

## NIH POLICY MANUAL

### 1757 - UPDATING THE NIH TELEPHONE AND SERVICE DIRECTORY

Issuing Office: CIT (301)496-1470 (formerly an ORS chapter)

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1. **Explanation of Material Transmitted:** This chapter describes the guidelines and procedures for updating the NIH Telephone and Service Directory. These procedures include the distribution of update packets, summary of contents of the update packet, editing instructions utilized within these packets, clarification of the editing instructions, preparations for print, final printing, and distribution of the NIH Telephone and Service Directory.
2. **Filing Instructions:**
  - Remove:** None
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#### **A. Purpose:**

This chapter describes the guidelines and procedures for updating the NIH Telephone and Service Directory. These procedures include the distribution of update packets, summary of contents of the update packet, editing instructions utilized within these packets, clarification of the editing instructions, preparations for print, final printing, and distribution of the NIH Telephone and Service Directory.

#### **B. Background:**

The proliferation and dynamic nature of the NIH community mandates that guidelines and procedures be implemented to maintain uniformity and internal controls relating to the NIH Telephone and Service Directory.

### **C. Responsibilities:**

1. Executive Order 9397
2. NIH Manual Handbook [1123](#)

### **D. Definitions:**

1. Accounts, Audit and Directory Section, TCB - The office responsible for updating and printing the NIH Telephone and Service Directory.
2. Compile Date - The date noted in the bottom left margin of each page indicating the printing date.
3. Editing Voucher - The receipt signed by an Administrative Officer or his/her designated representative verifying the completion and accuracy of the NIH Telephone and Service Directory updates.
4. Facsimile Listing - A section containing a list of facsimile numbers.
5. General Information - A section containing items of common interest to the NIH community.
6. ICD - The abbreviation/acronym established for Institute, Center or Division.
7. Liaison(s) - The designated person(s) who receives the update packet for their ICD.
8. NIH Form 433 - The Government issued form established for the NIH community to inform Telecommunications Directory Services of additions, changes, or deletions in personnel within an ICD. A pull-out version of this form is also printed in each edition of the NIH Telephone and Service Directory.
9. NIH Telephone and Service Directory - A published document containing an alphabetical listing of personnel and individual organizational listings of each ICD affiliated with the National Institutes of Health.
10. Organizational Abbreviations - A listing of abbreviations/ acronyms developed especially for the NIH Telephone and Service Directory. Each ICD has an Organizational Abbreviations Listing. These abbreviations/acronyms are utilized in the Personnel Alphabetical Listing and in each ICD's Organizational Listing.
11. Organizational Listings - The unofficial listings depicting the organizational structure of each ICD. These listings will contain separate headers for the various Divisions, Branches, Offices, Laboratories, etc. This listing is also

available on the WYLBUR system as a "read only" file and is updated every publication. Please refer to the NIH Manual: 1123 NIH Organization Handbook for the official organizational structure. Copies are available from the Division of Support Services on 496-1787.

12. Personnel Alphabetical Listing - A listing of NIH employees located on and off the NIH campus. This listing is updated daily by the Directory Services Staff. A "read only" file is utilized by the Mail Services Branch, DSS, ORS, as an employee locator. This listing is also available on the WYLBUR system as a "read only" file and is updated biweekly. At any time during the year, an Administrative Officer may request a copy of his/her ICD's personnel listing. Please contact the Telecommunications Branch, Accounts, Audit and Directory Section on 594-9448.

13. Rotary Line - A phone number that will ring (or roll over) to another phone number if unanswered.

14. Service Listing - The Service Listing is the table of contents for the items depicted in the Yellow Pages. Headings are arranged in an alphabetical order to include a referral telephone number(s) and/or the Yellow Page item number(s).

15. Update Packet - A package distributed to each ICD's liaison(s) that is utilized to update each edition of the NIH Telephone and Service Directory. Each packet contains a memorandum, a copy of the ICD's Organizational Abbreviations and Organizational Listing, a copy of the Service Listing and Yellow Pages, and an Editing Voucher.

16. WYLBUR - A DCRT maintained text editing and remote job entry system database utilized by the NIH community. "Read only" files of the Personnel Alphabetical Listing and the Organizational Listing are available through this system.

17. Yellow Pages - The Yellow Pages is an information section designed to answer questions on how to use central services or where to get information about services or subjects of general interest. Entries are arranged alphabetically and may be cross referenced under multiple headings to find the information you want.

