

In Memoriam

Long-time Customer Services staff member Becky Deno passed away the afternoon of October 12, 1994 after fighting cancer most of her 41 years. She joined the EDC in August 1973 on a 700-hour work contract after completing an Executive Secretarial course at Nettleton Business College. When her government work contract expired, Technicolor Government Services hired Becky full-time September 17, 1973. Becky worked approximately 19 years as a Customer Service Representative – receiving 19 letters of commendation from customers she served. During nearly two decades of service with the Data Services Branch Becky received four promotions – including four Achievement Awards for Outstanding Sustained Performance of Duty.

Becky's friends best remember her devotion to family and unselfish attitude, among many other traits. **Tom Earley**, HSTX Personnel and Training Officer, started at EDC the same time as Becky. "Becky's years of service to the Data Center are a tribute to her positive attitude towards life and the problems that came her way. She enjoyed life and was always willing to work with others. She



Elizabeth (Becky) L. Deno
1953-1994

has taught us a lesson to value what we have. We will remember her."

Becky's Technical Area Leader in Customer Services, **Bill Kennedy**, knew her for a brief time. What stands out in his mind is Becky's tremendous spirit. "It seemed to draw you towards her, making you an instant friend."

As a genuinely nice person, Becky will be greatly missed by colleagues as well as her family and friends. Donations may be made to the McKennan Hospital Hospice in Becky's memory. ☺

Thompson Receives Dol's Highest Honor

The Department of the Interior bestowed its highest honorary recognition on **Ralph J. (R.J.) Thompson** during the 57th Departmental Honor Awards Convocation, November 22, 1994 at Dol Headquarters in Washington, D.C.

The Distinguished Service Award is granted for an outstanding contribution to science, outstanding skill or ability in the performance of duty, outstanding contributions made during an eminent career in the Department, or any other exceptional contribution to public service. R.J. re-



R.J. and Mary Thompson pose for a picture following the 57th Dol Awards Convocation at Interior Headquarters, in Washington, D.C. November 22, 1994, where R.J. received the Department's highest honor — the Distinguished Service Award.

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UP FRONT

A year ago, in this column, I briefly reviewed the success we experienced with the many projects and activities of the past seasons. I was cautiously optimistic about the opportunities in the coming year. What a year this has been!

My personal goals for 1994 were to stabilize the Center's budget, recapture our role in the Landsat program, get the building addition started, and make our new Concept of Operations work. In retrospect, increases in reimbursable activities provided us with excellent budget flexibility, we officially become part of the Landsat Program Management Team along with NASA and NOAA, you have probably noticed the commotion out to the southeast of the Center, and we are several steps further along in al-

lowing programs, rather than Branches and Offices, to drive our projects and activities.

Again, our track record on projects was outstanding. The global 1-Km AVHRR, global topography, Multi-Resolution Land Characterization, Scientific Assessment and Strategy Team, and North American Landscape Characterization projects, Landsat MSS data conversion, DLG-E development, National Digital Cartographic Sales Data Base projects, to name only a few, brought increasing credibility and visibility to our work.

As we go into 1995, it is worthwhile to note that we again have stabilized the budget for the year—a budget which includes close to \$14 million in reimbursable revenues from our customers and cooperating agencies. The budget situation, however, is a bit fragile which is the case with most government agencies these days.

Huge progress has been made on the building addition in a relatively

short time (remember, it was just a few months ago when we had the groundbreaking) and the film archives will soon be moved into the prepared space in the basement area.

As we prepare to occupy the new building, we will examine possible organizational changes, and, perhaps, establish a new Branch to handle the LPDAAC responsibilities that lie ahead.

With all of the moving, construction and other disturbances of the past year, there have been many disruptions and inconveniences. I appreciate everyone's hard work and willingness to accept the changes with a collective spirit of cooperation. 1994 was a productive and exciting year—1995 should be just as good!

Donald T. Lauer

CF and UW Campaigns Speak Well for EDC Generosity

Each year the generous support of EDC staff provide the Combined Federal and United Way Campaigns time and money to give people hope and possibility across town, across the United States, and across the world. In addition to providing hope and possibility, EDC support for these fund drives conserve our environment, care for our elderly, and protect our children.

For instance, your support helped Vanessa make a better life for her and her child. Vanessa is a single parent without a high school education. She juggles a low-paying job with trying to care for her 2-year-old son Kendall, while studying to earn a GED. Turning Point is a unique education and employment program helping people to earn a GED, find

meaningful employment, and achieve self sufficiency. Turning Point, like 31 other support agencies in Sioux Falls, receives some of its funding from the United Way. These funds provide quality, safe childcare for Kendall as Vanessa learns life and parenting skills while studying for her GED.

Your generosity also reaches Tyler—a confused teen suffering from depression. He wonders if life is worth living. He needs to talk with someone—**anyone**. The Volunteer and Information Center is an agency that actively listens. Your United Way pledge of support allows this Center to lend an ear to troubled teens or adults who need to talk and want someone to listen.

These are a couple of examples of how the United Way (UW) and Combined Federal Campaigns (CFC) transfer your support to tackle tangible, real-life problems. The following text provides more evidence of the invaluable assistance CF and UW campaign funds provide for many Sioux Empire residents and features the catalysts of EDC's 1995 campaigns—**Ron Beck** and **Rhonda Newman**.

Rhonda Newman, Center

Services, served as the Hughes STX "Loaned Executive" for the 1995 Sioux Empire United Way (UW) campaign. Newman held a series of meetings in the Executive Conference Room with HSTX, VESCO and PSU staff so they



Rhonda Newman

could hear how their support is transferred into action by 32 UW agencies. "We had a choice of visiting three agencies during the second day of our two-day training," explained Newman. "I visited Senior Day Break at the Bergland Center, McKennan Hospital's Wee Care program, and Turning Point."

