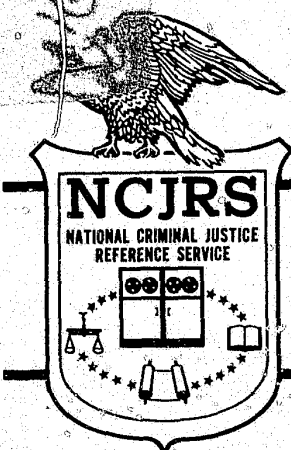
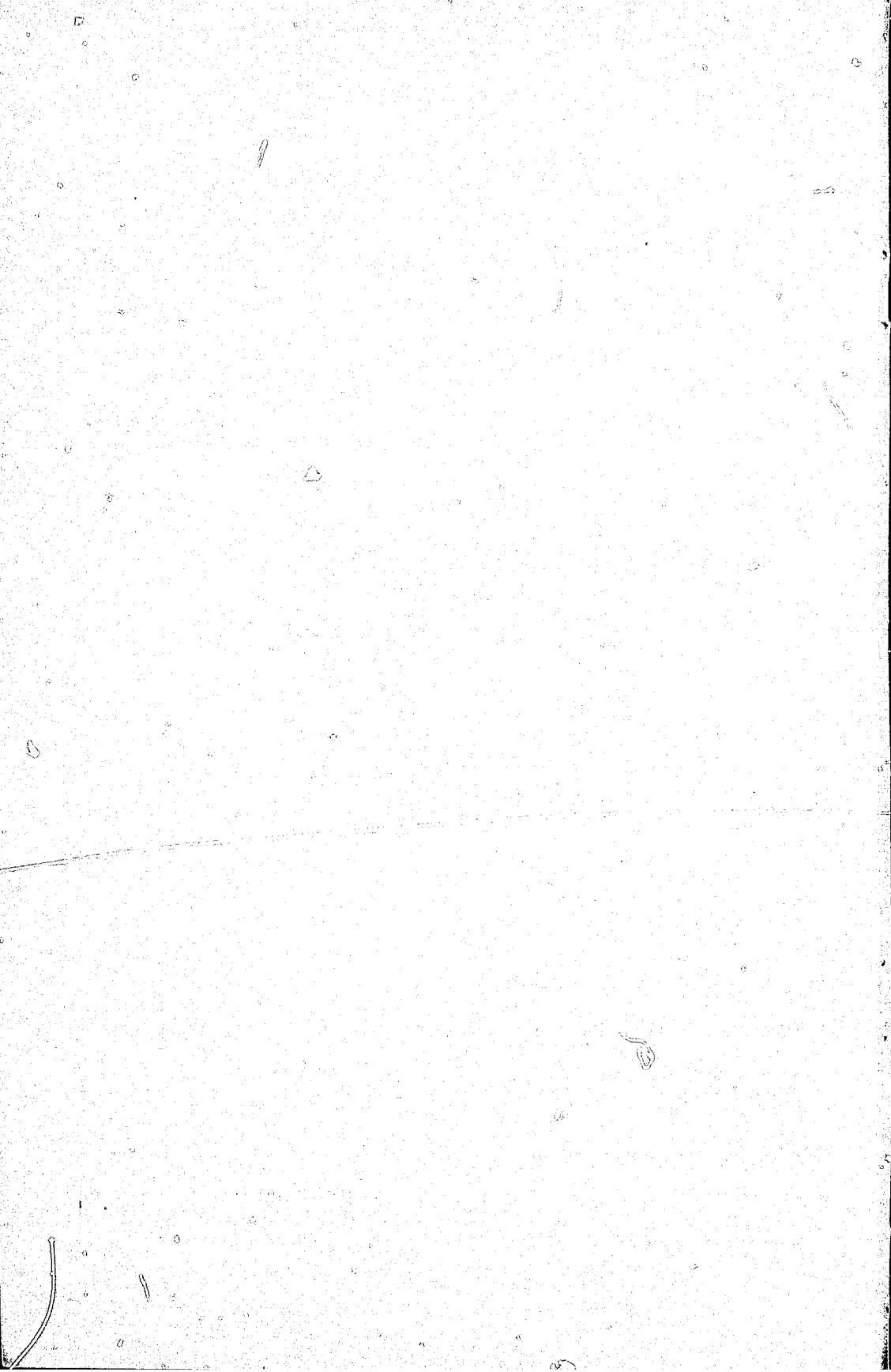


THE NATIONAL CRIMINAL
JUSTICE REFERENCE SERVICE

**USER'S
MANUAL**



U.S. DEPARTMENT OF JUSTICE
LAW ENFORCEMENT ASSISTANCE ADMINISTRATION
NATIONAL CRIMINAL JUSTICE REFERENCE SERVICE
WASHINGTON, D. C. 20530
TELEPHONE: (202) 963-5244



*"Once knowledge is acquired,
it is wasted if it is not shared."*

THE CHALLENGE OF CRIME IN A FREE SOCIETY

Report of the President's Commission on Law
Enforcement and Administration of Justice
1967

INTRODUCTION

Purpose of NCJRS

The National Criminal Justice Reference Service (NCJRS) is established under the Law Enforcement Assistance Administration (LEAA) to provide a central information reference source for the nation's law enforcement and criminal justice community and to use and disseminate that information to most effectively support the reference information needs of that community.

