ADAMS USER GROUP MEETING
June 16, 2004
1-3 p.m.
NRC Headquarters
Room T2 B1

Agenda for ADAMS User Group Meeting #9

1.   Opening remarks - Tom Smith, Moderator (1:05-1:10 p.m.)
        General announcements (1:10-1:15 p.m.)
        How the meeting will be conducted for
        ●   persons present
        ●   persons on the telephone bridge
        ●   introduction of Susan Johnson, Branch Chief, OCIO/IRSD/ISB
        ●   issues related to June 6-10 and update on the current status of PARS

2.   Update on action items from the 01/21/04 meeting update (1:15-1:45 p.m.)

        a)   A member of AUG mentioned a problem related to the quality of certain Adobe
                Acrobat files. Mr. Smith replied that these were older records which had been
                scanned. He did not have an answer but would check into it further.

        b)   An AUG member asked what resolution was used. Is it 150 dots per space? Can
                the scanner be set at a lower resolution? Mr. Smith will find out the answer to this
                question.

        c)   What is the status of the Web-based problem in which specific documents cannot
                be located because the text was incorrectly spaced?

        d)   Status of the Web-based survey referenced in the January meeting: The questions
                were evenly divided between Citrix-based and Web-based ADAMS and there is a
                comment box for those members of the public who wish to give extensive feedback.
                The survey is anonymous.

        e)   Status of the testing of the new Public Meeting Notice System (PMNS).

3.   Issues related to ADAMS (1:45-2 p.m.)

        a)   What is the status of refining searches in Web-based ADAMS? In the Web search,
                you can refine a search once but you can't refine it a second time - is there a way
                to make it drill down to a second-level refinement?

        b)   When you view the contents of a package, after you view one item and click back
                to the contents, the contents disappear and you have to click on the space to get
                them to appear again - have to click on where you think each one is to get them to
                show up again. Does this makes sense? - Perhaps it's only on our
                machines - maybe in-house NRC users don't have that problem.

        c)   Why release the cover letter, or meeting announcement, as a package when the
                contents are not released until a later date? Example: "Summary of meeting with

XXX" has a package icon, but when you click on contents, the only thing you get is the meeting announcement. The actual meeting summary and any handouts don't show up until days later.

Break (2-2:10 p.m.)

4.   What is the status of the Web-based Legacy Library?

5.   What is the status of up future upgrades to Citrix and WEB-based ADAMS?

6.   New business (2:55-3 p.m.)
        •   Plans for next meeting
        •   Set a date (January 12, 2005 - earlier or later?)

7.   Adjournment (3 p.m.)

Meeting Minutes

The Adams User Group (AUG) met on August 16, 2004. The proposed agenda was announced in the Public Meeting Notice System and sent to AUG members by e-mail.

Opening Remarks (1:05-1:10 p.m.)

The ninth meeting of the AUG was held on Wednesday, June 16, 2004. Thomas Smith called the meeting to order at 1:05 p.m. Four AUG members were present along with special guest Susan Johnson, OCIO, and Dona McColloch, PDR. At least eight members participated via the phone bridge. Mr. Smith asked the attendees present, then the members on the phone bridge, to introduce themselves. Mr. Smith introduced Susan Johnson, Chief, Information Services Branch, to the group. Ms. Johnson joined the NRC in early spring. She worked for the Bureau of Industry and Security at the Department of Commerce. Ms. Johnson also worked at the Department of Energy's Office of Environmental Management.

General Announcements (1:10-1:15 p.m.)

Mr. Smith explained how the meeting would be conducted and procedures for use of the phone bridge for offsite attendees so all could participate. Meeting minutes for this meeting will be posted on the AUG page of the NRC public Web site.

Issues related to problems on June 6-10, 2004, and update on current status of PARS

Mr. Smith reported that at approximately 9:30 on Thursday, June 10, the Publicly Available Records System (PARS) became unavailable due to a hardware problem which affected the data files used by the PARS library. It is highly likely that the 5300 series Compaq Array controller, which manages the two logical disks, was the cause. The PARS system had to be rebuilt.

The recovery involved using a backup tape and the database was restored without issue. After the recovery was completed, initial testing looked good, including the items that were in the replication queue when the system went down. The PARS recovery extended from approximately 10 a.m. on Thursday until 5 a.m. the next day (Friday).

On Saturday, the 343 accession numbers were examined. All of the documents were available on PARS and opened up properly. On Monday, several packages without contents were fixed, and additional clean up corrected the 4.5 hour discrepancy between the Main Library and PARS.

Yesterday, Mr. Smith received a comment from one of the public users about the slowness of Web-based PARS. The PDR staff noticed this as well. A ticket has been opened with Convera to see what can be done to remedy this situation.

Action items from the 1/21/04 meeting update (1:15-1:35 p.m.)

The following actions items from the last AUG meeting were presented and discussed with the AUG members:

At the last meeting, a member of AUG presented a problem related to the quality of certain Adobe Acrobat files. Mr. Smith replied that these were older records which had been scanned. He did not have an answer but would check into it further.