While visiting Turning Point, Newman met a young woman who left home at 16 and moved to Sioux Falls to work in a factory. "At the age of 22," explained Newman, "she now has two children, has earned her GED, and is in her first year of college. She decided she wasn't going to raise her two children without an education. She needed help, turned to Turning Point, and they've helped her realize her goal."

From October 3 to November 15, 1994, EDC contract personnel pledged \$14,750 to support the Sioux Empire United Way – an increase of \$72 over last year. While 56% of HSTX employees contributed to the UW, 100% of VESCO employees made a personal investment in their community. Their support will help the Sioux Empire United Way deal with such issues as family violence, physical disabilities, alcohol and drug abuse, and other problems in need of United Way agency support. In addition to VESCO and HSTX employees, the HSTX Project Office contributed \$2,500 to aid United Way agencies.

Overcoming Misconceptions

While some people are reluctant to pledge money to the United Way after the controversy surrounding the pay of its national chairman two years ago, that problem has since been corrected. What skeptics need to know is that ninety-nine cents of each dollar pledged to the Sioux Empire United Way stays in the Sioux Falls area to help thousands of people of all ages. The following statistics illustrate how many people the Sioux Empire United Way helps each year outside of Sioux Falls.

Town	No. of People Using UW Services	Cost to UW
Garretson	6,266	\$38,917
Dell Rapids	2,014	\$53,616
Baltic	1,160	\$23,424
Brandon	1,897	\$87,748
Lennox	15,639	\$81,595
Hartford	5,969	\$76,616

While the United Way waged its annual campaign among contract personnel, for the second consecutive year **Ron Beck**, Information Officer with the PB&A office, chaired the Combined Federal Campaign (CFC) for Federal staff at the EDC as well as the Sioux Falls district.

The Sioux Falls CFC District includes a 10-county area in eastern South Dakota involving approximately 2,000 Federal employees in over 140



Ron Beck

separate offices. The Federal Prison in Yankton and the Soil Conservation Service in Mitchell are examples of some of the offices Beck serves. The Combined Federal Campaign is the Federal employee's version of the United Way Campaign. Both campaigns raise funds to help people in the Sioux Empire. The major difference between the two efforts is Federal Employees are allowed to also choose what national or international agencies will receive their donations. This year there are over 900 agencies Federal employees may choose from including some from Sioux Falls.

"It's been my personal style to confront people directly and ask for a little bit of pain (when asking for money)," explained Beck. "I invite people – almost to the point of coercing them – to learn where their money goes. Because many EDC employees serve on local United Way agency boards, over half of Federal employees give to the Sioux Empire United Way. But others give to the Sierra Club, the Somalian Relief

Fund, the National Rifle Association, the National Organization for Women, and the National Right to Life Association, so it's a mix of some political associations as well."

Response to CFC campaigns by EDC Federal employees has been so generous in the past it's truly remarkable. While not equalling the 100% contribution rate of VESCO employees, over 90% of Federal employees at EDC voluntarily support the CFC each year. While the Bureau of Personnel Management of the USGS forbids setting goals for CFC contributions, EDC Federal employees like to equal or surpass the amount pledged the previous year. Last year 57 Federal EDC employees pledged over \$12,300. This year EDC Federal staff pledged \$14,204!

While Beck is amazed at EDC's annual generosity, he knows firsthand of the tremendous need support agencies face because of the many years he served as a volunteer for United Way agencies. "For every dollar we lose in a campaign, for every dollar we have to spend in printing costs, that's one less dollar to keep The Children's Inn open," says Beck. And that is what challenged him and Newman as catalysts for last fall's campaign – the need for people to support their local communities, their country, and people worldwide.

What you've just read is what becomes possible for people such as Vanessa, Kendall, Tyler, and a host of other people because of the annual generosity of EDC employees. Thanks to everyone at EDC who contributed to the United Way and Combine Federal Campaigns. Thanks to your continued support and compassion, Sioux Falls can keep a good thing going – which is good news for people such as Vanessa, Kendall, Tyler, and a host of other people who need a helping hand to help themselves. ☺



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GLIS Development & Operations Team is BOSS at EDC

EDC Dedication Wins National Recognition

GLIS is BOSS at the USGS/EROS Data Center. That's because twenty eight people, who combined their developmental and operational talents since 1990, were honored for their problem solving expertise by winning a 1994 BOSS Award. The Best of Open Systems Solutions (BOSS) Selection Committee, sponsored by the Federation of Government Information Processing Councils, Public Technology, Inc., and the State Information Policy Consortium, notified the EDC that its Global Land Information System (GLIS) topped applications in the category of "Innovations in Networking." The BOSS honors recipients in 4 categories who solve computer information systems and networking problems.

The USGS/EROS Data Center developed GLIS to serve as an interactive tool for self-service online query and access to environmental, map, and satellite image data featuring the land surfaces of the Earth. Twenty-

eight EDC staff members combined expertise to design, implement, and maintain the system. EDC established the GLIS specifically for government, academic, research, and commercial users to provide quick, responsive, and up-to-the-minute information about data required to monitor the Earth on local, regional, and global scales.