What NCJRS can do for the User

Indexes and Search Tools

- Document Retrieval Index (DRI)
- NCJ Thesaurus

Selective User Services

- Selective Notification of Information (SNI)
- Referral Services
- User Orientation

General Products

- Current Awareness Material
- Selected Topic Digests

General Services

- In-Center Services

What the User can do for NCJRS

User Feedback

Source Data

INTRODUCTION
page 2

USER
REGISTRATION
page 4

DOCUMENT
RETRIEVAL
INDEX (DRI)
page 6

NCJ
THESAURUS
page 8

SELECTIVE
NOTIFICATION
of INFORMATION
(SNI)
page 10

REFERRAL
SERVICES
page 12

USER
ORIENTATION
page 16

CURRENT
AWARENESS
MATERIAL
page 17

SELECTED
TOPIC
DIGESTS
page 18

NCJRS
IN-CENTER
SERVICES
page 19

USER
FEEDBACK
& SOURCE
DATA
page 20

INTRODUCTION

Scope of Data Base

The NCJRS data base is organized as a broad-based collection of data covering all aspects of law enforcement and criminal justice to include LEAA research and development and action grant project reports and studies. The data base also includes publications, books, tape libraries, and other documentation materials from a wide variety of government and non-government sources. NCJRS maintains information exchange with other reference and documentation information services. The data base contains bibliographic identification and an abstract of each item in the system.

Cost of NCJRS Products and Services

There is no charge nor fee to users for materials or services from within NCJRS resources.

When users are referred to other sources to obtain documents they may anticipate the normal established charges of those sources.

Availability of NCJRS Products and Services

NCJRS is scheduled to become operational in September 1972. Some of the products and services described in this Manual will become available on a limited basis prior to initial operational capability. NCJRS users will be notified via bulletins and announcements of such availability.

USER REGISTRATION

Types of Users

Registered Users will be those agencies, organizations, or individuals engaged in activities related to law enforcement and criminal justice who apply for continuing participation in NCJRS. They will have established interest profiles and be eligible to receive all products and services, including Selective Notification of Information (SNI) items.

General Users will include those organizations or concerned persons, other than Registered Users, who may request services on a selective or intermittent basis. They will not be registered to participate in the Selective Notification of Information program but may elect to receive copies of the Document Retrieval Index (DRI) and other referral services.

How to Register with NCJRS

Registration with NCJRS is accomplished by filling out the "Registration for Services" form shown on the following page. Copies of the form can be obtained by calling or writing the National Criminal Justice Reference Service at Washington, D. C., telephone (202) 963-5244, or by visiting the Center. A map showing the location of NCJRS is found on the inside back cover of this Manual. Any organization/agency/individual who is actively engaged in activities related to law enforcement and criminal justice is eligible to become a Registered User. All other concerned organizations and individuals will be considered as General Users.

Filling out the Registration Form

If the registrant is an agency/organization, it is important that an individual contact be noted in the Name block.

If you are registering as an individual only, the FROM block should be used to briefly describe your interest/activity that is related to law enforcement and criminal justice.

Be sure and include complete address and telephone number regardless of the type of registration.

USER REGISTRATION

If the registrant can qualify as a Registered User and if the Selective Notification of Information (SNI) service (described on page 10 of this Manual) is desired, the appropriate boxes in the User Interest Category section of the form should be checked. The checking of the appropriate boxes determines the "User Interest Profile" which is also explained in more detail in the SNI Section of this Manual.

Low Enforcement Assistance Administration NATIONAL CRIMINAL JUSTICE REFERENCE SERVICE (NCJRS) REGISTRATION FOR SERVICES		
FROM: (Agency/Organization)		TO:
MAILING ADDRESS:(Street-City-County-State-Zip Code)		U.S. DEPARTMENT OF JUSTICE LAW ENFORCEMENT ASSISTANCE ADMINISTRATION NATIONAL CRIMINAL JUSTICE REFERENCE SERVICE Washington, D.C. 20530
INDIVIDUAL TO BE CONTACTED BY NCJRS		
Name	Title	USER CODE(NCJRS Only)
Department/Office	Telephone(Incl Area Code)	REQUEST DATE
USER INTEREST CATEGORIES		
<input type="checkbox"/> Alcoholism <input type="checkbox"/> Amphetamines <input type="checkbox"/> Arrest <input type="checkbox"/> Assassination <input type="checkbox"/> Automated Data Processing <input type="checkbox"/> Bail & Bond <input type="checkbox"/> Ballistics <input type="checkbox"/> Barbiturates <input type="checkbox"/> Behavior Patterns <input type="checkbox"/> Capital Punishment <input type="checkbox"/> Civil Defense <input type="checkbox"/> Civil Rights <input type="checkbox"/> Collective Violence <input type="checkbox"/> Colleges & Universities <input type="checkbox"/> Communications <input type="checkbox"/> Compensation & Salaries <input type="checkbox"/> Complaints <input type="checkbox"/> Conferences & Proceedings <input type="checkbox"/> Crime <input type="checkbox"/> Abortion <input type="checkbox"/> Arson <input type="checkbox"/> Assault & Battery <input type="checkbox"/> Bribery <input type="checkbox"/> Boatlegging <input type="checkbox"/> Burglary <input type="checkbox"/> Capital <input type="checkbox"/> Counterfeiting <input type="checkbox"/> Embezzlement <input type="checkbox"/> Forgery <input type="checkbox"/> Gambling & Lotteries <input type="checkbox"/> Hijacking <input type="checkbox"/> Larceny <input type="checkbox"/> Libel <input type="checkbox"/> Manslaughter <input type="checkbox"/> Murder <input type="checkbox"/> Obscene <input type="checkbox"/> Pandering <input type="checkbox"/> Perjury <input type="checkbox"/> Pimping	<input type="checkbox"/> Courts (Continued) <input type="checkbox"/> County <input type="checkbox"/> Criminal <input type="checkbox"/> District <input type="checkbox"/> Divorce <input type="checkbox"/> Domestic Relations <input type="checkbox"/> Federal <input type="checkbox"/> Felony <input type="checkbox"/> Justice <input type="checkbox"/> Juvenile <input type="checkbox"/> Magistrate <input type="checkbox"/> Military <input type="checkbox"/> Municipal <input type="checkbox"/> Orphans <input type="checkbox"/> Police <input type="checkbox"/> Probate <input type="checkbox"/> Superior <input type="checkbox"/> Supreme <input type="checkbox"/> Tax <input type="checkbox"/> Trial <input type="checkbox"/> Tribal <input type="checkbox"/> Customs & Tariff <input type="checkbox"/> Demonstrations <input type="checkbox"/> Detoxification <input type="checkbox"/> Deviants <input type="checkbox"/> Discipline <input type="checkbox"/> Disorderly House <input type="checkbox"/> Dissent <input type="checkbox"/> Drunkenness <input type="checkbox"/> Economics <input type="checkbox"/> Electronic Data Processing <input type="checkbox"/> Emergency Services <input type="checkbox"/> Ethics <input type="checkbox"/> Evidence <input type="checkbox"/> Execution <input type="checkbox"/> Family Services <input type="checkbox"/> Felon <input type="checkbox"/> Felony <input type="checkbox"/> Fire	<input type="checkbox"/> Law (Continued) <input type="checkbox"/> Maritime <input type="checkbox"/> Martial <input type="checkbox"/> Ordinance <input type="checkbox"/> Regulation <input type="checkbox"/> Statute <input type="checkbox"/> Traffic <input type="checkbox"/> U.S. Code <input type="checkbox"/> Life Detection <input type="checkbox"/> Liquor <input type="checkbox"/> LSD <input type="checkbox"/> Marijuana <input type="checkbox"/> Medicine <input type="checkbox"/> Misdemeanor <input type="checkbox"/> Modus Operandi <input type="checkbox"/> Motive <input type="checkbox"/> Negligence <input type="checkbox"/> Offenders <input type="checkbox"/> Opium <input type="checkbox"/> Pardon <input type="checkbox"/> Parole <input type="checkbox"/> Patrol <input type="checkbox"/> Penal Institutions <input type="checkbox"/> Personnel <input type="checkbox"/> Photography <input type="checkbox"/> Picketing <input type="checkbox"/> Police Academies <input type="checkbox"/> Political Science <input type="checkbox"/> Prisons <input type="checkbox"/> Prisoners <input type="checkbox"/> Probability <input type="checkbox"/> Probation <input type="checkbox"/> Professional Conduct <input type="checkbox"/> Protective Clothing <input type="checkbox"/> Protective Equipment <input type="checkbox"/> Psychiatry <input type="checkbox"/> Psychology <input type="checkbox"/> Race Relations <input type="checkbox"/> Recidivism

