



# Bibliographic Series

## Technology Transfer: Clearinghouses



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## TECHNOLOGY TRANSFER: CLEARINGHOUSES

### INTRODUCTION

TECHNOLOGY TRANSFER: CLEARINGHOUSES bibliography was prepared by Sheila Richard, EPA Headquarters Reference Librarian, for use by EPA programs. This bibliography is part of our TECHNOLOGY TRANSFER BIBLIOGRAPHY SERIES which serves to improve awareness of major technology transfer issues and projects.

The Headquarters Library maintains a clearinghouse support service for EPA program offices. The service includes access to a file of clearinghouse products and techniques. The Library staff provides advice and consultation to EPA programs on developing clearinghouses. A packet of clearinghouse information includes a fact sheet listing clearinghouse components. The Library staff is also developing a clearinghouse referral database and directory information.

This bibliography is part of the Library's continuing effort to provide information and foster communications about clearinghouses within the Agency. All articles or books listed in the bibliography are available at the EPA Headquarters Library. Citations were selected for their relevance to EPA's technology transfer effort related to clearinghouse activities. The citations and abstracts are organized by the following clearinghouse topics:

- o Clearinghouse Studies.
- o Databases: Organization and Design.
- o Reference Services and Hotlines.
- o Outreach.
- o Case Studies.

**I. CLEARINGHOUSE STUDIES**

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 \*                   The following articles describe policies and  
 \*    procedures of selected clearinghouses. This section  
 \*    presents an overview of clearinghouse operations.  
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**Anatomy of Clearinghouses.** Baker, Carol A., Bale, Richard L. Bulletin of the American Society for Information Science, 7:3, February, 1981, pp. 21-23.

Clearinghouses are often established to collect and make available the fugitive types of literature that are hard to get elsewhere. This article discusses a study that is looking for answers to such questions as the overlap between information services in the public and private sectors and the chances for full-cost recovery. At the very least, the project expects to make federal managers aware of information developed at the government's expense.

**Descriptive Analysis of Human Services Information Clearinghouses.** Baker, Carol; King, Susan; Wanger, Judith; Burger, Mary. Applied Management Sciences. January 1981, 283pp.

The program management, publications and services, information networks and policy issues associated with human services information clearinghouses are discussed. This report is the second phase of a comprehensive study of information services in the field.

**An Exploratory Study of Human Services Information Clearinghouses: Interim Findings.** Bale, Richard L. ASIS. Proceedings of the 43rd Annual Conference 17, pp. 219-220.

This paper describes a two-year study as a means to obtain timely and accurate information about the management and operations of both publicly and privately operated human services information clearinghouses. Described are the background of the study, the methodology and the initial conceptual framework.

**New Directions in Library and Information Science Education.**  
Griffiths, Jose-Marie. et al. Knowledge Industry Publications, Inc.  
1986. pp. 215-216.

Briefly outlines job competencies needed for an information center/-clearinghouse setting.

**Perspectives on the Federal Government and Health Information: Patterns, Impacts, Expectations.** Lunin, Lois; Caponio, Joseph P. Journal of the American Society for Information Science. January 1987, 38:1 pp. 25-75. In particular note,,,,,pp. 48-51....Section 111. **Health Information Analysis Centers, Clearinghouses, and Other Special Projects: Federal Health Information Clearinghouses.** Westler, Jean A.

This is an overview of the federal government's support of health information clearinghouses - why they were initiated, their purpose, problems, and impact. As a primary source for unbiased health information, clearinghouses strive to present a balanced view of research issues and treatment modalities. They provide inexpensive access to reliable health information, especially publically funded research and information for the public good, and play an important role in meeting the nation's health objectives.

**The Potential for Development of a Clearinghouse for Emergency Information in the Public Library.** Magrath, Lynn. Special Libraries. 78:2, Spring 1987, pp. 131-135.

This article presents the role of public library service as it relates to the creation and dissemination of an online clearinghouse for emergency information. The article details the four phases of comprehensive emergency management-mitigation, preparedness, response, and recovery-and the role a clearinghouse for emergency information would play in providing information for all four phases.