Donna Scholz, Program Manager for Information and Data Services at EDC, submitted a 4-page nomination on GLIS September 7 to the Government Open Systems Solutions Council. The BOSS Selection Committee praised the ingenuity of EDC's networking design in a September 12 letter notifying the Center of its award. According to Scholz, of the 28 people from EDC's Computer Services Branch, Data Services Branch, and Science and Applications Branch who participated in the GLIS project,

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(l. to r.) **Donna Scholz, Tom Holm, and John Faundeen** of the Data Services Branch pose with the Best of Open Systems Solutions (BOSS) award recognizing the Center's "Innovations in Networking" efforts for designing and implementing the Global Land Information System (GLIS).

Tastes of EROS

Have you ever had people over for dinner? Imagine hosting 400 people for lunch – EVERY day? No thanks, you say. Perhaps you can better appreciate what it's like for EDC Cafeteria Manager **Dick Cole**. With only two other people (in addition to himself), EDC food service is more than food for thought. It can be sizzling. It can be stressful. It must be tasteful and profitable.

At the age of 28, Cole's eyesight deteriorated from a degenerative eye disorder so much he had to forego a career as a production foreman for a carpentry outfit in southern California. While his eyesight weakened, Cole's vision for a new life and career became clear. As a result, the San Diego transplant moved to South Dakota with his wife, Jackie (originally from Sioux Falls), to raise their family and begin anew. Cole attended college and earned a degree in business administration and accounting. After earning his degree through the support of his wife, Cole immediately entered the state of South Dakota's Vending Program for the visually impaired. This is a program established by the Randolph-Sheppard Act of 1936, which gave blind people the right to operate cafeterias at Federal facilities. Not long after entering the South Dakota Vending Program, Cole acquired a license to operate a food stand in an Aberdeen mall. When former EDC Cafeteria Manager, Jim Gunn, passed away in 1984, Cole took over operation of the EDC Cafeteria.

While Cole reports to the South Dakota Vending Program in Pierre, he is not a state or Federal employee. He's a small, independent food operator responsible for all aspects of his business. The only difference between Cole's cafe and one located anywhere else in the state is he sends 12% of his monthly receipts to a state licensing office

that pools funds to help other businesses operated by blind people. While some customers tease Cole about receiving some type of government handout, this is not the case. "I'm an independent person making a living, paying taxes, employing people, ordering and paying for supplies," explained Cole amid the hum of cooler fans. "I have to guess and judge what menus won't leave me with a bunch of leftovers so I don't have losses."

Affordability versus Profitability

Dick Cole knows that he can't offer items and prices of many national restaurants because of his customers. "If you go into a Perkins or Dennys and order a patty melt and fries, you'll pay \$5.50 for it. EDC people couldn't afford to eat here everyday for that amount. Instead I try to keep a reasonable \$3 main entree item and raise prices on items such as yogurt and sodas [items I can't control prices on]. I've learned... Sorry, I'll be right back," says Cole as he rushes to the till.

"Where were we? Oh yea, I do try to come up with a new idea item each week but it's tough because I know people don't want to pay \$7 or \$8 for lunch. Occasionally I'll steal a menu idea from another restaurant, but I know what works and what doesn't. For instance, 4 or 5 years

ago I tried a salad bar. I'd have 40-50 items on the salad bar and eventually it got to a point where only 15 people were using it. The salad bar also caused a bottle-neck in the line. People around here want to eat and get out in a half-hour, so that's another concern and challenge."

Tastes of EROS

While Cole tries to offer a variety of fast, healthy food items that appeal to everyone, we all have different tastes. Cole finds some of the most popular items EDC customers prefer include hamburgers and chicken sandwiches. "Even though I've tried other items," explained Cole, "and am open to suggestions, that's what the majority of my clientele wants."

(7:30 - 9:30 AM) Muffins are Ready!!!

Each weekday morning, Dick and his breakfast buddies, daughter **Shawn**, and cook, **Cheryl Liester**, arrive to hustle for the breakfast crowd and prepare items for the day's lunch menu. In addition to serving EDC hunger pangs, Dick and Company also must take care of the logistics of any food facility.

"Monday's kind of hectic," explains Cole sitting at his desk constantly looking and listening for customers needing service. "The Harker man is

waiting at the door right away to get your whole week's meat order. At the same time, you've got people ordering breakfast items. So there's some stress - excuse me. I'll be right back," Cole says as he scoots to wait on a customer.

Sitting near Cole's desk, as bacon sizzles on the grill, it becomes apparent how cramped storage and food preparation space is for EDC Food Service workers. There's no wasted space behind the walls where food is prepared and supplies are stored. A red and white case of Cracker Jacks waits on a shelf to be loaded into one of the vending machines. A case of raspberry juice rests on the floor before a cooler destination. After changing a dollar for a soda, selling two cookies and a yogurt, Cole returns, describing his schedule like he never left. "Then you have your milk order for the week. Tuesday morning's we get about a thousand dollars worth of staple items in that we have to get stored. Then we receive Coke and Pepsi, chip orders, and other items needed to run a cafeteria."

Running Faster Than His Eggs

While some patrons good naturedly kid Cole about his favorite football team, a few minutes with our Cafeteria Manger on the job clearly shows he wears more than a San Diego Chargers helmet. "I do general food planning, run the till, keep the vending machines running, give customers grief, wash trays, help in the back, clean the grill, restock the coolers, keep things running smoothly, empty trash, mop floors, order food, and bookkeeping. One second," Cole says as he spots another person approaching the till.

While Dick would like us all to think he does everything, he knows we know better. Actually Dick is a strong believer in the cmi team concept. "Cheryl is the main cook and a real fine person. She's a real hard worker who dairy farms with her husband down the road. In addition to cooking she helps plan the menu, cleans, and whatever it takes to



The EDC Cafeteria crew: (l to r) **Dick Cole**, **Shawn Cole**, and **Cheryl Liester**.