DOCUMENT RETRIEVAL INDEX (DRI)

What is it?

The DRI is an index of the documentation in the NCJRS data base that can be made available to users either from NCJRS or from other designated sources. The index provides a basic description of each data base item and also cross references each item in several ways to facilitate finding the full description if only one part of it is known. The DRI will be issued four times annually. The first three issues will reflect the documents acquired quarterly. The fourth issue will record all documents acquired during the year.

How to obtain a copy

All NCJRS users can obtain a copy of the DRI and be placed on its distribution list by calling, writing, or visiting the NCJRS Center.

How to use the DRI

Section 1—Document List. All document descriptions are listed numerically according to NCJRS accession number (NCJ-xxxxxx) and include title, subject indicator, issuing source, author, grant number (if applicable), where the document can be obtained and price (if any), and an annotation.

Section 2—Grants List. This Section includes all grant reports and lists them in sequence by grant number. The NCJRS accession number is shown for each grant number. If you are looking for a report but have only the grant number, a quick scan of this Section will locate that grant number, if the report is in the NCJRS data base. The NCJRS accession number will be located right beside the grant number. You can then turn to Section 1 of the DRI and easily locate the document description for that grant report.

Section 3—Author List. This Section includes all NCJRS data base items with a known author. The authors are listed in alphabetical order. Beside each author's name is the pertinent NCJRS document accession number. Thus, knowing only an author's name, you can find the accession number(s) for NCJRS holdings which he wrote. Again, by turning to Section 1, you can now find the document description for each NCJRS accession.

DOCUMENT RETRIEVAL INDEX (DRI)

Section 4—Search List. This Section lists document subjects in alphabetical order and includes the accession numbers of all documents pertaining to that subject. This Section can also be used as a manual search tool since the accession numbers for each subject are arranged to facilitate finding an accession number that appears under two or more subjects. Thus, subjects can be combined and documents can be located to cover the subject combination.

Order Form

This form is found at the back of the DRI and can be used to request NCJRS services and products, to order specific documents which have been identified through use of the DRI, or to obtain additional information via an NCJRS search in specific areas of law enforcement and criminal justice.

ORDER FORM		
<small>MAIL ROOM PART 10</small>	U.S. DEPARTMENT OF JUSTICE NATIONAL CRIMINAL JUSTICE REFERENCE SERVICE <small>WASHINGTON, D.C. 20535</small>	<small>THE OFFICE SERVES THE PUBLIC ON THIS</small>
NCJRS SERVICES <small>PLEASE PRINT AND INDICATE BY CHECKING OR CHECKING IN OTHER AREA THE SERVICES DESIRED BY CHECKING THE APPROPRIATE BOXES</small>		
<small>PLEASE SUBJECT SERVICE BY CHECKING THE APPROPRIATE BOXES</small>		
<input type="checkbox"/> GENERAL INFORMATION <small>GENERAL INFORMATION CONCERNING NCJRS SERVICES AND PRODUCTS</small>		
<input type="checkbox"/> LIBRARY SERVICES <small>LIBRARY SERVICES INCLUDING ACQUISITION, CIRCULATION, REFERENCE, AND DOCUMENT DELIVERY</small>		
<input type="checkbox"/> RESEARCH SERVICES <small>RESEARCH SERVICES INCLUDING SEARCH, ANALYSIS, AND REPORT PREPARATION</small>		
<input type="checkbox"/> ALL SERVICES <small>ALL SERVICES ARE AVAILABLE</small>		
DOCUMENT ORDER <small>PLEASE PRINT NAME OF DOCUMENT, AND INDICATE BY CHECKING THE APPROPRIATE BOXES THE TYPE OF DOCUMENT AND THE NUMBER OF COPIES</small>		
<small>NCJRS DOCUMENT NUMBER</small>	<small>U.S. DEPARTMENT NUMBER</small>	<small>NUMBER OF COPIES</small>
_____	_____	_____
_____	_____	_____
_____	_____	_____
SEARCH REQUEST <small>PLEASE PRINT NAME OF AGENCY, INDICATE BY CHECKING THE APPROPRIATE BOXES THE TYPE OF SEARCH REQUEST, AND INDICATE BY CHECKING THE APPROPRIATE BOXES THE TYPE OF SEARCH REQUEST</small>		
<div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;"> <small>SEARCH REQUEST</small> </div> <div style="border: 1px solid black; padding: 5px;"> <small>SEARCH REQUEST</small> </div>		
<small>YOUR NAME AND ADDRESS</small>		
YOUR NAME AND ADDRESS		
<small>NAME AND ADDRESS OF THE AGENCY OR INDIVIDUAL TO WHOM THE DOCUMENTS ARE TO BE DELIVERED</small>		
<small>NAME AND ADDRESS</small>		
<small>STREET ADDRESS</small>		
<small>CITY AND STATE</small>		
<small>ZIP CODE</small>		
<small>PHONE NUMBER</small>		
<small>INDICATE BY CHECKING THE APPROPRIATE BOXES THE TYPE OF SEARCH REQUEST</small>		

