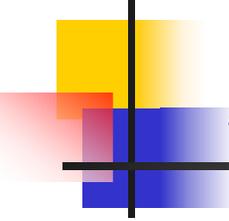


Communication Meeting

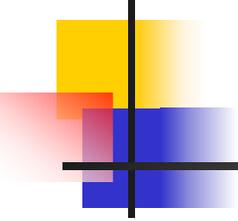
Laboratory Services Section

January 30, 2003



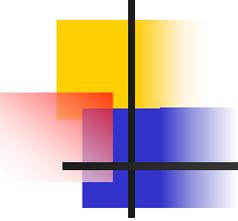
Agenda

- Welcome
- FY02 Achievement Highlights
- Mission, Vision and Strategy
- FY03 Goal Highlights
- Safety Results and Highlights
- Cleaning Day
- Training Needs Assessment Update
- Questions and Answers
- Goodbye
- Welcome to the Team
- Iron Person Recognition
- Anniversary Recognition
- Outside Department Recognitions
- Picnic/Holiday Committees



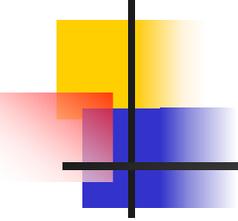
FY02 Achievement Highlights

- DOE Contract Performance Measures (not yet confirmed by DOE)
 - ALL measures rated outstanding
- FY01 Self Assessment action goals almost 100% completed
- Completed a two-year desktop PC upgrade program



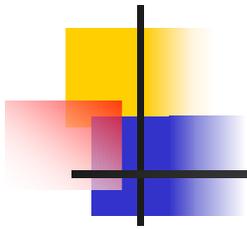
Achievement Highlights

- First Administrative Professional recognition breakfast and speaker event held
- Launched New Employee Orientation website
- Improved communications through upgraded and new websites for Lab Services departments



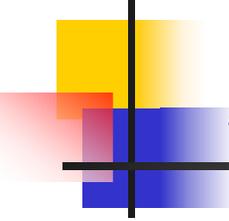
Achievement Highlights

- High housing occupancy rate (95%+) for most of the year
- Computer access in the Village greatly improved through wireless access and high-speed network connections
- Completed renovations at 14 Shabbona (three bedroom Village house)



14 Shabbona





Achievement Highlights

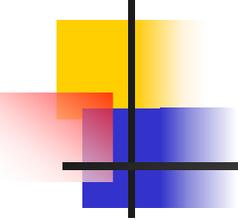
- New contracts placed for linen service and laundry vending
- Completed construction of the new classroom for three-year olds, renovation/painting of the gym and several other classrooms

Three-year-olds' Duck Room



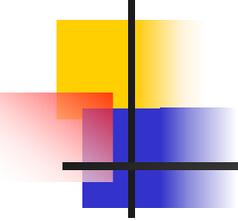
Children's Center Gym





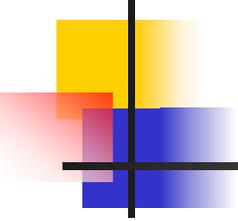
Achievement Highlights

- Completed downstairs portion of cafeteria renovation (i.e., gas-fueled equipment, food separators and floor)



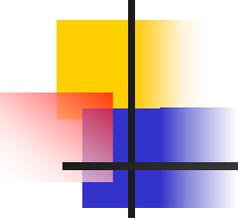
New Kitchen Equipment





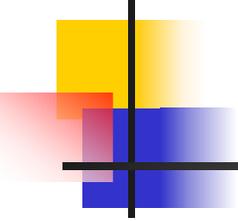
Achievement Highlights

- Implemented new ID process in Users Office



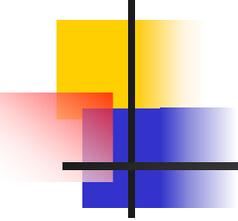
Achievement Highlights

- Climb Mt. Everest program – 172 participants with 122 completing the program
- Set up database to allow for credit card purchases of memberships, outings and miscellaneous sales
- Recreation/Benefits increased communication to monthly flyers and quarterly newsletters



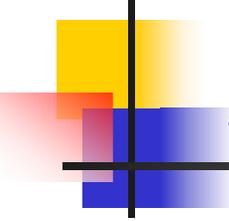
Achievement Highlights

- Implemented electronic transfer of employee information to CIGNA
- Researched and selected new insurance providers for Long Term Disability and Business Travel Accident insurance