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make the cafeteria run smoothly. Shawn's main responsibility is helping out front, but we all blend together to wash trays, clean, and generally Three-Musketeer-it because this is a small business. I'm sorry, I'll be right back."

(11 AM - 12:30 PM) Lunch Crunch

While EDC Cafeteria-goers may get hungry at different times, some type of guidelines must be enforced to be fair to our food servers. Again, imagine inviting guests over for lunch at noon and some come at 12:15. Others arrive around 12:45, and the stragglers wander by at 1:30 PM. According to Cole, that's why breakfast is served from 7:30 to 10:30 AM. "The half-hour from 10:30 to 11 AM is real hectic. That's the time we want to get the breakfast items out of the way, clean the grill, and get ready for lunch. Now if someone comes at 11:45 AM and wants an egg sandwich, I'm not trying to be mean when I refuse." The lunch grill serves customers from 11 AM to 1:15 PM. "If someone comes in and wants a hamburger at 1:45 PM, I can't help them. We have to let the

grill cool down so it can be cleaned."

(2 - 3:15 PM) Afternoon Delight

While Cheryl and Shawn take a break from 1:15 to 2 PM, Dick serves lunch to stragglers (if possible) and restocks and cleans. The rest of the afternoon is spent serving staff who take afternoon breaks. When Cole puts on his brown leather jacket and lugs his briefcase out the door around 3:30 or 4 PM, his work isn't done. An hour's worth of paperwork waits for him at home before he starts thinking about tomorrow's menu and the morning muffins.

"I hope that I've provided good service. In my heart I think I've done a good job out here. I think 90% of my customers have a good rapport with me and I have good rapport with them. They appreciate me and I appreciate them," he says as another customer calls.

Cole enjoys the food business because one, he likes to eat, and two, he enjoys working with people.

There are days when the stress of the job get to him, but you seldom see it. Amid the banging and clanking of pots and pans under a running faucet Cole admits, "Some days when you come in here and both of your employees are out. Try doing the grill and the till with 30 orders plus trying to put on soup. Then, you run into someone who's having a bad day." Sometimes life as a cafeteria manager is tougher than mystery meat.

What's for lunch in the future? According to Cole, if the kitchen area is expanded EDC may see a "make your own salad, taco, or sandwich bar." Since the EROS Cafe currently features a "Big Millie" sandwich in honor of longtime cook Millie Higgins, will we ever see an item named after EDC's finest cafeteria manager? "It would have to be a giant, quarterpound hotdog," laughed Cole. If such an item ever does make the menu, how about calling it "The Little Richard?" ☺

Employee News

USGS

Gary Metz - Following 31 years of service with NASA and the USGS, Gary retired January 3, 1995. Metz served 10 years with NASA at the Johnson Space Center, Houston, TX as the manager for the Command and Service Module Spacecraft flown during the Apollo 9 and 12 missions and the Skylab Program manned visits. He received a NASA outstanding achievement award for each project. Gary served with the USGS at the EROS Data Center for 21 years. During his two decades of work at the EDC, Metz served in different Center Management positions - most recently as Deputy Chief for the past 2.5 years. The DoI honored Gary with its Meritorious Service Award in 1993.

Don Zoller - Don retired from the EDC January 3, 1995 after nearly 39 years of Federal service. Zoller's Federal tour of duty includes 3 years with the U.S. Army in Panama conducting mapping operations. After time out for college, Zoller began work with the USGS/NMD in 1959. Don's honors include the DoI's Superior Service Award as well as numerous meritorious awards.

Ben Raiche - Ben retired from the EDC January 3, 1995 after working at EROS since 1972. He started as a design engineer developing equipment used when the Center first opened. He designed and built EDC's first four 3.369x enlargers along with the first step and repeat printer for the Photo Lab. In addition, Ben designed and built the first variable intensity light table. Other achievements include: computerizing the chemical management system, establishing masking and

numbering systems for the microfilm system, and writing and producing the first EDC Safety manual. Raiche's honors include the DoI Department Safety Award in 1986 as well as a number of "Idea" awards.

Walt Brandner - Walt retired from the EDC January 3, 1995 after 31 years of service with the Federal government. Following 3 years in commercial finance, Walt began his Federal career in 1964 when the Bureau of Indian Affairs hired him as a Loan Assistant at Fort Berthold Reservation, New Town, ND. He transferred to Aberdeen, SD in 1965 as a Budget Analyst and later was promoted to a Budget Officer. Brandner transferred to the USGS and EDC in 1974 as a Management Specialist and later was promoted to a Financial Manager. Brandner's honors include the DoI Commendable Service Award, the USGS Superior Service Award, as

well as numerous performance awards from both the BIA and USGS.

R. J. Thompson - R.J. received the DoI Distinguished Service Award from Secretary Bruce Babbitt in an award ceremony in Washington, D.C. November 22, 1994.

Jim Sturdevant - The USGS/NMD officially promoted Jim to Chief, Program, Budget, and Administration office effective October 23, 1994.

Nick VanDriel - Nick transferred September 6th from Reston to the Science and Applications Branch to become the Research Program Manager.

Douglas Spelhaug - Doug joined the EDC September 6 to fill the Purchasing Agent position in PBA. Doug lives in Sioux Falls and joined the EDC after completing a detail in a USGS position in Lawrence, Kansas.

Kristi Herman - Kristi switched from coop student to full-time USGS Computer Specialist September 4th.

Terry Pfannenstein - The USGS recognized Terry for 30 years of service with the Federal Government.

Dave Carneggie - Dave was honored by the USGS for 20 years of service.

