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CUSTOMER ADVOCATE'S CORNER

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WORLD NEWS CONNECTION®

John Hounsell is a Program Manager at NTIS and has been with the agency for over 30 years. Recently, an interview with John was published in the *Wall Street Journal* regarding one of the products John oversees—World News Connection[®]. In case you missed that article, the following interview highlights some of the areas covered in the *Wall Street Journal* interview as well as additional information on World News Connection[®].

Pat Moton: "John, what is World News Connection®?"

John Hounsell: "World News Connection® is a foreign news service available from the U.S. Government. It brings news from around the world to the subscriber's desktop—usually within 24-72 hours from the time it is originally published or broadcast. And all of that news is translated into English in that short amount of time. Believe me, no other news source offers such a collection of unedited views and reporting from all over the world that informs users of what people in other countries really think and feel—instead of what U.S. reporters think about them."

Pat: "How many international sources are covered by World News Connection[®]--and how many countries does that include?"

John: "World News Connection[®] covers some 1,800 newspapers, blogs, and broadcasts in 130 countries."

Pat: "What Federal agency is involved in providing information for World News Connection?"

John: "We get all of our articles from the Open Source Center, the U.S. Government's premier provider of foreign open source intelligence. The Center provides information on foreign military, economic, political, and technical issues.

Pat: "Would you give us a historical look at World News Connection®— when it was created, why it's important, etc.?"

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"Recently, an interview with John was published in the Wall Street Journal regarding . . . World News Connection®."

FDA Investigations Operations Manual

The 2011 version of the Food and Drug Administration (FDA) Investigations Operations Manual is now available from NTIS as PB2011-100337. This manual is the primary source of procedures for FDA field investigators and inspectors. The manual includes many topics of interest to the general public. The following is guoted from the manual in the section on fires: "Examine stocks for exposure to excessive heat, physical damage from flying particles and falling debris, and lack of refrigeration in down-power areas. Examine for water damage from fire fighting activities and handle these as a flooding situation. Also, be alert for possible pollution from using nonpotable water in fire fighting. Fire fighting often involves use of chemicals, so examine merchandize [sic] for residues from possible toxic fire extinguishing materials, and question fire authorities regarding this issue." The manual includes chapters on: Federal and State Cooperation; Sampling, including collection techniques, preparation, handling and shipping of samples, etc.; Inspection Procedures in the areas of food, drugs, devices, biologics, pesticides, and veterinary medicine; Import Procedures; Recall Activities; Investigations, including foodborne outbreaks, injury and adverse reactions, disaster procedures and counterfeiting and tampering. Currently, the 2010 version of this manual may be viewed at FDA's Office of Regulatory Affairs Web site at www.fda.gov/ora/inspect ref/iom/.

Where's NTIS Exhibiting?

We hope you'll be able to stop by whenever NTIS is exhibiting in your area.

From March 30-April 2, we will be exhibiting at the Association of College and Research Libraries (ACRL) in Philadelphia, Pennsylvania, Booth 109.

From August 7-10, we will be exhibiting at the *GovEnergy 2011* event being held at the Duke Energy Convention Center in Cincinnati, Ohio, Booth 1511.

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Are there upcoming conferences at which you feel an NTIS exhibit or speech would be a valuable contribution?

Just e-mail me at customeradvocate@ntis.gov or call me at

703-605-6103. I'll be sure your suggestion is forwarded to the proper NTIS management staff.



"Examine stocks for exposure to excessive heat, physical damage from flying particles and falling debris, and lack of refrigeration in downpower areas. Examine for water damage from fire fighting activities"

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John: "In February 1941, President Roosevelt set up the Foreign Broadcast Monitoring Service (FBMS) to monitor the radio broadcasts of the Axis countries as part of intelligence gathering for the military and Federal Government. FBMS was renamed the Foreign Broadcast Information Service (FBIS) in 1947 and expanded slowly to cover television when that came into being, as well as newspapers and magazines. When the World Wide Web started to become a news source, it was added as well. Until 1995, FBIS information was produced in little booklets about ¼ inch thick for each region that were distributed by NTIS to Government recipients identified by FBIS. In 1995, when the information was switched from printed copies to an electronic format, FBIS approached NTIS to make the information available to the public through an online database. In response to that request, NTIS created World News Connection[®]."

Pat: "What is involved in making this information available to the public?"

John: "In order to make articles available to the public, NTIS must obtain a Copyright Clearance Agreement from each source that is included in World News Connection[®]. At the moment, this covers about one-half of the material in the Open Source Center database. Some sources don't want to grant clearance for various reasons. For some, it is not worth their while because it costs more to administer the copyright revenues than what they would earn; some have their own English news translation service and don't want NTIS competing with them."

Pat: "How often is World News Connection® updated?"

John: "It's updated hourly. Subscribers can search for information by subject, by country, by region, and by date."

Pat: "Why do people subscribe to World News Connection®?"

John: "Customers subscribe for numerous reasons: for the English translation of foreign language articles; use as a foreign news alert service; to obtain the local view; as a reference; as a secondary source of news; for teaching journalism and communication; preparing for travel; to make investment decisions; and for competitive business intelligence."

Pat: "How do customers subscribe to World News Connection®?"

John: "Customers can subscribe to World News Connection® through seven news services. A list of these news services, and more information about World News Connection®, can be found at <u>http://wnc.fedworld.gov/wnc_dialog.html</u>."

Pat: "Thank you for providing us information on this excellent avenue of access to international news."







"How often is World News Connection® updated?"

"It's updated hourly."

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National Cryptologic Museum Library

Do you want to learn about writing in secret codes or deciphering that writing?

Then reading the journal article by Eugene Becker entitled *The National Cryptologic Museum Library* is a good place to start. The article describes the museum and its library as "becoming a world center of historical intelligence research." The library was first opened on July 15, 1993, to National Security Agency (NSA) employees; then, in December of that year, the doors were opened to the public.

In the years before World War II, resources for cryptologic study were scarce. The core of the library's book collection was gathered during those years, regardless of the age of an individual book or the language in which it was written. The journal article reports that the library's collection includes 6,000 books covering all aspects of cryptology. Early in 2010, the Museum Foundation added a collection of children's books on cryptology, including books on codes and ciphers as well as books on Native American Code Talkers.

The National Cryptologic Museum Library article (product number ADA534887) is available from NTIS in several media types, or it can be downloaded from our Web site at no charge. Just click <u>here</u>.

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Banff Wildlife Crossings Project

Highways and wildlife are usually a dangerous combination—not only for wildlife but also for humans. The Trans-Canada Highway is a major east-west transportation corridor

that bisects Yoho and Banff National Parks in Canada. For over 25 years, Banff National Park has been the focus of efforts designed to mitigate the impact of the Highway on wildlife mortality and habitat fragmentation. Overpasses, underpasses, and fencing have been designed to reduce wildlife mortality as well as increase population connectivity.

Since 1982, these efforts have been incorporated into the design of Trans-Canada Highway "twinning" projects (widening from two to four lanes). Twelve years of monitoring the use of these structures by different species have produced an enormous volume of valuable data on crossing frequency (185,000 times in 12 years), species preference, and behavior. For example, grizzly bear use of the new crossing opportunities went from one of every 2,000 crossings to a little more than one in 100 crossings. Also, the presence or absence of an alpha female wolf made a major difference in how the crossing structures were used, with use declining 13 percent in the month following the death of an alpha female wolf.

This 166-page report can be purchased from NTIS as product number <u>PB2011-104000</u>.

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