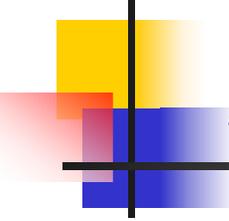
Achievement Highlights

- Offered three ARISE workshops on high school science courses. Participants contributed to implementation resource book, *Suggestions from the Field*
- Began a program to refurbish the Lederman Science Center exhibits, which are over 10 years old
- Held the Wonders of Science Show



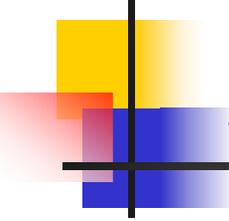
Achievement Highlights

- Offered the first Annenberg Leadership Workshop funded by a grant from the Annenberg Foundation
- Hosted over 5,700 students for prairie field studies



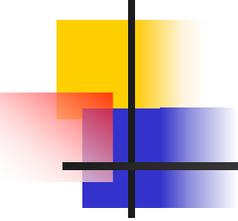
Achievement Highlights

- Successful OFCCP audit with a letter of compliance issued May 2002
- Administered three summer programs for minority students:
 - TARGET program for 20 HS students
 - SIST – 18 participants for 12 week technical internships
 - GEM – internships for three minority engineering graduate students



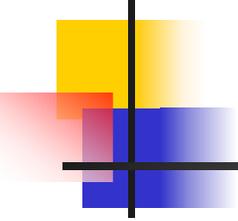
Achievement Highlights

- Provided speakers for career day programs at various Chicago public schools and at Corporate Day at the University of Illinois at Chicago



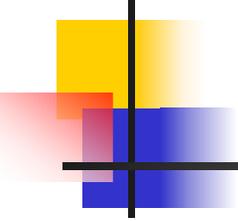
Achievement Highlights

- Expanded Employee Referral program to include all positions at the Lab
- Increased the number of job offers made to women and minorities
- Implemented web-based new hire survey program



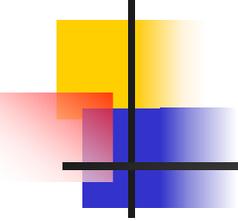
Achievement Highlights

- Published revised Employee Handbook
- Three new labor agreements concluded



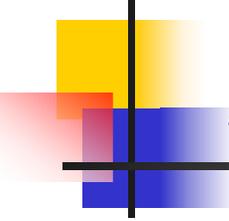
Achievement Highlights

- Reviewed 22% of formal job titles (Target = 20%)
- Prepared annual labor market position study – submitted to and accepted by DOE (with compliments to Compensation function)
- Reduced filing time of Salary Review Payroll Authorizations and Performance Appraisals



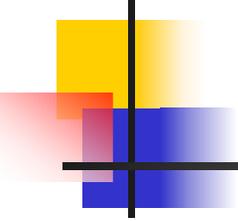
Achievement Highlights

- Received INS approval for twelve permanent residency actions
- J-1 visa orientation now available on the web



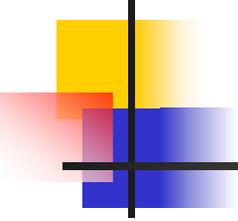
Achievement Highlights

- SPIRES mirror installed at Fermilab
- Catalogued 1075 Fermilab Ph.D. theses with links to online full text for 223 of them, 480 as hardcopy in Fermilab library
- Reference desk staffed full-time
- Created a SPIRES HEPJobs database



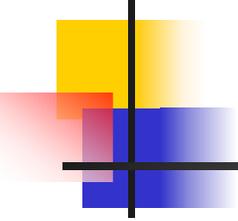
Achievement Highlights

- Created a SPIRES videos database, and loaded records for all of Fermilab's streaming video physics presentations
- Created reference@fnal.gov for easy access to Library's reference service



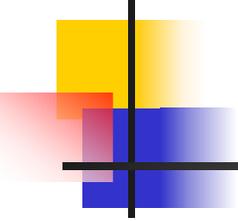
Achievement Highlights

- Began the PAC scanning project, with the goal to digitally archive all PAC proceedings that are not currently on the web (1965-1993)
- PAC 1987 – 1993 completed
- Participated in two Joint Accelerator Conference Website (JACoW) team meetings