Ron Beck - Ron served as the District Chairperson for the 2nd consecutive year for the Combined Federal Campaign.

Jean Happel - Jean was named an AA/EEO Counselor at EDC and received a certificate for 20 years of service with the Federal government.

June Thormodsgard - June is the new EEO Management Representative.

Gail Hanson - Gail takes over the Human Resources Management position in the Program, Budget, and Administration office. This position is the government focal point for all personnel matters at the EDC.

Christopher Morgan - Chris is a Q student in the CSB serving as a computer clerk. He is working with Macintosh hardware and software. He attends SDSU where he majors in Computer Science.

Seven USGS employees received job performance awards ranging in value from \$1,000-\$2,500.

Recipients included: **Wayne Miller, Jim Sturdevant, Don Moore, Dave Ochsner, Doug Binnie, Tom Holm, and Donna Scholz.**

HSTX

Greg Zylstra - Greg joins the Sensor Systems Technical Area as a senior scientist in support of the MRLC Project. A native of Sioux Falls, Greg earned undergraduate degrees in Astronomy and Physics at the University of Arizona (1978), a graduate degree in Physics at the University of Illinois-Urbana/Champaign [UIUC] (1980), and a Ph.D in High Energy Astrophysics at UIUC (1988). Since completing his Ph.D, Greg has held postdoctoral positions at several universities including - Washington University, St. Louis, Northwestern University, Chicago, the University of Arizona, Tucson, and the Institute of Space and Astronautical Science in Japan.

Zhi-Liang Zhu - Zhi-Liang joins the Data Exploitation technical area as a senior scientist in support of MRLC. Zhi-Liang, or "Z", originally is from Nanjing, China. His academic experience includes an undergraduate degree in Forestry from Nanjing Forestry University and graduate and Ph.D degrees in Natural Resources from the University of Michigan. Zhi-Liang comes to EROS from Mississippi State University, Starkville, MS, where he was a research associate in the Department of Forest Resources.

Weiyang Zhou - Weiyang "Will" comes to the SAB to support the International Program as a Senior Scientist assigned to the Interdisciplinary Sciences Technical Area. Will recently completed his Ph.D in the area of digital systems

development for 3-D surface reconstruction at the State University of New York in Syracuse. He earned graduate degrees from Syracuse University (1994) and the Chinese Academy of Forestry (1988), as well as an undergraduate degree in Electrical Engineering and Information Systems from Tsinghua University, Beijing (1985).

Jim Vogelmann - Jim enters duty with the Data Exploitation technical area as a senior scientist supporting our MRLC activity. Jim holds a Bachelor's degree in Botany from the University of Vermont (1978) and a Ph.D. in Plant Biology from Indiana University (1983). He spent several years at the Jet Propulsion Laboratory researching geobotanical remote sensing. Vogelmann comes to the EDC from the University of New Hampshire, where he spent the last 7 years as a research assistant professor in the Institute for the Study of Earth, Oceans, and Space.

Sharon Ivens - Sharon joins Information Systems Management as an Information Scientist to support the design and development of advanced information systems for global land data, primarily GLIS, as well as provide technical support to the SAST. Ivens' educational background includes B.S. degrees in Landscape Design and Geography from SDSU (1980). She earned her graduate degree in Geography also at SDSU (1994). Before joining IMS, Sharon worked at the EDC as an SDSU intern with the USGS. The Sioux Falls native worked 10 years at the Defense Mapping Agency Aerospace Center in St. Louis, MO before returning to South Dakota to continue her education.

Rhonda Newman - Rhonda served as the Hughes STX loaned executive for the 1995 Sioux Empire United Way Campaign.

Pat Schrader - Pat moved from the S&AB as a secretary to the DDPS, where she is working on SAST and International Project activities.

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Did You Know?

- EDC scientists **Sue Jenson** and **Kevin Larson** provided raster elevation data for a four-scene mosaic to help the USGS monitor two active volcanoes in Goma, Zaire.
- The EDC received an inquiry from the National Geographic Society about putting together a 1 km topographic shaded relief map of the world.
- **Ron Beck** and **Rhonda Newman** attended an Earth Day meeting in Lincoln, Nebraska Nov. 14-16 to make further plans for the construction of a five-story globe on the Mall in Washington, D.C. The meeting, a videoteleconference for educators in Earth science nationwide, helped plan the globe to be assembled this April.
- A request for \$95,000 was sent to USGS headquarters for facility improvements at EDC, which fall under the Americans with Disabilities Act (ADA). The request includes restrooms in the current basement, improvements to handicap parking spaces and replacement of the electric door, water fountains, and all doorknobs.
- USAID contacted our International Program through FEWS to provide data to the Horn of Africa Task Force, which is an emphasis of the Clinton Administration.
- **Jeff Eidenshink**, DSB and **Gail Thelin**, USGS/WRD are putting together a plan to develop land cover data for the National Water Quality Assessment (NAWQA) Program.
- USGS Director **Dr. Gordon Eaton** asked **Nick Van Driel** and **Charlie Trautwein** to participate on the USGS Theme Coordination Committee to look at program management in the Bureau. Nick co-chairs the committee.
- The USGS and USAID signed a Participating Agency Services Agreement (PASA) with Somalia for \$100,000 to provide early warning and natural resources data.
- The National Park Service wants to develop an agreement to map several parks in Alaska using Thematic Mapper data. This work will allow the Alaska Field Office to acquire an INFOBASE system.
- **Gail Hanson** participated in the Federally Employed Women's 25th National Training Program in Washington, D.C.
- While the EDC lobby is closed because of renovation, the globe is on loan to the Siouxland Heritage Museum in Sioux Falls.
- **Don Zoller**, **Ron Beck**, **Rhonda Newman**, and **Jay Feuquay** visited Skyline Design of Minneapolis about Earth Day activities and potential lobby displays.
- According to DoI goals, there will be a 50% reduction in Headquarters personnel by 1999.
- In 7 months during 1994, outreach staff provided 117 tours for 2,283 people while an additional 2,764 people visited EDC without tours. A total of 64 tours were provided during 1993.
- According to the Data Services Branch, the EDC sold \$2.82 million worth of data during FY 1994.
- **Tom Loveland** visited the British Ordinance Survey, which **Dr. Al Watkins** visited earlier in 1994, and obtained a "map on demand" product for review.
- PBA Chief **Jim Sturdevant** worked as a summer custodian in 1976 before being hired by Technicolor after college in 1979.
- The NDCDB Sales Data Base Project received runner up status for the National Performance Review "hammer award" — a part of **Vice President Al Gore's** reinventing Government program.
- Fourteen EDC employees attended a luncheon sponsored by the