## II. DATABASES: ORGANIZATION & DESIGN

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\*           Databases are excellent tools for organizing the  
\* body of information collected by clearinghouses.  
\* Databases can be computerized or manual, and may  
\* include bibliographic or source information. Database  
\* design involves a series of steps that require  
\* organizational skills. A working plan should answer  
\* the question: Who wants what from the clearinghouse by  
\* when?" This will help identify the user and focus the  
\* scope of the database.  
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\* \* \* \* \*

**Build Your Own Database: Using Database Management Systems for Custom Applications.** Carr, Marilyn. National Online Meeting 1983: Proceedings of the Fourth National Online Meeting, New York, April 12-14, 1983, pp 87-91.

A data base is not necessarily either large or commercial. Data Base Management Systems (DBMS) make it possible to build custom data bases on any type of computer. They consist of a set of programs that acts as the framework which allows the data to be structured. Data base designs are differentiated by their internal access methods and storage structures. There is no size or type of data which may be stored: all parameters are set by the user.

**Building Dynamic Databases.** Mcneyhun, Dora H. National Online Meeting, Proceedings, 1982, pp. 81-388.

The design, development, and maintenance of dynamic data bases by the Department of Energy's Technical Information Center (DOE/TIC) are described. Comparisons are made between building bibliographic data bases, such as Energy Data Base, and dynamic files, such as the Energy Information Resource Inventory (EIRI), which contains descriptions of state and federally funded information centres, libraries, hot lines, data bases, programmes, and publications that are concerned with energy.

**Combination Databases: Mixing Internal and External Information.** Savage, G. Susan, Tung, Sandra J. Online '86 Conference Proceedings. pp 214-223.

This article discusses creating a useful product by bringing together information from many sources. Evaluated in detail is the increased usage of externally generated information in an in-house environment. Examples of applications, tools available, and important factors to consider, in "combination" database development are given.

**Database Design. A Checklist for Defining Your Needs.** Eddison, Betty. Database. 8:2, June 1985, pp. 78-81.

Gives advice to those about to build their own database and provides a checklist against which to check database software packages.

**The Essential Elements of Designing an Effective Database.** PC Week 4:39, September 29, 1987, p. 48.

Users designing a database should first define the scope of the database by reviewing the general informational requirements and defining the scope so that every report and screen generated meets the definition. Database users must then be interviewed to discuss their information requirements; existing reports, forms, and documents should be collected so that the layout of the paper information system and how it works can be transferred to the database. A document should then be compiled with a comprehensive list of all the data elements required to meet user needs; the elements should then be organized into logical groups to create a data dictionary.

**How to Plan and Build Your Own Database.** Eddison, Elizabeth B. Database, 11:3, June, 1988, pp. 15-26.

Generic guidelines about the basic issues of database building are presented in this article. This article may be used as a checklist to help while planning, creating, and maintaining a textual database.

**Information Management Software: Guidelines for Decision-Making.**  
Kazlauskas, E.J. Database 10:6, December, 1987, pp. 17-25.

Presents guidelines for the evaluation of "information management software," which is software that aids the creation, manipulation, and control of text records of various lengths. Software comes in several categories: file management, library application subsystems, integrated library systems, and text-retrieval. Before selecting software, the user should analyze the problem, analyze input, output, and processing, and consider hardware and other issues. Gives a form for software evaluation.

**Who Uses Your Database?** Rothgeb, Carrie Lee. Behavioral and Social Science Librarian. 3:4, Summer, 1984. p, 1-13.

A case study of database users is described in this article. The author shows how the resulting information is utilized in determining future input into the database.



### III. REFERENCE SERVICES AND HOTLINES

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\*           After developing a core of substantive informa-           \*  
\*   tion and organizing it, clearinghouses are then ready to       \*  
\*   make information available to interested users. The           \*  
\*   database may be used to answer routine and tailor-made,       \*  
\*   customized questions, hotlines may also be established to   \*  
\*   respond to user needs.   \*  
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\* \* \* \* \*

**Analysis of Sexual Abuse Hotline Reports.** Pierce, Robert, L.,  
Pierce, Lois H. Child Abuse and Neglect, 1985, pp. 37-45.

This article demonstrates an analysis of an existing hotline's report. Although peculiar to the problem area this hotline covers, it show the factors to be considered when this type of information resource is being scrutinized and what specialized knowledge should be mastered for this type of work.