Mr. Smith explained that this can be true of older, retrofit documents. The quality of the file often depends on the quality of the source document. We are dependent on external entities for any replacement copies and they frequently respond that this is the best copy available. Mr. Smith agreed that all Adobe files should be readable but he needs examples of bad files. He suggested to try right clicking to select "open" from the menu rather than "view."

A member asked if NRC will look at this ADAMS problem in the future. Can this be done as an action Item?

A member remarked the original TIFF files were very crisp, but, with the new system, the Adobe PDF files converted from TIFF were no longer crisp. There has been a degradation of the print copy of the PDF file. There may be a problem with the printer. The PDF files should be as good as the TIFF files currently produced. The files are still as weak as they were in June 2003.

Mr. Smith agreed that he would take this as an action Item.

An AUG member asked what resolution was used. Is it 150 dots per space? Can the scanner be set at a lower resolution? Mr. Smith said he would find out the answer to this question.

Mr. Smith reported that the resolution of documents in ADAMS is 300 dpi (dots per inch). This is mandated by the National Archives and Records Administration (NARA), which sets the standards for record-keeping systems. Those standards are bi-tonal, B/W, color, grey scale, and not less than 300 dpi. We recognize that a lower resolution would create a smaller file size and contribute to faster downloads but these are the standards we are committed to.

What is the status of the Web-based problem in which specific documents cannot be located because the text was incorrectly spaced?

Mr. Smith indicated that Convera's RetrievalWare Version 7.3 will correct this problem. We intend to purchase a new server, security-condition the hardware, and re-index the entire Web-based ADAMS separately from the production server. This will minimize any down time for our users.

Mr. Smith has been told that this version has 130 fixes to problems in the base version of Release 7.0.

What is the status of the Web-based survey referenced in the January meeting. The questions were evenly divided between Citrix-based and Web-based ADAMS and there is a comment box for those members of the public who wish to give extensive feedback. The survey is anonymous.

At the request of an association, Mr. Smith is extending the survey until June 30 to give members of the National Imaging and Records Management Association an opportunity to respond. He received a request form a NIRMA member, saying that the head of the Regulations and Information Management Business Unit (RIMBU) of NIRMA sent out an announcement to the NIRMA membership regarding a NIRMA Electronic Submission survey and at the same time notified the membership of the ongoing ADAMS survey. Unfortunately, the announcement was sent so late that the NIRMA membership might not have time to respond.

As of last night, the PDR received 84 responses to the survey. The participants included law firms, consultants, licensees, nuclear industries, and the general public.

Whenever possible, the PDR staff discussed the issues raised in the comments. Some participants did not identify themselves so we could not respond to them.

The survey results have been mixed. Mr. Smith related some of the results.

Problems included a slowness, documents that were hard to find or read, data input that was not precise enough, problems with ability to search for phrases or words in a title, entry of documents into ADAMS under a wrong docket number, and accession numbers provided by NRC staff for a publicly available document which would not be available for days.

One of the survey participants suggested adding the search mode selection (Concept, Pattern, Boolean) to the default Web page so it would not be necessary to go to the Advanced Web page. Another participant mentioned that older documents should be available online. These include NUREGS and regulatory guides.

A member asked if the survey would be done on a yearly basis. Mr. Smith indicated that it would be.

Dona McColloch from the PDR remarked that we want to hear both good and bad responses. The users need to tell the PDR anything that will enhance their products.

The status of testing of the new Public Meeting Notice System (PMNS).

In early July the NRC will be releasing an enhanced Public Meeting Schedule, available on the NRC Home Page. The current Public Meeting Schedule provides a static list of upcoming meetings the public can attend. The enhanced system will allow the public to search for currently scheduled meetings as well as past meetings. Search criteria will include, but are not limited to, meeting date, facility, location, and purpose. The ADAMS User Group (AUG) is invited to participate in a beta test of the new Public Meeting Schedule from June 22, 2004 to June 25, 2004, between 10 a.m. and 3 p.m. An e-mail will be sent out to the AUG members informing them of the URL to use to access the site for this beta test.

A member asked about obtaining e-mail alerts for press releases and meetings. Has NRC done this? Mr. Smith will ask the staff contact, Margie Dimig, about availability of an e-mail alert system.

Issues related to ADAMS (1:35-2 p.m.)

Web-based ADAMS system enhancements

Mr. Smith met with Ray Crouse, the NRC staffer in charge of Web-based ADAMS. He will be working with the PDR staff on system enhancements for the next version of Convera's RetrievalWare product. Here is a listing of enhancements which will be considered for the next release:

1. In the OCR text file, near the note on the official agency record, put an icon that would take you to the pdf or tiff file.

2. Create a list of images that could be downloaded at a later time. Using a "mark" command, pick the documents and load them in a "shopping cart," then press a button to download the images to a hard drive.