Sioux Falls Center for Women (SFCW) to benefit scholarships. The SFCW recognized EDC as a Sponsor.

- **Darrel VanderZee** presented a paper on the results of the 1993 GIS and Image Processing Software Survey at the Decision Support 2001 Conference in Toronto, Canada last Fall.
- The International Journal of Remote Sensing accepted two papers authored by **Ashbindu Singh** of GRID-Sioux Falls. Singh documented the results of the GIS and IP software survey 1993 in one paper and focussed on the sensitivity of the ISODATA clustering algorithm to changes in processing parameters in the second paper.
- The Internal Revenue Service will offer on-site electronic tax return filing for EDC employees. ☺

cmi Check: Activities Occurring at the EDC

In January of 1994, all EDC staff participated in a full day of required training in the principles of cmi at the Holiday Inn-City Centre. One year later, it's time to revisit the cmi process to see how it's doing at the EDC. Where and how is this process being used?

Following the January mandatory cmi training for all EDC staff, EDC Chief **Don Lauer** issued a memo March 9, 1994 establishing a cmi Steering Committee and cmi Assistance Team. The cmi Steering Committee consists of Lauer, **Gary Metz**, and **Ken Klenk**. The cmi Assistance Team initially consisted of EDC staff who received formal facilitator training: **Don Zoller**, **Jay Feuquay**, **Darla Werner**, **Dave**

Ochsner, and John Faundeen.

The first **cmi** Assistance Team gathered information on the tasks, challenges, and achievements of the **cmi** teams formed during 1994. Based on the information acquired, the Team submitted an eight-page report summarizing its activities, including recommendations for the Steering Committee on new plans, additional training needs, and other support.

The **cmi** Assistance Team monitored and assessed **cmi** activities from May through September to determine how the **cmi** processes influenced the daily tasks of EDC employees. The **cmi** Assistance Team used information provided by E-mail, telephone, paper reports, and informal conversations to discover how and where the **cmi** process is being used at EDC. The **cmi** Assistance Team discovered several **cmi** teams operating throughout the Center. Starting with the use of value chains in the Hughes STX Project Office to define work processes and identify customers, suppliers, inputs, outputs, and sub-processes, **cmi** applications were implemented in the following areas:

- Customer Service - to create objectives and establish teamwork,
- Systems Engineering & Management - to improve ADP and PC Resources, and the WordPerfect and Network Teams,
- NALC - to improve the NALC processing flow,
- Production Services Management - to create value chains for the TAL and reporting sub-groups,
- DLG-E - to track action items and their statuses,
- S&AB - to document processes within the branch,
- Data Management - to improve procedures and communication for the SLAR Reformat Project,
- **cmi** Training Team - to develop a process for planning and ongoing training,

- **cmi** Procurement Team - to improve the EDC procurement system.

In addition to these examples, the **cmi** Assistance Team discovered several other potential workflows where **cmi** principles can be applied:

- AVHRR Compositing Flow,
- Software Release and Reliability,
- Installation of a Chute to Drop Film to Data Management,
- Reorganization of Dissemination,
- Placement of terminals in Photo Lab Darkrooms to Enhance Scheduling,
- Implementation of Bar Coding for Film and Tapes,
- Photo Lab Processing Bay Remodeling,
- Photo Lab Printing and Processing Area Remodeling,
- Design Standard Equipment for Photo Lab Darkrooms,
- Investigation to Eliminate the Photo Lab Swing Shift,
- Digital Chart of the World to Digital Elevation Model Flow,
- Humid Tropical Forest Inventory Processing Flow.

So, how is **cmi** going at the EDC? According to the report submitted to the **cmi** Steering Committee by the **cmi** Assistance Team, "EDC has made a good start. The tools provided by **cmi** training are being incorporated at the working level (of the Center). Staff can see **cmi** and its tools are principles they can use to improve their day-to-day activities."

While **cmi** Assistance Team members are encouraged by the strong foothold **cmi** is beginning to take at the production level of the Center, total success has not been achieved. According to the **cmi** Assistance Team, "Most of the **cmi** teams to date are in traditionally process or product-oriented areas. There has been less use of **cmi** in other non-production areas of the building.

While this trend is no surprise, EDC staff in all areas must continue to challenge themselves to define their suppliers, processes, and customers" — to see continuous measurable improvement.

