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NIH AWARDS NEW GUARD CONTRACT

After a comprehensive bid and review process, the NIH is pleased to announce the selection of a single company to provide consolidated security guard services to most on-campus and off-campus facilities. The new contract has been awarded to MVM, Inc., a local company headquartered in northern Virginia.

MVM is the largest privately owned security provider in the Washington metro area. They provide security services to numerous other high-profile government sites in the region including the Department of Justice, the INS Headquarters and all the Federal Court buildings in the District. More importantly, MVM also has experience providing service to the medical community – their guards protect Human Genome Sciences, Howard Hughes Medical Institute, and Children's Hospital. All of these customers reported they were very pleased with the commitment and expertise that MVM has exhibited at their facilities.

One of the key factors in our decision was the expertise of MVM's senior management team. The company was founded by three former Secret Service agents in 1979. MVM's senior managers include several former high-ranking officials from the Drug Enforcement Administration, U.S. Marshals Service, U.S. Postal Inspection Service, and the U.S. military. The on-site Program Manager at the NIH is Jim Hughes, a former Deputy Marshal from Oklahoma. His staff includes operations managers, a trainer, a quality control team, and a strong group of daily supervisors – all of whom have proven experience in their ability to manage contracts such as the NIH. The physical security and program management expertise they possess qualifies them to partner well with our own police force and security professionals to design the program's future evolutions and improvements.

Last summer, the Department of Public Safety began a detailed analysis to find a long-term solution to the security needs of the NIH. One of the key requirements was to find a single company with a management team that had considerable security expertise and the capability to provide nearly 500 trained guards and supervisors for 'round the clock' coverage at entrances, buildings and underground parking garages.



The MVM team is already actively working to assume responsibility for the security guard force. Their recruiting, human resources, and logistics teams have been working out of Building 45, interviewing and screening existing guards. They will uniform and equip those who will be remaining at the NIH. They have also conducted several job fairs in the area to solicit new qualified candidates.

As every employee of the NIH knows, the terrorist attacks of 9-11 changed many aspects of our lives forever. On the NIH campus, we were forced to transform almost overnight from a very open campus to a much more secure facility. In order to achieve this urgent security rampup, the Department of Public Safety needed to bring in additional security personnel to supplement our existing team. Because of the very tight labor market and the urgency of our requirement, we made emergency arrangements with three separate local security firms to supply us with temporary guard personnel. These additional security guards were intended to supplement the NIH police force and meet the immediate staffing needs. On some levels, the emergency staffing of additional security guards accomplished its purpose. However, in order to obtain a sufficient number of guards, we have had to battle inconsistencies of service. Not all members of the temporary guard force met the standards of appearance, training and language fluency that the NIH desires. We understood from the beginning that this piecemeal approach was not the ideal long-term solution.

With the new guard contract in place, we have replaced our post 9-11 'band-aid' fix with a permanent

security solution, and we are now solidly going down that path. We believe that we have found a security firm that will maintain a unified standard of quality and allow for greater flexibility to respond to evolving security requirements. With this new unified partnership, we look forward to bringing greater safety and security to our campus.

INFORMATION

Chief Alvin Hinton
Security Guard Contract Project Officer
301-496-2387

WHERE HAVE ALL THE JOURNALS GONE?

As many of you have heard, the subscription agent for the NIH Library, as well as numerous other government agencies, public libraries, universities and companies around the country, has declared bankruptcy and has not made payments on our behalf for many of our 2003 print and electronic journals. However, the firm may be sold to another subscription agent. If sold, as a condition of the sale, the buyer, in cooperation with many of the major publishers, would fill our orders at no added cost. Therefore, it is in our best interest to wait before reordering the affected journal titles.

Although many publishers have generously continued to supply their journals to us directly while these negotiations are in progress, some have not. When a publisher demands payment, we must make a decision about the value of the journal to the NIH as a whole. If it is a high demand title like the New England Journal of Medicine, we acquire it and risk losing the funds deposited with the subscription agent. If it is not in high demand, in some cases, we have decided to wait until the problem is resolved before reordering.