**An Investigation into the Quality of Service Provided by Telephone Hotlines for Family Planning Services.** Baxter, Diana, Williams, J.I. Canadian Journal of Public Health 73, May/June, 1982, pp. 194-199.

Telephone hotlines have become a popular method of providing education and information to the public. Their widespread use, however, give little indication as to their ability to transmit information of value to the client. To access this quality of service aspect, a study was undertaken. They were able to assess and compare paid and volunteer counselors using quality of counselling skills (warmth, empathy, sincerity) and accuracy (extent of knowledge and appropriateness of information given) as the criteria. These results should be instructive to agencies providing similar services.

#### IV. OUTREACH

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\*           Prospective users as well as those currently aware   \*  
\*    of the clearinghouse function can be reached through       \*  
\*    database generated state-of-the-art desk top publishing   \*  
\*    or E-Mail innovations such as electronic bulletin boards.   \*  
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**Desktop Publishing: A Tool For Information Managers.** Danziger, Pamela N. Online. July, 1988, pp. 109-114.

Desktop publishing is an emerging technology that information managers can utilize for information delivery. The author discusses the issues affecting implementation implications.

**A Desktop Publisher's Guide to Pasteup: A Do It Yourself Guide to Preparing Camera-Ready Pasteups and Mechanicals.** Middleton, T. Colorado Springs, CO. PlusWare. 1987.

A do-it-yourself guide to preparing camera-ready pasteups and mechanicals.

**Looking Good in Print: A Guide to Basic Design for Desktop Publishing.** Parker, Roger C. Chapel Hill, NC: Vantana Press. 1987.

This does not cover a particular desktop publishing package but gives general principles for quickly and economically creating appealing, persuasive printed pages.

**Newsletter: Nuts and Bolts.** Nelson, Mary. Oak Lawn, IL.: Oak Lawn Public Library. 6pp.

Provides a step-by-step guide to developing and distributing a newsletter.

**Planning and Writing a Newsletter.** Galvin, Carol. MLS: Marketing Library Services. 2:4, June, 1988, pp. 4-5.

Newsletters are considered by many to be nearly perfect vehicles for targeted information. While newsletters can be quick and economical to produce, they still require considerable effort to be successful.

**The Role of Annotated Bibliographies in Information Dissemination.** Lipsett, Lois, *Bulletin of Medical Library Association*. 72:2, April, 1984, pp. 180-186.

In July 1982, a comprehensive questionnaire was sent to a random sample of names on the National Diabetes Information Clearinghouse (NDIC) mailing list to measure user satisfaction with the use of annotated bibliographies about diabetes topics. The bibliographies are used to learn more about a topic and to locate cited materials. The article goes on to report the number of cited publications.

## V. CASE STUDIES

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\* Case studies of functioning clearinghouses are \*  
\* discussed in the following articles. \*  
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**CHID: A Unique Health Information and Education Database.** Lunin, Lois F. Bulletin of the Medical Library Association 75:2 April 1987, pp 95-100.

The public's growing interest in health information and the health professions' increasing need to locate health education materials can be answered in part by the new Combined Health Information Database (CHID). This unique database focuses on materials and programs in professional and patient education, general health education, and community risk reduction. Accessible through BRS, CHID suggests sources for procuring brochures, pamphlets, articles, and films on community services, programs at HMOs and hospitals, aspects of coping, and more.

**Educational Resources Information Center (ERIC).** Brandhorst, Ted. in Bowker Annual of Library and Book Trade Information, 28th Edition. 1983

Provides an overview of the Educational Resources Information Center (ERIC), one of the longest standing government-sponsored clearinghouses. Its mission was to achieve bibliographic control over the technical report literature generated by research efforts in education and also to provide for dissemination.

**National Air Toxics Information Clearinghouse: How the Clearinghouse Can Help to Answer Your Air Toxics Questions.** Radian Corporation. July, 1986, 87 pp.

Explains the part the National Air Toxics Information Clearinghouse plays in information dissemination. The database, NATICH, which contains indexed information on toxic and potentially toxic air pollutants, major reports, hard copy reports of information from the database and the clearinghouse's quarterly newsletter are also discussed.