#### **E. Compiling the Personnel Alphabetical Listing:**

Beginning in 1995, the NIH Telephone and Service Directory will convert to a biannual printing. These editions will be available during the months of April and October. (Refer to the flowchart in Appendix 8.)

The NIH Form 433 (Request to Change NIH Directory Information to Add, Change, or Delete a Listing) was established in order for Administrative Officers to inform Directory Services of personnel changes within each ICD. To insure an accurate listing

in the NIH Telephone and Service Directory, a form must be submitted by the appropriate Administrative Officer for all personnel changes to the Accounts, Audit and Directory Section. The NIH Form 433 is available in the NIH Self-Service Stores.

For the most current listing, the Personnel Alphabetical Listing is the last section prepared approximately two weeks before the Directory goes to print.

Beginning in 1995, all NIH Form 433s must be received by the following dates:

Personnel changes for the April edition must be received by February 15.

Personnel changes for the October edition must be received by August 15.

Forms submitted after the above cut-off dates will be held until the following publication, however the electronic database on WYLBUR will reflect these requests when updated bi-weekly.

#### **F. Instructions for Completing an NIH Form 433:**

(Refer to Appendices 1A, 1B, and 1C for examples on how to complete NIH Form 433.)

Indicate in the top right corner if the following change(s) are located in the Personnel Alphabetical Listing, the Organizational Listing, or both by placing an "X" in the appropriate box(s).

1. Item 1: Name - Enter employee's name as he/she prefers it to appear in the Directory. Indicate if he/she is a doctor by placing an "X" in the appropriate box.
2. Item 2: Telephone Number - Enter employee's phone number.
3. Item 3: Facsimile Number - Enter employee's facsimile number.
4. Item 4: Mail Stop - To ensure proper mail delivery, indicate your four digit mail stop.
5. Items 5 and 6: Building/Room Number - Indicate the building abbreviation and room number where the employee is located. For off-campus and rental building abbreviations, refer to the NIH Off-Campus Building Locator Maps on pages GI-12 to GI-15 of the NIH Telephone and Service Directory, or contact the Accounts, Audit and Directory Section on 594-9448.
6. Item 7: Organization - Use the abbreviations/acronyms (developed especially for the Directory) located in the front of each ICD Organizational Listing.
7. Item 8: Social Security Number - Collection of a Social Security Number (SSN) is authorized by Executive Order 9397. The SSN will only be used as a

means of accurate identification in completing all action requests received via the NIH Form 433 and will not be printed in the NIH Telephone and Service Directory. Furnishing information on this form, including a SSN is voluntary, but failure to do so may result in recording the employee's name, NIH address, and NIH telephone number incorrectly in the NIH Telephone and Service Directory.

8. Item 9: Name Changes - If an employee has changed his/her name, enter the name as it is currently listed in the directory. Enter the new listing under Item 1 as he/she prefers his/her name to now appear in the Directory. Indicate if he/she is a doctor by placing an "X" in the appropriate box.

9. Item 10: Remarks or Other Information - This section may be used to place helpful comments such as "transferred from OD/ORS," "new to NIH," etc. This is a useful section when the action requested involves a common name e.g. Mary Smith.

10. Item 11: Action Requested - Check "Add to listing" for new employees to NIH (not currently listed). Check "Change existing listing" for all name changes and employees transferring within NIH and listed under previous organizations. Check "Delete from listing" for personnel who no longer are employed by the NIH. Do not use "Delete from listing" for employees transferring within NIH.

The gaining ICD is responsible for submitting an NIH Form 433 to reflect the employee's new location.

11. Item 12: An Administrative Officer's title, telephone number, signature, and date must be entered on the form before submitting to Directory Services.

Physicians on a six months tour of duty and non-permanent employees hired for one year or longer may be listed in the Directory. Stay-in-Schools, Summer Aides, and non-Federal employees are not to be listed in the Directory.

The NIH Form 433 may be used for the following changes to the Organizational Listing:

A change in title; e.g., the employee is now a doctor.

A new telephone number.

The relocation of an employee; i.e., the employee has moved to a new building and/or office.

The NIH Form 433 is not to be used for the following changes to the Organizational Listing:

The expansion within an ICD; e.g., a new office, section, laboratory, etc.

The NIH Form 433 will not be required for the following exceptions:

If a large group of personnel are relocating.

If there is a reorganization within an ICD that will effect a large group of personnel.

A memorandum should be prepared listing the employees and their new information and submitted.

