

THE COUNCIL FOR TOBACCO RESEARCH—U.S.A., INC.

500 SECOND AVENUE
NEW YORK, N. Y. 10017

LITERATURE RETRIEVAL DIVISION
7TH FLOOR

April 24, 1980

Dr. Frank G. Colby
Associate Director of
Scientific Issues
Research Department
R.J. Reynolds Tobacco Company
Winston-Salem, N.C. 27102

Dear Frank:

We have carefully evaluated your March 20, 1980 letter regarding your analysis of our processing of high priority documents. The overall thrust of your study appears to focus on two major areas: 1) the lag time between the identification of a high priority document and its updating into the Preliminary (In Process) Data Base, and 2) the splitting of certain documents into shorter components.

Your study obviously was very time consuming, as was our analysis of your observations. I am at a loss to understand why you have expended this effort to deal with two areas that already have been studied extensively and are well documented.

First, there are major "backlogs" of documents at many of our processing stations. These backlogs sometimes cause delays in the processing of high priority documents, even though we make every effort to expedite them. The reasons for the existence of these backlogs, and our recommendations for improving document flow and retrieval, were presented in great detail in my 25 page memorandum titled "Status of the Literature Retrieval Division" (December 1979), which I understood you had read. Any additional study apparently aimed at demonstrating the existence of processing delays seems inappropriate at this time. Further, I believe that your estimate of a 9 to 10 week delay in entering documents into the Preliminary Data Base, if accurate, demonstrates that we have been at least moderately successful in dealing with a very difficult situation. In fact, we have been able to maintain a relatively short lag time, despite the large number of documents in the "backlog" and "in-stream" and despite the fact that our existing data systems and manual procedures are stretched to their limits.

LG 2024239

Dr. Frank G. Colby
April 24, 1980

Page 2

Second, with regard to the splitting of documents into shorter components, you have raised this issue a number of times in the past, and I understood that the matter had been put to rest. We are forced to split documents into shorter components whenever the computer document storage capacity is exceeded. This occurs in a very small percentage of cases and requires tedious and time-consuming special handling. That it occurs at all is related largely to our expanded indexing standards (average of 60 to 70 descriptors per document), which you always have recommended.

Our detailed analysis of your observations regarding lag time and document splitting is attached. I believe that studies dealing with these issues do not yield any benefit at this time. Further, they are time consuming and costly.

Sincerely,



Frederick B. Giller

cc: Francis K. Decker
Edwin J. Jacob
Andrew Komendantov

bcc: G.S. DeGregori
S.L. Kreseski
O. McShare
R. Piscitelli

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March 20, 1980

Dr. Frederick B. Giller
THE COUNCIL FOR TOBACCO RESEARCH-U.S.A., INC.
Literature Retrieval Division
800 Second Avenue
New York, NY 10017

RE: Analysis of IPDB Red Documents Printout of February 1980

Dear Fred:

I welcome the innovation of sending out copies of the 'Red' document printouts to all users of the System.

I have analyzed the February printout and have the following comments:

This printout of high-priority documents, which I understand to represent the 'Red' documents, i.e. the most important 'new documents' entered by LRD into the IPDB, i.e. not the permanent data bank, during February 1980, covers a total of 40 documents (see below). Only 9 of these are 1980 documents (1 of these, 5 are documents of 3 pages in length or less. It also contains 15 1978 documents (!), the remainder are 1979 documents.

Counting 1979 and 1980 documents, (i.e. omitting 1978 documents) the average delay of getting a 'Red' document into the preliminary data bank is at least 9 to 10 weeks. This calculation gives LRD ALL the "benefits of the doubts" because, generally, journals are received here in Winston-Salem one week or so later than in New York. Also, all documents received here on days Tuesday through Friday have been "registered" for the following Monday. Also, the date when I assumed the documents to be retrievable from LRD's files was Monday, February 4th.

I am somewhat perturbed by the splitting up of several relatively short documents into several references. While I understand the reasons for this, it still plays havoc with any productivity calculations. I understand the chief reason for splitting up is because it allows more thorough indexing and closer pinpointing of the indexing. I am noting the following splits:

There are about 9 documents in which the commentary which is generally an integral part of a document, has been separated from the document, even though such a commentary comprises only 1 or 2 pages.

LG 2024241

March 20, 1980

In addition, there are the following 5 splits:

One 24 page document has been split into 5 items

One 19 Page document has been split into 5 items

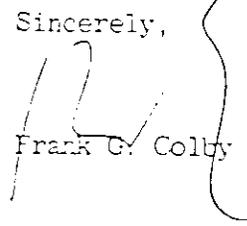
One 18 page document has been split into 8 items

One 13 page document has been split into 3 items

One 10 page document has been split into 5 items (!)

This splitting leads to the overall result that 40 documents will appear in the System as 69 items.

Sincerely,


Frank G. Colby

FGC:hs

cc: E.J.J.
F.K.D.