NCJ THESAURUS

What is it?

The NCJ Thesaurus is a listing of the words and word combinations that describe the language of the law enforcement and criminal justice community. These words/word combinations are derived from the source data which is continually resulting from the activities of the law enforcement and criminal justice community. Thus, the Thesaurus represents the "living" language of the user.

The language of the Thesaurus consists of Subject and Content Indicators. Subject Indicators are few in number and are used to indicate the principal subject matter being discussed or reported in a document. Content Indicators simply describe what the subject matter of a document is all about. There will be many times more Content Indicators than Subject Indicators.

How to Obtain a Copy

Write or call the National Criminal Justice Reference Service at Washington, D.C., telephone (202)963-5244, or stop in at the NCJRS Center located in Washington's L'Enfant Plaza (SW). A map is shown on the inside back cover of this Manual.

How to use the Thesaurus

The Thesaurus is presented in four sections and an Appendix.

Section 1--Subject Indicators. This Section presents an alphabetical summary listing of all Subject Indicators.

Section 2--Subject/Content Indicators -- Hierarchical. Subject Indicators are listed with the related Content

NCJ THESAURUS

Indicators grouped under each subject. Subject Indicators and Content Indicator groupings are all in alphabetical order. This configuration of the Thesaurus reflects the most generally accepted usage in the law enforcement and criminal justice community and will not restrict the evolution of other combinations of terms in NCJRS applications.

Section 3--Content Indicators. This Section lists all Content Indicators in alphabetical order. Also shown for each indicator is its frequency count or the number of times that indicator has been chosen to help describe the contents of a document. By using the Thesaurus to determine indicators of interest for a search and by noting the frequency count for each indicator, you can get a preliminary indication of the amount of documentation available and of possible interest to you.

Section 4--Subject Indicators -- Rotated. This listing includes all Subject Indicators but arranges all keywords of these indicators in alphabetical sequence. You can use this listing to make a subject search of any Subject Indicator in the system.

Appendix A--Descriptions of Selected Terms. All Subject Indicators and selected Content Indicators are listed with the meaning of that indicator to the language of the law enforcement and criminal justice community. Each description should be interpreted to include, "and as the subject relates to law enforcement and criminal justice considerations".

Acronyms are used in the vocabulary as Content Indicators and appear in the Thesaurus only in Sections 2 and 3. For user convenience, full interpretations are provided in parentheses following each acronym listed in Section 3.

SELECTIVE NOTIFICATION OF INFORMATION (SNI)

What is it?

The Selective Notification of Information (SNI) service is designed to relate the subjects and contents of new and developing literature to the selected interests of system users.

How to Obtain the Service

As a Registered User, you are eligible to receive the SNI service. Simply fill out the "User Interest Category" part of the Registration for Services form and check those categories that are of interest to you. This part of the form is shown below. Copies of this form can be obtained by writing or calling NCJRS or by visiting the Center in Washington, D.C. NCJRS intends, whenever possible, to review the requested profiles with the user to assure appropriateness of his profile with respect to his interests and areas of activity.

How to Use the Service

Periodically, information (Subject and Content Indicators) on selected new document acquisitions will be processed against the NCJRS User File to relate these new documents to the interest profiles of Registered Users.