MAIL COMPLETED FORMS TO THE TELECOMMUNICATIONS  
BRANCH, ACCOUNTS, AUDIT AND DIRECTORY SECTION,  
EXECUTIVE PLAZA SOUTH, SUITE 300.

#### **G. Update Packet:**

These packets are distributed twice a year to each ICD liaison (identified in Appendix 2), and are used to update each edition of the Telephone Directory. When an edition of the Directory is being printed, the next edition's update packets are prepared and hand carried to each ICD liaison to guarantee delivery. An update packet will contain the following:

A memorandum

This memorandum explains the editing procedures and when to return the updates. Each ICD liaison receives 60 calendar days to complete his/her changes and to return the entire packet.

A printout of the ICD's Organizational Abbreviations and Organizational Listing

These printouts are to be reviewed for editing, adding, or deleting any information for the next edition of the Telephone Directory.

A copy of the Service Listing and Yellow Pages

These pages are to be reviewed for accuracy of text, representative (if there is one), location, and telephone number.

An Editing Voucher

This voucher is signed by an Administrative Officer or their designated representative stating he/she has reviewed the associated printouts and hereby certifies the updates are correct.

Beginning in 1995, the dates for distribution of the update packets are as follows:

Update packets for the April edition will be delivered on November 1 of the prior year. Completed packets must be returned by January 1.

Update packets for the October edition will be delivered on May 1. Completed packets must be returned by July 1.

To remain on schedule, update packets must be returned on time. Information submitted after the cut-off dates will be held until the following update.

#### **H. Instructions on how to Edit the Update Packet:**

The Organizational Listings, Organizational Abbreviations, Facsimile Listings, Service Listing, Yellow Pages, and the General Information section of this Directory are based upon reviewed and amended information received within the update packet from each ICD. All revisions must be approved by an Administrative Officer or their designated representative and forwarded to the appointed liaison (refer to Appendix 2 for current list).

The liaison will consolidate and verify all ICD responses, then sign the Editing Voucher and return the completed update packet (refer to Appendix 7 for sample of voucher). The following procedures must be utilized when editing an update packet. No exceptions will be accepted.

**EDIT ALL TEXT WITH A RED PEN ONLY, UNLESS INFORMATION IS TYPED.**

##### **1. Organizational Abbreviations and Organizational Listings**

(Refer to Appendix 3 and 3A for examples on how to edit this information.)

- a. All deletions must be clearly indicated with a red line through the text.
- b. Indicate changes within the right margin provided on the printout. Changes may be typed on the printout, typed onto a separate sheet of paper and attached to the printout, or legibly written on the printout with a red pen.
- c. The order of additions to existing text may be indicated by using a numerical or alphabetical sequence.
- d. Do not rewrite existing text unless there is a change in the format. List only the information that is to be changed or added.

##### **2. Service Listing and Yellow Pages**

(Refer to Appendix 4 and 4A for examples on how to edit this

information.)

- a. All deletions must be clearly indicated with a red line through the text.
- b. Information pertaining to your ICD must be reviewed for accuracy of text and to confirm the representative's name, telephone number, and location.
- c. If a change is required, legibly indicate the new information. Changes may be typed on the printout, or typed onto a separate sheet of paper and attached to the printout, or legibly written on the printout with a red pen.

### 3. General Information and Facsimile Listings

(Refer to Appendix 5 and 6 for examples of how to edit this information.)

- a. All deletions must be clearly indicated with a red line through the text.
- b. Please photocopy all necessary pages from the General Information section located behind the pink tab of the Telephone Directory, and any pages from the Facsimile Listing located at the end of each ICD's Organizational Listing. Legibly indicate the new information with a red pen. Changes may be typed onto a separate sheet of paper and attached to the photocopy.

## **I. Preparing the Directory for Print:**

Beginning in 1995, during the months of January, February, July, and August, the Directory Services Staff will:

- Prepare all necessary forms to print the Directory. This includes reviewing any forms submitted for amendments, additions or deletions to the Directory.
- Sort and review each ICD update packet for clarity of instructions and text.
- Begin updating the Directory files with the new information.
- Revise any necessary shuttle schedules and maps.
- Investigate the availability of new or revised material that could be consolidated into the Directory.
- Confirm Yellow Page Item Numbers.
- Proofread sample typesettings formatted by Printing and Reproduction for corrections.