Nominations for the FY95 **cmi** Assistance Team include **Jon Jamsa, Ron Beck, Dana Larsen, Dave Greenlee, and Steve Howard**. One or two representatives from the initial **cmi** Assistance Team will join the FY95 **cmi** Assistance Team for roughly 3 months to ease the transition of the new Team. For those of you thinking about implementing a team approach to your work, contact any **cmi** Assistance Team member mentioned above. They'll be glad to help you team up with **cmi!** ☺

"Volunteers for Science" Help EDC and Themselves

People who volunteer with the United States Geological Survey gain a wide variety of experience through hands-on learning. The USGS and volunteers benefit from each other through shared knowledge, practical applications, and educational experience. Eight students contributed to the EROS Data Center and helped themselves during 1994 by giving a little of their time to USGS activities, programs, and projects at the EDC. Volunteers at the EDC last year included four high school students and four college students:

- **Mindy Meyer** - Dell Rapids Public High School
- **Sarah Scholz** - Brandon Valley High School
- **Michael Bauman** - Sioux Falls Lincoln High School

Continued on page 10

*Volunteers
Continued from page 9*

- **Heather Lockwood** – Brandon Valley High School
- **Graham Zoller** - St. Cloud State University (Minn.)
- **Joseph Prewett** - University of Oregon
- **Ellen Erhardt** - University of Michigan
- **Garth Zoller** - St. Cloud State University (Minn.)

This group of students took pride in supporting a host of activities by performing many tasks, which saved EDC full-time employees countless hours and much energy. For instance, these students volunteered their time and energy to enter data into computers, help with equipment operation and repairs, provide the public with information about EDC products and its products, design computer graphics and models, as well as participate in many other mundane, yet vital, activities. "My department (PBA's External Relations) was great," says **Garth Zoller**, a graduate student majoring in Communication Management at St. Cloud State University. "I had a whole lot of fun plus used my learning opportunities

here (at EDC) to focus the direction of my graduate studies."

Garth's brother **Graham**, a second-year graduate assistant working toward a graduate degree in Geography at St. Cloud State University, worked with Tom Loveland to investigate and develop recommendations and strategies for enhanced methods of data delivery for the Global Land Characterization project. "Working with unique and revolutionary data sets," explained Graham, "like Global Land Characterization data, and learning new approaches to using these data within geospatial technology, provided me with excellent opportunities I would not have otherwise experienced."

Sarah Scholz, a student at Brandon Valley High School and daughter of Donna Scholz, DSB, said she made new friends and looks forward to volunteering next summer because she loves computers. "I've learned a lot of things such as how to get into and use GLIS. I hope next year I will get to spend more time on the computers."

Another Brandon Valley High School Student, **Heather Lockwood**, spent her third summer

volunteering at the EDC. She spent time in Customer Services and the Digital Data Production Section performing copying and compositing DTED data for the northern hemisphere. "I feel this opportunity has been an extremely rewarding experience. I not only have learned more about what EROS is all about, but I also have had the opportunity to experience a professional work atmosphere in a real life setting."

The eight USGS volunteers who served at the EDC during 1994 supported many EDC activities – a productive experience for them as well as the Center. If someone you know enjoys contributing to their community, is interested in science and technology, takes pride in doing a good job, and is willing to give a little of their time, the U.S. Geological Survey and EDC needs them in 1995. For more information about the USGS Volunteer for Science Program, contact **Gail Hanson** at ext. 6086 or the Bureau Volunteer Program Coordinator at (703) 648-7440. ☺

*Thompson
Continued from page 1*

ceived his Distinguished Service Award for his "outstanding service and contributions to the scientific data management, processing, and information systems activities of the USGS."

Since 1962, Thompson has worked for the DoI as a photogrammetrist, computer systems analyst, and Supervisory Computer Specialist. In 1974, R.J. was selected as the Chief of EDC's Computer Services Branch. In his current position as Chief of the Satellite Data Systems Office, R.J. plans and coordinates activities of the EDC required to support NASA's implementation of the Earth Observing System and Landsat Programs.

Thompson received a certificate and citation signed by Interior Secretary Babbitt along with an engraved gold Distinguished Service Award medal and gold lapel pin. Congratulations R.J.! ☺



Tom Loveland, S&AB Remote Sensing Scientist, presents **Graham Zoller**, USGS Volunteer for Science, with a certificate in appreciation for his dedicated volunteer work this last summer on the Global Land Characterization project. Graham and his younger brother Garth were 2 of eight people who volunteered their time and expertise to help the EDC.

*GLIS Team is BOSS
Continued from page 4*

Computer Services Branch personnel such as **Mike Neiers**, **Rich Lee**, **Ron Kanengieter**, and **Stu Doescher** played key design roles. "If it weren't for Mike we wouldn't have been able to develop the system like we have and keep it up in terms of networking. All of the outstanding things we were recognized for were done with significant contributions of Mike's expertise. He helped envision the architecture and the concept of using open systems," said Scholz.

The teamwork and dedicated effort of the EDC team were recognized October 12, 1994 at the Interchange '94 Awards Dinner at the Renaissance Hotel in Washington, D.C. **Tom Holm**, an early GLIS team member and Deputy Chief of EDC's Data Services Branch, accepted the award plaque on behalf of the GLIS team. According to Holm, the significance of the award is the team effort that went into making GLIS a reality. "Many people at EDC put an enormous amount of work into GLIS to create a truly innovative approach to networked metadata information systems. Our scientific users didn't have ready access to information about data available from EDC before GLIS. Through GLIS, users can sit in their offices and take advantage of the Information Superhighway to do their research."

Members of the GLIS Development and Operation Team celebrated this prestigious honor by holding a pizza party in early November. ☺

*Employee News
Continued from page 7*

Marietta Brandt - Marietta rejoins the EDC after 7 years in Sioux City, IA. Brandt worked at EDC back in 1987 in the Computer Operations Section. Her second tour of duty finds her with the Science Department's Secretarial Staff. She returns to the EDC from an Office Manager/Administrative Secretary with the Sioux City Utilities Administration Office.