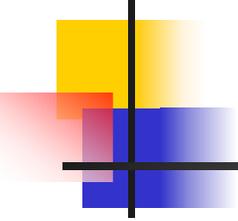
Achievement Highlights

- Travel Office booked 4516 trips
- With support from BSS, negotiated a new carrier contract with American Airlines



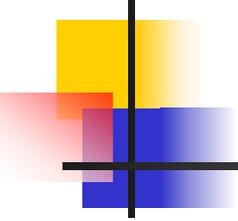
Achievement Highlights

- Sponsored the delivery of 98 courses
- Eighty-two courses were delivered on the topics of Goal Setting and Performance Appraisal
- Benchmarked the tuition reimbursement program with input from other DOE Labs and area employers
- Reviewed and evaluated the supervisory/management programs; developed recommendations for change



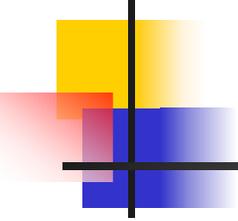
Achievement Highlights

- Published and distributed a 2002-2003 Training and Development Catalog in hard copy and web format
- Developed and initiated an online training needs assessment



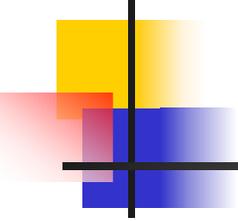
Achievement Highlights

- Completed the development and final draft of a five-year plan for VMS
- Made 2,559,230 copies and completed 1077 jobs
- Recorded and posted 228 video streamed lectures
- Completed 549 photo shoots
- Completed 70 graphic arts projects
- Managed the design and creation of the Super Computing 2002 exhibit



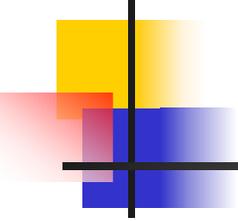
Mission

The mission of Laboratory Services Section is to provide vital services to 2,200 Laboratory employees and 2,500 users in support of the Laboratory's research mission; improve the nation's science education through teacher, student and public programs; and serve the scientific community worldwide through publications and visual images.



Vision

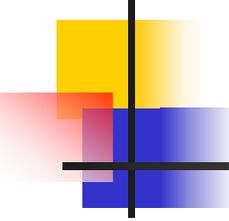
Laboratory Services Section will be regarded by the broader Laboratory community as an effective, accessible organization of knowledgeable, competent professionals.



Strategy

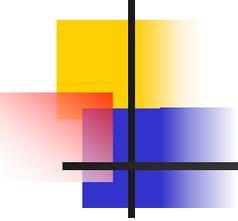
Our vision will be obtained by

- Understanding customer needs and tailoring services to those needs
- Improving customer communication and training
- Networking and identifying best practices
- Effectively using benchmarking and technology
- Continuous process evaluation and improvement
- Cost-effective management



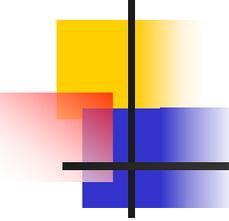
FY03 Goal Highlights

- Meet or exceed all performance measures for our section in the DOE Performance Contract and Balanced Scorecard
- Establish and meet or exceed individual performance goals that support the Laboratory Services mission and strategy
- Perform an annual self-assessment focused on process improvement. Implement FY02 DOE self-assessment action plans



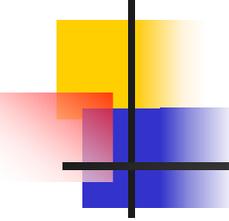
FY03 Goal Highlights

- Support the Run II effort as opportunities are identified
- Implement the new performance appraisal program through goal setting, feedback throughout the year and honest appraisals
- Work safely and healthfully. Aim for no more than 3 reportable cases and 0 lost workday cases in FY03



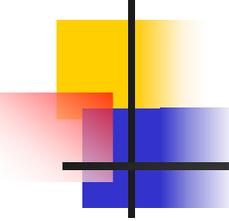
FY03 Goal Highlights

- Continue progress on building renovations at Site 50 (five bedroom house)
- Additional computer and networking improvements in the Village
- Renovation of the toddler playground at Children's Center
- Bid food services contract for cafeteria
- Implement documentation changes for foreign visitors