3. Improve the method for creating reports. Add a report writing feature.

4. Expand the "help" feature for Boolean searches to include instructions and screen prints showing how to "not" multiple document types in the textbox.

5. Remove the Basic Search screen.

6. Add more fields (Comments, etc.) to the "Results Field Options."

7. Move the Results Field Options to the top of the page so that users can select from options before doing the search.

8. Add a Clear search button to the bottom of the Advance Search screen.

9. Remove "Refine Current Results" in the Advance Search screen on the Results displayed page.

10. Increase the default number from 20 documents viewed per screen to 50, and change the default setting for Sort from Rank to Document Date.

11. Increase number of hits for truncated or refined search results to a default number or make them user controlled.

12. Change the default search Mode in Advanced Search from Concept to Boolean.

13. Change the width of the drop-down list so that the vertical scroll bar displays.

Discussion of System Enhancements:

Ms. McColloch remarked that the results list limit is set by the product. In Concept Search the limit is 1,000 hits, but Advanced Search allows you to alter the number of hits up to 99,000.

A member asked if many people use Citrix.   Ms. McColloch explained that not everyone can use it because of the firewall issue. That is why Web-based ADAMS was developed.

Mr. Smith observed that he is open to suggestions for additions of other items to the list.   A copy of the current list will be sent to AUG members.

A member suggested adding a conspicuous box for entering accession numbers, maybe under the text box. Another alternative would be to list the accession number field in bold or bright pink.

A member inquired about searching by the date before or date after in Web-based ADAMS rather than entering a date range. Ms. McColloch explained that the greater than or less than signs can be used. Another user remarked that the greater than sign works well for her.

A member remarked that there is a concern about the pick lists slowing everything down.

The PDR staff will rewrite the Help screens.

A user asked if a Medical Tool Box could be set up. Physicians are the least savvy on searching the Web site and it would be helpful if they could use this box. Ms. McColloch will look at the tool boxes as there have been quite a few searchers from the medical community.

Mr. Smith said that members have changes to phone numbers or e-mail addresses they should report the information to the PDR staff and their AUG records will be updated.

A member asked where the *Federal Register* notices could be found on the NRC Web site?

Ms. McColloch reported that management directives may be added to the Web site.

Break (1:50-2 p.m.)

When you view the contents of a package, after you view one item and click back to the contents, the contents disappear. You have to click on the space to get them to appear again and have to click on where you think each one is to get them to show up again.

PDR staff have observed this problem intermittently, but do not know what causes it. We will ask the ADAMS technical staff for input.

Why release the cover letter, or meeting announcement, as a package when the contents are not released until a later date? Example: "Summary of meeting with XXX" has a package icon, but when you click on contents, the only thing you see is the meeting announcement. The actual meeting summary and any handouts don't show up until weeks later.

Mr. Smith indicated there may be a good reason from the ADAMS document entry point of view why the package is created right away rather than waiting for the meeting summary. The staff creates the package to keep the meeting items together. As we understand it, if the first item in a package is public, the package automatically becomes public.

A participant on the phone bridge commented that when a meeting announcement is sent as a package the attachments come at a much later date and may take weeks or months to receive them. Mr. Smith will take this as an action Item.

A member from the phone bridge mentioned that the viewgraphs released at the meeting should not have to wait for the summary. An attendee commented that members of the medical field may never write a summary. Viewgraphs would be helpful, as a summary may never be available.

A member suggested that the package should wait to be released until after the summary is produced.

What is the status of the Web-based Legacy Library?

Adding the Legacy Library to Web-Based ADAMS is currently scheduled for later this calendar year in the November-December time frame.

Mr. Smith remarked that the Legacy Library data does not change and cannot be added to. He does not foresee problems implementing the Web-based Legacy Library.

What is the status of future upgrades to Citrix and WEB-based ADAMS?

Mr. Smith reported that ADAMS Release 4.1 occurred several months ago. Since there were no changes to the functionality of PARS, there was no notice to the public except that the system was down for maintenance longer than usual on a Friday evening. However, one member was asked to test the system at home after it was returned to service to ensure that it was working as intended.

ADAMS Release 4.3 is scheduled for January 2005. The biggest change that the public will notice will be in Citrix-based ADAMS. We will be replacing the Watermark viewer with the Filenet viewer.

New business (2:25-2:30 p.m.)

Plans for the next meeting:

A member asked if there is any interest in Titles. There are general problems with templates and you can hardly scroll over to important parts of some titles. Can something be done?

One member would like to see standardized plant names in titles. Also, it would be helpful if Comment letters include the corporate entity or organization name in the title. Lack of this information requires more documents to be opened than necessary. A user mentioned there is no easy way to fix this because multiple associations often sign one letter.

Mr. Smith asked the AUG members if January 12, 2005, would be a good date for the next meeting. The AUG members decided that this would be acceptable. The PDR staff will make arrangements for a meeting room, phone bridge, a special telephone, and conference room. AUG members will be notified and the information posted on the NRC Web site.

Adjournment (2:30 p.m.)
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