Law Enforcement Assistance Administration NATIONAL CRIMINAL JUSTICE REFERENCE SERVICE (NCJRS) REGISTRATION FOR SERVICES		
FROM: (Agency/Organization)		TO:
MAILING ADDRESS: (Street-City-County-State-Zip Code)		U.S. DEPARTMENT OF JUSTICE LAW ENFORCEMENT ASSISTANCE ADMINISTRATION NATIONAL CRIMINAL JUSTICE REFERENCE SERVICE Washington, D.C. 20530
INDIVIDUAL TO BE CONTACTED BY NCJRS		
Name	Title	USER CODE (NCJRS Only)
Department/Office	Telephone (Incl Area Code)	REQUEST DATE
USER INTEREST CATEGORIES		
<input type="checkbox"/> Alcoholism <input type="checkbox"/> Amphetamines <input type="checkbox"/> Arrest <input type="checkbox"/> Assassination <input type="checkbox"/> Automated Data Processing <input type="checkbox"/> Bail & Bond <input type="checkbox"/> Ballistics <input type="checkbox"/> Barbiturates <input type="checkbox"/> Behavior Patterns <input type="checkbox"/> Capital Punishment <input type="checkbox"/> Civil Defense <input type="checkbox"/> Civil Rights <input type="checkbox"/> Collective Violence <input type="checkbox"/> Colleges & Universities <input type="checkbox"/> Communications <input type="checkbox"/> Compensation & Salaries <input type="checkbox"/> Complaints <input type="checkbox"/> Conferences & Proceedings <input type="checkbox"/> Crime	<input type="checkbox"/> Courts (Continued) <input type="checkbox"/> County <input type="checkbox"/> Criminal <input type="checkbox"/> District <input type="checkbox"/> Divorce <input type="checkbox"/> Domestic Relations <input type="checkbox"/> Federal <input type="checkbox"/> Felony <input type="checkbox"/> Justice <input type="checkbox"/> Juvenile <input type="checkbox"/> Magistrate <input type="checkbox"/> Military <input type="checkbox"/> Municipal <input type="checkbox"/> Orphans <input type="checkbox"/> Police <input type="checkbox"/> Probate <input type="checkbox"/> Superior <input type="checkbox"/> Supreme <input type="checkbox"/> Tax	<input type="checkbox"/> Law (Continued) <input type="checkbox"/> Maritime <input type="checkbox"/> Martial <input type="checkbox"/> Ordinance <input type="checkbox"/> Regulation <input type="checkbox"/> Statute <input type="checkbox"/> Traffic <input type="checkbox"/> U.S. Code <input type="checkbox"/> Lie Detection <input type="checkbox"/> Liquor <input type="checkbox"/> LSD <input type="checkbox"/> Marijuana <input type="checkbox"/> Medicine <input type="checkbox"/> Misdemeanor <input type="checkbox"/> Modus Operandi <input type="checkbox"/> Motive <input type="checkbox"/> Negligence <input type="checkbox"/> Offenders <input type="checkbox"/> Opium

This comparison results in the printing of an order card (shown below) for each user which lists the documents of interest to him. An abstract card (shown below) for each listed document will be included with the order card, and the package will be mailed to the user. The order card also includes the sources where the document may be obtained.

Upon receiving this package, the user may review each abstract card and determine if he wants the source document. To obtain desired documents, simply check the appropriate box on the order card and return it to NCJRS.

A user should refine his interest profile as his experience with NCJRS grows. This can be accomplished at any time by resubmitting the "User Interest Categories" form shown on the preceding page. Periodically, as significant changes may occur to the base of user interest categories, NCJRS will solicit profile updates by appropriate distribution of the User Interest Category form.

CHECK THIS BOX TO DISCONTINUE THIS SERVICE

NCIRS ACCESSION NO.	CHECK DESIRED ITEMS		
	HARD COPY	LOAN COPY	MICRO FILMS
NCJ-000103			NA
NCJ-000193			NA
NCJ-000342			NA
NCJ-000352			NA
NCJ-000385			NA
NCJ-000397			NA
NCJ-000392			NA
NCJ-000397			NA
NCJ-000398			NA
NCJ-000399			NA
NCJ-000598			NA

NATIONAL CRIMINAL JUSTICE REFERENCE SERVICE
Selective Notification of Information

03 22 72

From:

11

The enclosed abstracts are provided for your retention in response to your Information Requirements Profile. This card may be used to order single copies at no charge by checking one of the empty boxes for each document. Allow 2-4 weeks for hard copies, loan copies and microfiche are available immediately. "NA" indicates documents which are not available from NCJRS, but which may be ordered directly from the source shown on the abstract card.

**NATIONAL CRIMINAL JUSTICE
REFERENCE SERVICE**
Washington, D.C. 20530

DOCUMENT TITLE: Experimental Evaluation of the Crime Control Team Organization Concept

AUTHOR(S): J F Elliott, T J Sardino, J F O'Connor

DOCUMENT ORIGINATING SOURCE: G E Electronics Laboratory

COPIES AVAILABLE AT: _____

CONTRACT/GRANT NO. _____

DOCUMENT NO. _____

NCJ-000397
DOCUMENT DATE: 5/6-70
NO. OF PAGES: 10

TERMS/CONTENTS INDICATORS: Research and Development, Crime Detentions, Crime Control Team, Crime Interception, Crime Investigations, Citizen Service Unit, Decision Making, Clearance Rate, Probability Estimates, Syracuse Police Experiments, Crime Control Program, Hawthorne Effect.

ABSTRACT: The Crime Control Team (CCT) is the basic operational element in a proposed formal organization of a municipal police department. The structure was suggested to assign the responsibility, and hence, accountability for the control of crime to specific individuals. The organizational structure permits the police to adopt an offensive strategy and to place increased emphasis on interception and deterrence tactics for controlling crime. The CCT concept was evaluated over a period of a year. Types of measurements and statistical evaluation techniques are described. The experimental results are interpreted as significant due to the consistency of the results. The CCT performed in an outstanding manner when compared to the bulk of the Syracuse Police Department. The performance might have been the result of using above average policemen, superior leadership, the Hawthorne effect, or a combination of these and other factors. The fact remains that it has been demonstrated that the effectiveness of the municipal police can be increased significantly without an increase in manpower or financial resources.

REFERRAL SERVICES

What are they?

These services represent a significant part of overall NCJRS operations. They bring together the information requirements of users with the information that can satisfy those needs without restraints on how the request is made or the type/format of the response information. To put it another way, the user presents his law enforcement and criminal justice problem as it relates to the need for reference information; NCJRS then applies its resources to obtain that information and to get it to the user.

Scope of Services

Referral services will be provided from both manual and automated capabilities. NCJRS is equipped to handle referral requests and responses by telephone, mail, or by direct personal user contact at the NCJRS Center in Washington, D.C.

NCJRS Repository

This facility maintains extra copies of selected documents, and depending upon size it can reproduce documents. The Repository is designed to provide for the manual searching of its files.

NCJRS Computerized Data Bank

This capability permits the rapid exposure of a large data base for any individual request for information.