The Library staff appreciates the importance of journals in your daily work and research and is working to restore normal journal access in a timely and cost-effective manner.

NIH FIRE AND EMERGENCY RESPONSE SECTION UPDATE

NEW TRUCK, NEW STATION

To keep up with the growing demands on campus, the NIH Fire and Emergency Response Section (FERS), commonly referred to as the NIH Fire Department, will be receiving a new ladder truck, moving into a new fire station and filling vacancies to ensure adequate staffing.

Scheduled for delivery in April, the new ladder truck gives FERS the capability for high rise rescues and the ability to respond to multiple calls at the same time without having to rely on mutual aid assistance from other fire departments, something that is not always readily available. In addition, the ladder truck augments the hazardous materials response capabilities.

The move to a new fire station will also take place in the coming months. Currently, the NIH fire fighters are bunked in a converted car wash facility. The new fire station not only provides better accommodations, but is equipped with better technology, including an expanded shop for testing and calibrating analytical equipment capable of detecting chemical agents.

While fighting fire is never ordinary, this fire department is charged with extraordinary responsibilities given the unique stature of the NIH as the largest biomedical research facility in the United States. The complex research conducted at the NIH presents a wide variety of potentially hazardous environments to which the FERS might be called. These environments include research laboratories, a research hospital, animal facilities, computer facilities,

chemical and radioactive waste facilities, child care centers, residential units, as well as an underground mass transit train station.

The FERS provides first response capability for emergency medical, fire, hazardous materials, and technical rescue incidents to not only the NIH Bethesda campus, but also mutual aid response to the National Naval Medical Center and Montgomery County. It responds to more than 2,000 incidents annually.

INFORMATION

Chief Gary Hess
301-496-2372

NIH MAIL IS "OFFICIAL"

The Mail and Courier Services Branch provides official mail service to the NIH. This service, like any other government resource, is intended only for mail that specifically relates to the mission and function of the NIH.

Just like government property, the NIH government mail system should not be used for personal matters. The Code of Federal Regulations, referred to as the "Standards of Conduct," states, "An employee shall not directly or indirectly use, or allow the use of government property of any kind, including property leased to the government, for other than officially approved activities."

Employees should have unofficial or personal mail sent to their residences or private post office boxes. In addition, employees should use the public mailboxes on campus for sending and distributing personal mail.

At the NIH, mail is considered organizational or positional. This means the intended recipient of most mail is the specific government organization or the person holding a specific government position, not the individual. Mail addressed to the previous incumbent of a position will be delivered to the person currently occupying the position. Mail will not

be forwarded when an employee accepts a new government position. Employees are encouraged to notify correspondents of any address change.

Thank you for helping the NIH Mail and Courier Services Branch by limiting your use of the NIH mail system to official correspondence only.

INFORMATION

Customer Service Team
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mcsbcs@mail.nih.gov

NIH FITNESS CENTERS: NEW AND IMPROVED

Have you seen your new and improved NIH Fitness Centers? Many efforts have been made and continue to be made to upgrade the centers:

- ▶ in Building 31
- ▶ the Aerobics Trailer located on the main campus and
- ▶ the Rockledge I fitness center

The NIH has been steadily purchasing and installing new fitness equipment in these facilities, and is in the process of updating appearances, which include new paint and carpet in the Building 31 fitness center and an aerobics floor refinishing in the T-39 Aerobics Trailer.

INFORMATION

www.nih.gov/od/ors/dss/special/index.htm

JANET PRITTS

We were all extremely saddened when my special assistant and dear friend, Janet Pritts passed away on January 30, 2003. Her contributions to the ORS and the NIH are immeasurable. We are deeply grateful for what she accomplished, and we miss her greatly.

Janet worked for the National Bureau of Standards, but spent most of her career with the NIH until her retirement on January 3, 2003.