- Compile the Personnel Alphabetical Listing.
- Print the final typesetting. The assembled typesetting, including shuttle schedules and maps, is given to Printing and Reproduction Branch, Division of Support Services, ORS, for final preparation before the typesetting is sent to the printers.

#### **J. Final Printing of the Directory:**

The printers are given 20 working days to print the directory.

Beginning in 1995, the final typesettings will be delivered to the printers in the following months:

Typesettings for the April edition will be delivered to the printers on March 1.

Typesettings for the October edition will be delivered to the printers on September 1.

#### **K. Distribution of the Directory:**

The Telecommunications Branch has approximately 20,000 copies of each edition of the NIH Telephone and Service Directory printed to allow for each employee in an office to receive a copy.

The printer will deliver approximately 2,800 directories to the loading dock of Building 31, and approximately 3,500 directories to the loading dock of Building 10 on the NIH Campus for distribution approximately 30 days after publication. These directories will be distributed by the the Mail Services Branch, DSS, ORS.

The balance will be delivered to the Central Mail Facility located at 301 North Stonestreet Avenue, Rockville, Maryland 20850. These directories will be distributed to the remaining mail rooms.

The printer is also responsible for distribution to designated off-campus locations. These locations will include the Frederick Cancer Research and Development Center (FCRDC), Frederick, Maryland; the National Institute of Environmental Health Sciences (NIEHS), Research Triangle Park, North Carolina; Hamilton, MT; the Gerontology Research Center (GRC), Baltimore, Maryland; the Addiction Research Center (ARC), Baltimore, Maryland; and St. Elizabeths Hospital, Washington, DC. Each distribution will be monitored by the Telecommunications Branch Directory Services Staff and the Mail Services Branch to determine their efficiency. Distribution procedures and quantities received on and off the NIH Campus will be modified as needed.

#### **Appendices:**

Appendices 1, 3, 4, 5 and 6 are not available on-line. Please refer to paper copy of chapter.

ICD	Liaison/Location	Title
OD/ORS	Dinah Huffer 31/3C39	Administrative Officer
OD	Brenda Keagan 1/331	Administrative Officer
NCI	Susan Connors 31/11A34	Chief, Office Services Section
NHLBI	Laverne Springfield 31/5A33	Administrative Officer
NIEHS	Ronda Rice Fax# 919-541- 1578	Telecommunications Manager
NLM	Linda G. Eisenstadt 38/2N09	Administrative Officer
NIAID	Linda Newman 31/7A19	Management Analyst
NIDDK	Debbie Whittington 31/9A47	Administrative Officer
NIAMS	Melvin Broadus 31/4C27	Administrative Officer
NI	r 12A/4057	Administrative Officer
DRG	Jean Gunton WW/436	Administrative Officer
CBER	Sue Mackie 29/104	Administrative Officer
NIMH (I)	Deanna Davis 10/4N224	Administrative Technician
NIMH (E)	Barbara Vermillion PKLN/17C08	Administrative Officer
NIAAA	Louise Thomas 6000/412	Administrative Officer
NCHGR	Linda Jacobson 38A/616	Administrative Officer
NINR	Bonnie Cramer 31/5B06	Administrative Officer
NIDCD	Anne Sumner 31/3C21	Administrative Officer
NIDA	Donna Tolson PKLN/10A03	Administrative Officer

#### EDITING VOUCHER

This voucher statement is to be signed by the appropriate official in your Organization

verifying the accuracy and completion of the NIH Telephone And Service Directory Updates.

I the undersigned, have reviewed the attached printouts and I hereby certify that, to the best of my knowledge the updates for my ICD are correct.

-----  
Signature of Administrative Officer (Phone) (Date)  
or Designated Representative

Action  
April  
October Update packets are hand  
November 1 delivered to each ICD  
May 1

January 1 Update packets are  
July 1 returned to Directory  
Services.

January 1 -  
February 28 Directory Staff updates  
July 1 - Telephone Directory files.  
August 31

February 15 Last day to submit NIH  
August 15 Form 433.

February 15 - 28 Proofread typesettings,  
August 15 - 31 print final typesetting.

March 1 Typesetting is delivered  
September 1 to the printer.

March 21 Printed Directory is  
September 21 delivered to the NIH  
Campus.

April 1 Directories are  
October 1 distributed on the NIH  
Campus.

MANUAL CHAPTERS  
MAIN MENU

BROWSE

SEARCH

UPDATE

BACK TO THE OMA  
HOME PAGE

Last  
Updat  
ed:  
08/04/  
99

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