Interface With Other Information Services

In this capacity, NCJRS will serve the user as an information system of Information Systems. Normal information exchange capabilities with other systems have been established in order to use the knowledge and data that may already be available. Some of the systems are:

- National Institute of Mental Health (NIMH) Clearing House
- National Technical Information Service (NTIS)
- LEAA's Grants Management Information System (GMIS)
- LEAA Library
- Science Information Exchange (SIE)
- National Bureau of Standards (NBS) Clearing House
- Office of Education's Research Information Center (ERIC)

REFERRAL SERVICES

How to Obtain the Services

Referral services can be obtained in any one of four different ways. The Search Request section of the Order Form (shown below) is the most commonly used way to request information from NCJRS. The user's request may be stated in his own words, or if he has access to a Thesaurus, his request may be described by choosing the appropriate Thesaurus terms.

If Order Forms are not available, the request may be made by calling NCJRS on the telephone, (202)963-5244, by writing a letter which describes the request in the user's own words, or by visiting the NCJRS Center in Washington, D.C., and personally discussing the information needs with one of its referral specialists.

ORDER FORM		
MAIL ENTIRE PAGE TO:	U.S. DEPARTMENT OF JUSTICE LAW ENFORCEMENT ASSISTANCE ADMINISTRATION NATIONAL CRIMINAL JUSTICE REFERENCE SERVICE Washington, D.C. 20530	FOR FASTER SERVICE, CALL (202) 963-5244
SEARCH REQUEST IF THERE ARE SPECIFIC AREAS WHERE ADDITIONAL DOCUMENTS MAY HELP YOU, INDICATE THOSE AREAS EITHER IN THE WRITTEN REQUEST BOX OR AGAINST SPECIFIC TERMS IN THE NCJRS THESAURUS. IF YOU HAVE ANY QUESTIONS, PLEASE CALL THE ABOVE NUMBER.		
WRITTEN REQUEST:		
OR		
NCJ THESAURUS SEARCH TERMS		
YOUR PHONE NUMBER (OPTIONAL) _____		
YOUR NAME AND ADDRESS		
U.S. DEPARTMENT OF JUSTICE LAW ENFORCEMENT ASSISTANCE ADMINISTRATION NATIONAL CRIMINAL JUSTICE REFERENCE SERVICE Washington, D.C. 20530 RETURN AFTER 5 DAYS	NAME _____ DEPARTMENT/AGENCY _____ STREET ADDRESS _____ CITY, STATE _____ ZIP CODE _____	POSTAGE AND FEES PAID DEPARTMENT OF JUSTICE

REFERRAL SERVICES

Responses to Requests

All responses are reviewed by an NCJRS referral analyst before being sent to the user. This action is taken to assure that the response will come as close as possible to meeting the user's requirements the first time.

A response may take the form of hard copy documentation or information as to where the documentation may be obtained, a bibliography, or a letter reply providing the needed information. Any of these forms may be used to answer questions from users. Examples of typical questions are:

(Specific)—What documents were developed under OLEA Grant 239 ?

(General)—What documents can assist us in establishing crime control teams ?

(Special)—What actions have been taken in small western towns against drugs ?

(Broad)—What information is available on automation in courts ?

(Bibliographic)—List all available references on juvenile delinquency.

An example of a computer printed search result is shown on the next page.

REFERRAL SERVICES

DOJ/LEAA NATIONAL CRIMINAL JUSTICE REFERENCE SERVICE
SEARCH NO. 74-0054 DATE 042372

REQUESTER: MABLE PATRICK
4750 ST. LOUIS ST.
NEW YORK, N.Y.10022

ACCESSION NO.: NCJ-000391

TITLE:
QUANTITATIVE MODELS OF CRIMINAL COURTS

AUTHOR(S): JENNINGS, J.B.

DOCUMENT GENERATING SOURCE:
NEW YORK CITY - RAND INSTITUTE
NEW YORK, N.Y. 10022

DOCUMENT NO.: P-4641
DATE: 050671
CONTRACT / GRANT NO.: N/A

DOCUMENT CLASS.: 28-PAGE REPORT

SUBJECT INDICATOR: OPERATIONS RESEARCH, RESOURCE ALLOCATIONS,
SIMULATION MODELS

CONTENT INDICATORS:
COURT DELAYS
JAIL OVERCROWDING
CASE SCHEDULING
COURT OPERATIONS
COURT CASE-FLOW MODELS
COURT CALENDAR-SIZE MODELS
CRIMINAL COURTS

ABSTRACT:
SEVERE PROBLEMS OF CONGESTION AND DELAY HAVE EXISTED IN CRIMINAL AS WELL AS CIVIL COURTS THROUGHOUT THE COUNTRY FOR MANY YEARS. IN THE LAST FEW YEARS, THE TECHNIQUES OF OPERATIONS RESEARCH BEGAN TO BE APPLIED TO THE EFFECTIVE ADMINISTRATION OF THESE COURTS. THESE APPLICATIONS ARE OF TWO PRIMARY TYPES: THE ALLOCATION OF COURT (AND RELATED) RESOURCES, AND THE SCHEDULING OF CASE APPEARANCES. THIS PAPER SUMMARIZES SOME RECENT WORK IN THE DEVELOPMENT OF THE QUANTITATIVE MODELS WHICH FORM THE BASIS OF SUCH APPLICATIONS, INTRODUCES AN ORIGINAL MODEL, AND SUGGESTS PROMISING AREAS FOR FURTHER WORK OF THIS TYPE. THE MODELS DISCUSSED INCLUDE ANALYTIC AND SIMULATION MODELS OF CASE-FLOW, SCHEDULING, AND COURTROOM ACTIVITIES.

USER ORIENTATION

What is it?

This service brings information about the operation of NCJRS to the user to assure that he understands the system and can use it to his maximum benefit.

Types of Orientation

Briefings. Briefings on the purpose and use of NCJRS are available to small groups to introduce the system to potential users. The briefings may utilize audio-visual presentations or be simple question and answer discussion meetings.