Erik Osvog - Erik joins Data Management as a file clerk. His primary responsibility involves filing maps at the warehouse. Erik is a Sioux Falls native who audited 36 credit hours at Augustana College (1992-94).

Jay Feuquay - Jay transferred to the Computer Services Branch to take over Tony Butzer's responsibilities for MAGIC and AAI. Butzer left the EDC to pursue another job opportunity last October.

UNEP/GRID

Kazuhiko Akeno - Kazu joined the UNEP/GRID office last October as a visiting scientist to contribute to the study of global environmental change. Akeno comes to EROS from the Geographical Survey Institute (GSI), Ministry of Construction, Japan, where he worked as an administrator and prepared digital map and land use data. Kazu's assignment is for 1 year. ☺

Q&A: Closing the Loop

Answers to Frequently Asked Questions by EDC Employees

Q: When the LPDAAC is completed, what exactly will be finished?

A: This question is best answered in two parts. First, the contract covers limited development in certain areas to meet the available funding. Management made the decision to retain as much of the footprint as possible, give up some parking and exterior work that could be added later, and complete the portion of the interior that EDC can afford to finish now. As a result, the following areas of the LPDAAC will be finished:

Ground Level:

- the lobby,
- all faces and hallway connections to the atrium area,
- about 1/4 of available office space will be finished off into individual offices,
- the computer floor and access doors,
- security area,
- curved entry/exit at both ends of atrium,
- restrooms and vending area in atrium,
- audio/visual room, tele-conference room, and executive conference room,
- elevator and stairways to lower level.

Areas of the new addition not to be finished immediately include:

- remaining office space will be bare floors, open ceiling, and base walls with minimal lighting for security,
- part of the computer area destined to provide a break area, dissemination, and operations offices,
- main auditorium,

- training rooms,
- cafeteria.

Lower Level:

- The mechanical room housing all boilers, chillers, and heavy-duty heating and ventilation units will be finished. Although this area won't be fully developed so that future expansion may be accommodated.

- The area immediately beneath the computer floor will be fully enclosed with hallways all around – with walls separating the hallways and the undeveloped area. A large amount of space along the periphery of the lower level will be sand – ready and graded to accept concrete when needed.

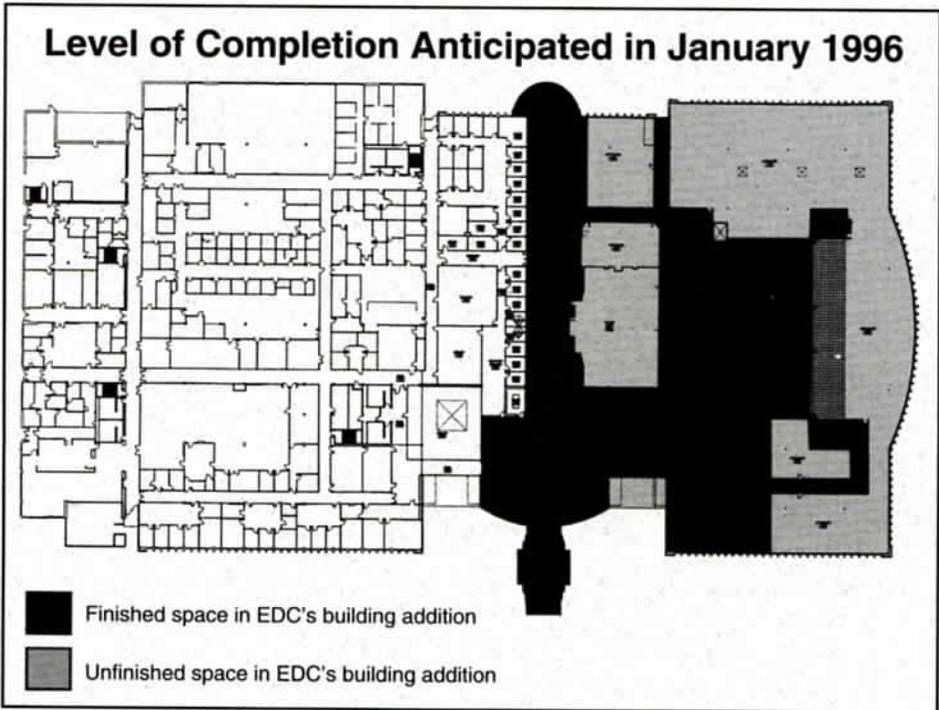
The second part of the answer is: EDC management is working very hard to accumulate additional funds

and find opportunities to convert more bare space on the main level of the new addition to finished office space. EDC management is confident it will be able to finish off what amounts to the mirror image of office space towards the front of the new addition, which will more than double the amount of finished offices. Funds may be available to finish off all remaining office space in conjunction with or soon after the building addition is completed in January of 1996. Constructive change orders have been discussed with Gil Haugan Construction, which will result in a cost savings to EDC. This will free up contract dollars to finish additional space.

Source: Dennis Hood, PB&A Supervisor of Center Services and Facility Manager. ☺



Old Glory stiffens in October's prairie wind as it flies in the face of steel beam construction of the building addition.



Editor: Mark Barber

Content Editors: Jim Sturdevant,
Don Zoller,
Ron Beck

Graphic Artists: Jan Nelson

Creative Director: Lee McManus

Contributors: Don Lauer, Dennis Hood,
Tom Holm, Dick Cole,
John Faundeen

Photographers: Max Borchardt,
Mike Austad,
Wendell DeGeus