Outside of work, Janet was an avid reader, a devoted blood donor, and she and her husband loved to ride their Harley-Davidson and travel with friends.

Janet received many awards, including the NIH Merit awards and the NIH Director's awards. She also received the ORS Equal Employment Opportunity (EEO) award. She was too sick to receive the award in person, but said she was deeply moved, and that of all the awards and recognitions she had received, she was most proud of this award. Such was her love and dedication to the humanity of all that we do.

Janet was known to be extremely capable; she was highly respected by all for her dependability, reliability and good judgment. It was these qualities, energy, and can-do attitude that made her someone all could turn to for help, guidance and wise counsel.

Janet was a very special person and will always be remembered for her compassion, vitality and her love of life.

Steve Ficca
301-496-2215

NIH LIBRARY: NOT JUST FOR SCIENTISTS

You may think the NIH Library is just for scientific or clinical staff, but you'd be wrong. Many non-medical books, databases, and journals useful to administrators and support staff are available at the library and through its website at <http://nihlibrary.nih.gov>.


Here are some examples of how the library can serve your information needs, even if you don't have mice as friends or make your daily cup of tea on a Bunsen burner.

You can find books on subjects such as leadership, management, or ethics in the online catalog. Recently published books in the library's collections that you may find interesting

include: *The Complete Guide to Conflict Resolution in the Workplace* by Marick Francis Masters, *Leading Quietly: An Unorthodox Guide to Doing the Right Thing* by Joseph Badaracco, and *Primal Leadership: Realizing the Power of Emotional Intelligence* by Daniel Goleman.

Non-medical databases including Books in Print and Web of Science can be timesavers. Access is provided through the NIH Library's Electronic Resources/Databases page. If you do not find a book in the library's online catalog, go to Books in Print to get details for ordering. Place your request via the library's Online Catalog/Document Delivery Requests/Book link or you can recommend that the library purchase the book via the Online Catalog/Suggestions for the Acquisition of Books and Journals link.

Web of Science consists of Social Sciences Citation Index and Science Citation Index Expanded for the years 1980 to the present. Social Sciences Citation Index includes abstracts of journals in fields such as economics, business, and general management. An "NIH LIBRARY FULL-TEXT PLUS!" button

 indicates whether the library has an identified journal available or whether you will need to place a request for articles from that journal. Web of Science also allows you to automatically run current awareness updates for journals such as Harvard Business Review, Workforce, and Public Administration Review. Use the PORPOISE interface in Web of Science to have table of contents delivered directly to your e-mail box. To learn how to set up a PORPOISE search strategy/profile, visit the library's Training page. Select your preferred Web of Science/PORPOISE training option from the automated tutorial, personal

tutorial, or the instruction links found within the Web of Science course description.

Additional non-medical journals, such as Journal of Financial Intermediation, are also accessible online. Go to the library's Electronic Resources/Online Journals page to link to over 3,000 journals. Depending on the subscription, full-text articles can be printed at your desk or ordered. To order articles from journals not available online or in the library's collection, request a Document Delivery. Links are provided within the Online Catalog page or from the NIH Library Services/ Ordering or Photocopying Articles and Books page.

Library staff know that your time is valuable. When you don't have time to run a search yourself, or you need to access information not found in the library's resources, request that library staff perform a mediated search for you. We have access to non-medical databases such as Business & Industry™, Business and Management Practices®, Gale Group PROMPT®, Lexis®-Nexis®, and WestLaw.® Results are delivered electronically to your NIH e-mail address or printed upon request. To place a search request, go to the library's Services/Search Requests page.