Workshops. These meetings are geared to distinct user groups with the emphasis on problem-solving and attendee participation. Users will be approached ahead of time to determine key problem areas which can form the background for the workshop. NCJRS personnel will coordinate the workshops including preparation of reports; however, it is desirable that workshop leaders be from the user community.

Seminars/Conferences. When NCJRS has become fully operational, this service will be extended to larger groups of users where the impact will be at the regional or national level.

How to Utilize this Service

If you require more information about NCJRS and its operations, contact NCJRS and a briefing may be scheduled as part of a planned trip by NCJRS personnel. Tell NCJRS about problems you have encountered and that you feel may be suitable for a workshop. Above all, participate in workshops, seminars, and conferences as contributors or attendees. Such NCJRS services will be successful only if there is effective user participation.

CURRENT AWARENESS MATERIAL

What is it?

This material will form one of the principal means of communication from NCJRS to the user community. Material covered will be NCJRS status and progress, announcement of significant new documents, new NCJRS services or expansion/modification of current services, user-related procedures, selected bibliographies, and general-interest news items related to reference information services.

The material will take many forms depending on the matter being communicated, for example, brochures, flyers, newsletter items, bulletins, announcements, and letters.

How to Obtain it

In all cases, NCJRS will determine the schedule, form, and distribution of Current Awareness Material. Frequently, dissemination of the material will be to selected user groups only (e.g., Police, Correction Agencies, Courts, State Planning Agencies, LEAA); however, most material will be broadly distributed. Any user who learns of an item of Current Awareness Material which he did not receive but which would be of interest to him, should contact NCJRS, and a copy will be sent to him.

SELECTED TOPIC DIGESTS

What are they?

A Selected Topic Digest (STD) is an abridged summary of existing documentation covering a selected subject in a discipline related to Police, Correction Agencies, or Courts. The Digest will contain an authoritative synopsis of the applicable conditions, systems, methods, procedures, materials, and related facts presented in the major publications being abridged. Each STD will include a bibliography identifying the documentation included in the summary. STD's will be prepared by specialists in the appropriate law enforcement and criminal justice disciplines.

How to Obtain them

Distribution of STD's will depend on the subject matter. Digests of general subject matter will be broadly disseminated, and Digests covering narrower subject fields will be distributed to selected users groups. If you know of a specific STD that you did not receive but would be of special interest to you, contact NCJRS for a copy.

NCJRS	15 April 1972
Selected Topic Digest	
FROM CRIMINAL JUSTICE INFORMATION RELATED TO NEW TECHNOLOGY, SYSTEMS, METHODS, AND EQUIPMENT	
MOBILE CRIME LABS	
<u>SUMMARY</u>	J.R. Smith NCJRS Research Analyst

Mobile Crime Labs of IFAA

NCJRS IN-CENTER SERVICES

What are they?

These varied services are available to all visitors to the NCJRS Center in Washington, D.C.

The NCJRS Repository and its files of documents, publications, and reference material are available for browsing by any user who is interested in seeing what is current in law enforcement and criminal justice, finding particular information for his own use, or becoming more familiar with NCJRS holdings so that future referral requests may be made more effectively.

NCJRS has micro-fiche readers which can be used to view its micro-fiche holdings. These readers are also available to NCJRS users who may have documentation in micro-fiche form but who have no viewing capability.

NCJRS will lend to visiting users selected documents from its Repository for short periods of time. The check-out form shown below is used for these loans.

REQUESTOR NAME (PRINT)		NO			
SIGNATURE		LOG. NO.			
MICROFICHE [] SERIAL []	DATE	EXT	BLDG & ROOM	UNIT	
REMARKS					
REQUESTOR COPY					

WHAT THE USER CAN DO FOR NCJRS

User Feedback

What is it? User feedback is the communication from a user that enables NCJRS to determine satisfaction with procedures, outputs, and services.

Solicited Feedback. Periodically, user satisfaction questionnaires will be sent to all users of NCJRS. The information returned by the users enables NCJRS to more effectively evaluate user acceptance of the system and overall system effectiveness.

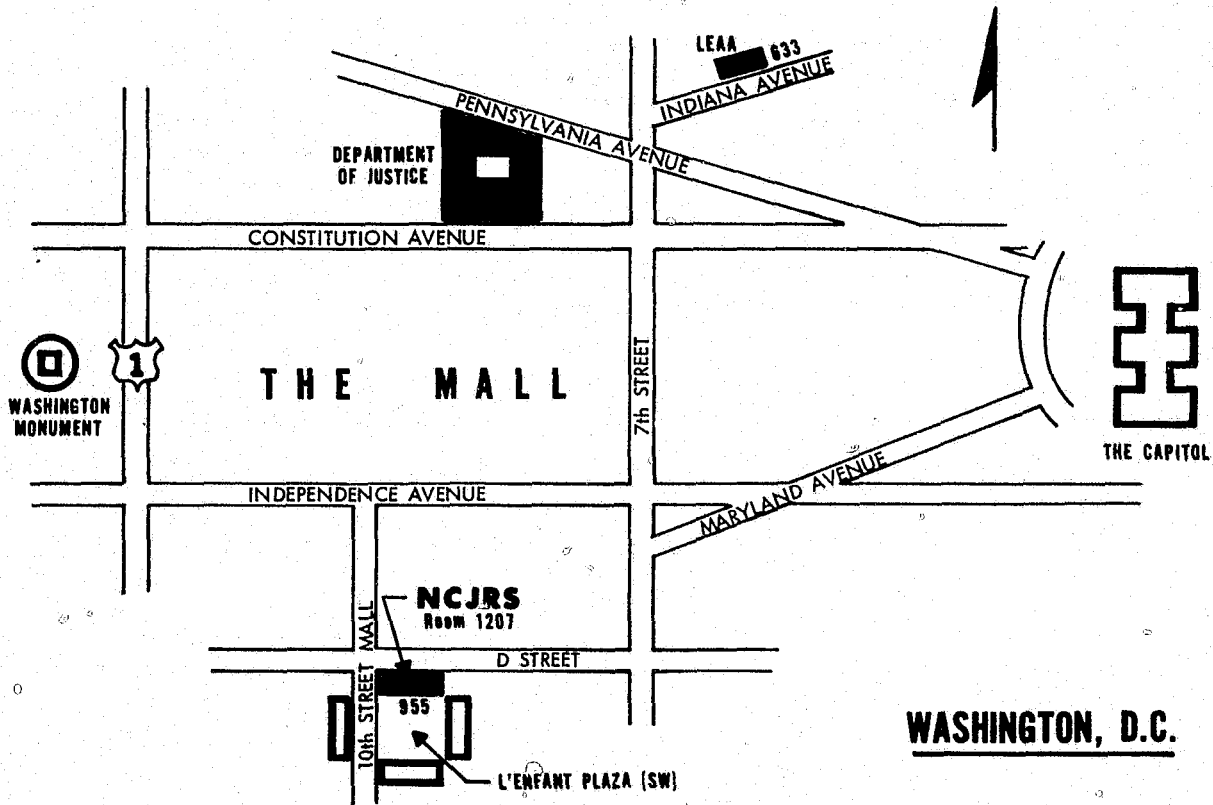
Unsolicited Feedback. Users are encouraged to provide feedback at any time they desire and not to wait for the periodic questionnaire. All unsolicited feedback will be acknowledged and processed according to established procedure. If a user suggestion results in a change in operations or in some other way effects an improvement to NCJRS, a report of the activity will be forwarded to the suggestor.

