what is possible and what is not possible, and be aware of communication flow and patterns.

Perhaps the most important things to remember is that you should do something that fits into the corporate culture and find a method that works best for each client group.

GETTING THE ATTENTION OF YOUR CLIENTS

Ms. Sirkin led a discussion about persuading the technologically phobic individuals in an organization to use new technology available from the library. Following is a list of things a librarian can do to help clients who fear, and therefore avoid new technology.

- Use peer pressure—have colleagues talk to them.
- Convince them that you can improve their working process or get them what they need.
- Help them work in their own space; offer to demonstrate a database or online service from the client's terminal.
- Work within the corporate culture.
- Give them something smaller to work with.
- Tell them that they do not have to understand how it works, just that it does.

In summary, Ms. Sirkin stated that we as librarians should tell our clients what's in it for them—be specific about what your service will do for them.

- Make your marketing pitch benefits oriented, not feature-oriented.
- Become aware of communication barriers and ways to work around them.
- Keep track of you communications. Your records will be useful for evaluating which users have and should be targeted. ■

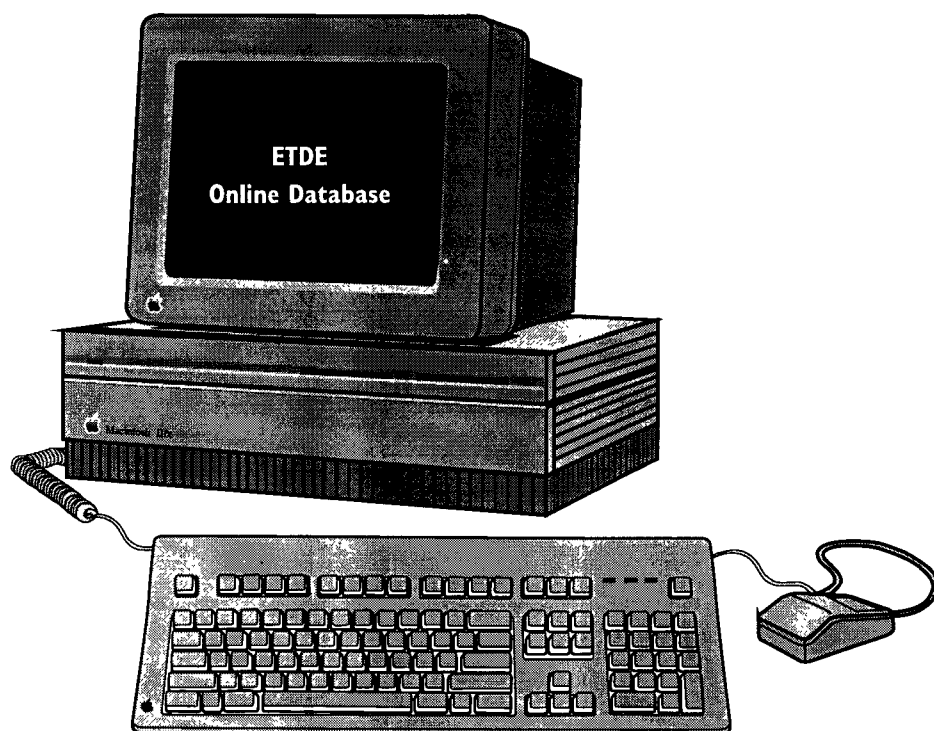
WHEN SEARCHING ENVIRONMENTAL DATABASES—THINK ENERGY

AWBERC Library

It's not widely known, or publicized, but one of the most comprehensive environmental databases available on Dialog or STN is the Department of Energy-sponsored Energy Technology Data Exchange (ETDE) Energy Database. While one might expect ETDE's coverage of areas such as hazardous waste, radioactive waste, and coal-fired emissions to be extensive; coverage of environmental topics such as greenhouse gases, acid rain, and global warming are unparalleled in any other online database*. Approximately 180,000 records are added each year to the Energy Database, 10% of which are assigned the environmental main subject heading. The database maintains comprehensive coverage of all aspects of energy production, storage, and use, as well as renewable energy, conservation, and natural resources. Additionally, energy-related aspects of engineering, materials sciences, and physical sciences are also covered.

DOE'S ENERGY DATABASE

The Energy Database's primary purpose, for the Department of Energy, is to serve as a mechanism for access and control of the literature the Department produces. Journal articles, conference papers, and reports make up the bulk of the records. Books, patents, and computer software make up a smaller percentage of the material. A popular misconception is that by searching the NTIS database you are covering the information in the Energy



Database. While it's true NTIS picks up DOE report literature and conference papers performed under contract to DOE, less than half of records from the database make their way to NTIS. Journal articles and most of the international records never get into the NTIS database.

International cooperation among the 16 ETDE member countries makes the database truly unique and quite comprehensive in its subject areas. ETDE Members provide records of scientific and technical literature published within their countries to the U.S. DOE's Office of Scientific and Technical Information (OSTI) in Oak Ridge TN. OSTI in turn compiles all the information from the members into a database, runs quality control checks,

then provides the whole combined database back to the members, as well as to online information services such as Dialog and STN.

Through an agreement with the International Atomic Energy Agency (IAEA), records from the IAEA's INIS database are provided from non-ETDE member countries on the production, utilization and waste management of atomic energy. Thus making the scope of coverage in this important subject area truly world-wide. ■

* For a comparison of the Energy Database with other environmental databases available through Dialog, see: Youngen, Gregory. *The Energy Technology Data Exchange: Providing Access to the World's Energy and Environmental Information.* *Proceedings of the 14th National Online Meeting*, New York, 1993. pp.431-438.