INFORMATION

NIH Library Information Desk
301-496-1080

NIH FEDERAL CREDIT UNION'S NEW CLINICAL CENTER BRANCH

The NIH Federal Credit Union is now serving the Clinical Center population in the vacated SunTrust Bank space, located outside the cafeteria on the B-1 level. After a renovation, the space opened for business on April 14. NIH patients and family members are eligible for credit union membership and credit union benefits, including check cashing. In addition to the regular banking services provided by the credit union, they

offer safe deposit boxes and foreign currency purchase and exchange exclusively at the Clinical Center Branch. In addition, a new full service ATM Internet kiosk and after-hours deposit box is located to the left of the branch in the former postage stamp machine/mail drop area. Hours of operation are Monday–Thursday, 8:00 am to 4:00 pm; Friday, 8:00 am to 6:30 pm; and Saturday, 8:30 am to 1:00 pm. These hours of operation are significantly longer than when SunTrust operated the branch. The branch manager is Sharyn Hartsfield, formerly serving in that capacity in the Building 13 credit union branch.

INFORMATION

301-718-0208

RECYCLING: DÉJÀ VU ALL OVER AGAIN

More than 2,000 recycling bins are placed all over the NIH, yet we are achieving only a 20% level of recycling. Although we would like to recycle everything that is appropriate for recycling, our goal is to reach the 50% level that Montgomery County requires for business recycling.

No matter how many recycling containers are distributed throughout the NIH, only you can toss material into those bins and boxes. NIH personnel, contractors and visitors should be aware that recycling is the right thing to do, for the earth and for our organization. Some tips everyone can follow:

- Reduce the possible contamination of a recyclable item by rinsing it.
- Make sure material is deposited in the right bin.
- Keep solid waste out of recycling bins.

If you cannot reduce or reuse a product, it should be recycled. Technically, recycling is the act of ensuring that a product ends its life cycle as a raw material for re-manufacture. It is best to recycle material in its purest form, free from contamination. Products that are contaminated – not a far-fetched possibility in a biomedical facility like ours – can present a safety hazard or incur an additional cleaning cost prior to recycling.

The NIH Recycling Program operates under the direction of the Environmental Protection Branch. All recycling receptacles are identified with blue and green NIH recycling logo and with information as to the specific material that can be placed in the container. Materials recycled campus-wide are as follows:

- Aluminum
- Mixed paper (newspapers, cardboard, paper with any color)
- Glass and plastic
- White paper recycling (containers are in individual offices, usually close to copy machines)

According to Dave Crook, the NIH Recycling Specialist, we could also do a better job with mixed paper recycling. That category includes newspapers and every other kind of paper except plain old white.

CAFETERIA RECYCLING

According to Dwayne Parris, Concessions Specialist, there is too much food and food-related trash finding its way into the recycling bins instead of the trash cans. That creates a lot of extra work for the maintenance staff and makes some recyclable items unusable. For example, if a greasy pizza plate touches newspaper, the newspaper has to be thrown in the trash.

EARTH DAY IS EARTH WEEK AT THE NIH, WITH FILE CLEAN UP ACTIVITY

Although Earth Day is on April 22, we celebrate it all week at the NIH, along with File Clean Up Week. If your office does not have enough convenient recycling containers, or you need more for file clean up activities, Dave Crook wants to hear from you.

OFF-CAMPUS RECYCLING

Recycling in off-campus leased buildings is the responsibility of the off-campus owners and management.

INFORMATION

Dave Crook 301-402-6036
dcrook@helix.nih.gov
or
recycle@nih.gov

NIH APPRENTICESHIP PROGRAM HONORS ITS GRADUATES

Pamela Barnes Kowal and Eugene Cotton, two ORS employees who graduated from the NIH Apprenticeship Program in August 2002, were honored recently at a ceremony and reception held in Building 1, Wilson Hall. Each received certificates from the U.S. Department of Labor Bureau of Apprenticeship Training, the State of Maryland, and the NIH acknowledging their completion of four years of on-the-job learning and rigorous academics at Montgomery College. Steve Ficca, ORS Director, was the keynote speaker and Tony Clifford, Director of the Division of Engineering Services, made congratulatory remarks.