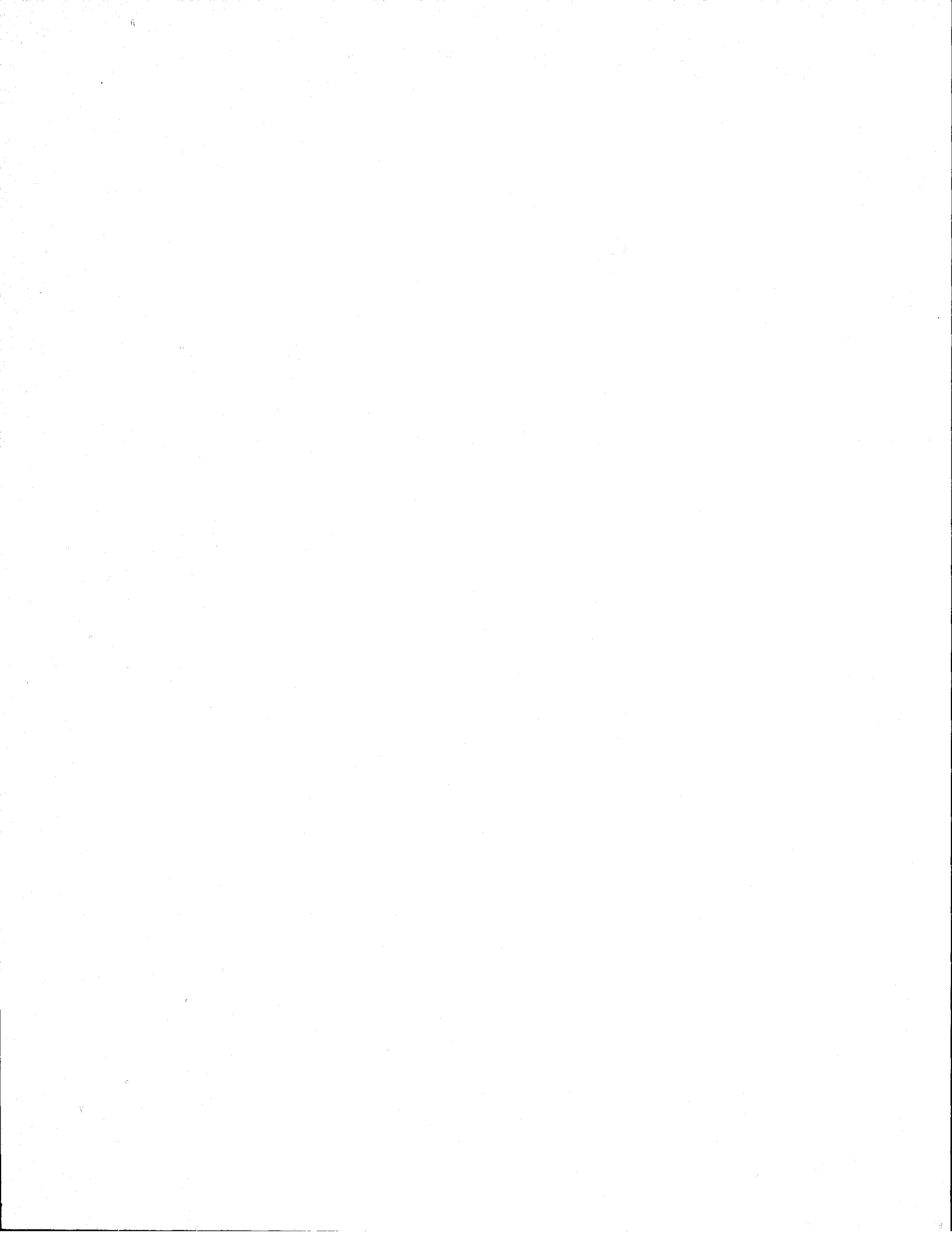
Provision of Source Data

What is Source Data? It is the documentation covering any aspect of law enforcement and criminal justice that forms the NCJRS data base.

How Users can help NCJRS. Many users generate documents as a result of their law enforcement and criminal justice activities. Other users maintain libraries of documents of interest to NCJRS. Often, these documents could be of great help to other users and NCJRS can be the most effective means to effect a transfer of information between users.

If you have documents that you believe would be of value to NCJRS, notify the NCJRS Center about such documents (title, author, subject matter) or send a copy of the document.





END