Eugene Cotton, a Utility Systems Repairer Operator, came to the NIH from private industry in 1989 where he had been an iron worker. His strong belief in the importance of family and his desire to better himself for his family influenced his decision to take advantage of the apprenticeship opportunity. Eugene has been described as a

"dream employee" who, besides performing outstanding mechanical work in multiple tasks, can be counted on to jump in to do whatever it takes to keep the Business Maintenance Unit running.

Eugene believes that the on-the-job training and theory he received during his years in the NIH Apprenticeship Program provided a complete learning experience in all the trades, at the same time allowing him to earn a living.

Before coming to the NIH, Pamela Barnes Kowal, an ORS Electronic Mechanic, worked in heating and air conditioning, served in the Army military police force in Europe, and was a security officer with the State Department. In 1998, after transferring to the NIH as a police officer, Pamela applied and was selected for the NIH Apprenticeship Program to become an Electronic Technician.

Pamela graduated from the apprenticeship academic program at Montgomery College with a cumulative grade point average of 4.0. She received the Montgomery College Board of Trustees Apprenticeship Scholar Award and a cash award to be applied to future educational purposes of her choice.

The NIH Apprenticeship Program is in its 24th year. Established in 1978, it has graduated well over 100 apprentices and is the only training program at the NIH that is geared to the trades. Throughout its history, the Apprenticeship Program's minority recruitment has been unmatched at the NIH. This diversity nurtures the overall mission of the NIH, both by providing equal opportunity gateways to employees and gaining skilled, well-qualified and valued craftspeople for operation and maintenance of the NIH's research facilities.

INFORMATION

Ron Poole
301-402-1082

AMERICAN CHESTNUT TREES RETURN TO CAMPUS

In the continuing effort to diversify and enhance the campus landscape, Grounds Maintenance and Landscaping Section (GMLS) is planting 50 American chestnut seedlings in several locations across the campus, including the high ground between the Natcher Building and Metro. It is hoped that these trees will flourish in what was once their native soil.

Starting in 1900 and continuing until 1940, an Asian blight bark fungus was estimated to have destroyed over three and a half billion – yes, billion – American chestnut trees. No comparable devastation of a species, not even that of the American elm, exists in recorded history.

The new seedlings come from the American Chestnut Cooperators' Foundation, a nonprofit scientific and educational organization founded in 1984. GMLS will keep records on the trees' progress and make annual reports to the foundation. As the disease-resistant trees come to maturity and their progeny survive and reproduce, the American chestnut may once again become a familiar, and beautiful, sight. The planting of one of the seedlings will take place at an Arbor Day ceremony at the Natcher Building on April 25, 2003.

INFORMATION

Lynn Mueller
301-496-4817

DID YOU KNOW...

...what had to be plowed, shoveled and scraped to keep the campus accessible during the snow storms on and around President's Day Weekend?

- 17 miles of sidewalks
- 42 acres of parking lots
- 12.5 lane miles of roads
- 497 building entrances
- 40 platforms
- 9 acres of service areas

INFORMATION

Lynn Mueller
301-496-4817

SAVE MONEY WITH EUREST COUPON BOOKS

A coupon book being sold in the Eurest cafeterias is a great deal: customers get \$25.00 worth of food for \$22.50, a 10% savings. Ask a cashier for details.

INFORMATION

Dwayne Parris
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www.nih.gov/od/ors/dss/special/food.htm

WE WANT TO HEAR FROM YOU! Mr. Steve Ficca, Office of Research Services Director encourages you to submit questions, comments and suggestions about the services the ORS provides to the NIH community. Either Mr. Ficca or someone from the ORS staff will personally respond to each question. Just e-mail, phone or fax your comments and questions to the appropriate location listed below.

For questions or comments about ORS services to the NIH community, contact the ORS Information Line:

E-mail: ORSInfo@mail.nih.gov

Phone: 301-594-6677

Fax: 301-402-2204

Website: <http://www.nih.gov/od/ors/security/index.htm>

For questions or comments about articles in the *News2Use* or to suggest future story ideas:

E-mail: ORSNews2Use@mail.nih.gov

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