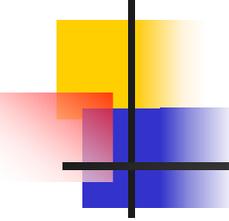
FY03 Goal Highlights

- Implement Voluntary Early Retirement Program
- Revise Summary Plan Descriptions
- Automate HMO Illinois eligibility process
- Develop medical and dental plan FAQs for web
- Migrate Recreation database to Filemaker Pro



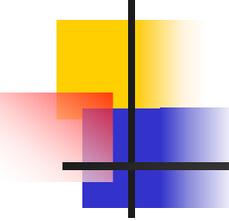
FY03 Goal Highlights

- Leverage Education program capacity through a variety of partnerships and collaborative programs
- Enhance Education online resource materials to reach more educators and students
- Improve dissemination of Education program information



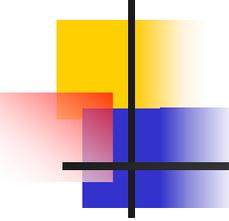
FY03 Goal Highlights

- Identify and foster relationships with targeted universities to attract minority candidates for post-doctoral work at the Laboratory
- Increase sources for female and minority candidates
- Redesign personnel requisition



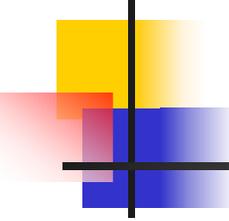
FY03 Goal Highlights

- Automate adverse action reporting
- Revise Personnel Policy Guide



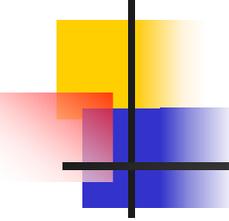
FY03 Goal Highlights

- Meet the 20% job description review target
- Timely submission of annual labor market position study
- Implement PeopleSoft 8.0
- Review options for employee “self-service” in records maintenance
- Complete and implement training package on Fermilab visa usage/procedure
- Implement INS/DOS tracking system for students and exchange visitors



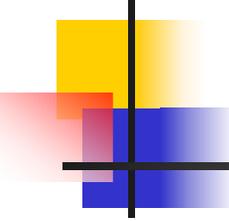
FY03 Goal Highlights

- Move online catalog to SPIRES from DRA
- Weed published papers from preprint stacks and house remaining preprints in a cabinet for improved storage
- Redesign Publications web pages
- Weed Library's computer section to ensure most current and useful books



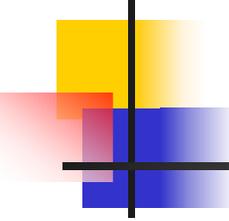
FY03 Goal Highlights

- Complete the PAC scanning project and post the remaining PAC proceedings, 1965-1985, on the Joint Accelerator Conference Website if funded
- Provide editorial support for the 2003 Particle Accelerator Conference



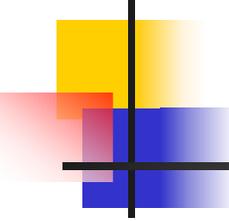
FY03 Goal Highlights

- Complete a lab-wide training needs assessment
- Make recommendations for and deliver supervisory/management training
- Develop a FY03-04 training plan and course list



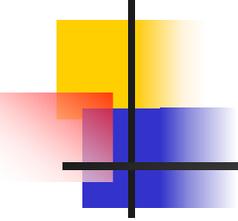
FY03 Goal Highlights

- Create and conduct a customer satisfaction survey in the Travel Office
- Organize and host a travel coordinators meeting that will introduce the participants to the Travel Office ticket estimate web pages



FY03 Goal Highlights

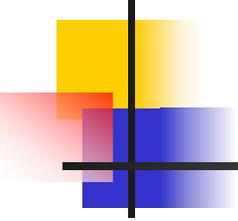
- Redesign and reorganize the www-visualmedia.fnal.gov web site within the calendar year
- Reorganize Duplicating to accommodate and create a production capability in large format printing
- Improve audio operation in 1 West
- Support Photon-Lepton Conference



Two Cases for 2002

- March
Overextension/Reaching – Neck (Ergonomic)
- June
Trip/Slip - Ankle

Note: In 2001 there were 10 cases total
(1 LWC, 6 Medical Treatments, 3 First Aid)

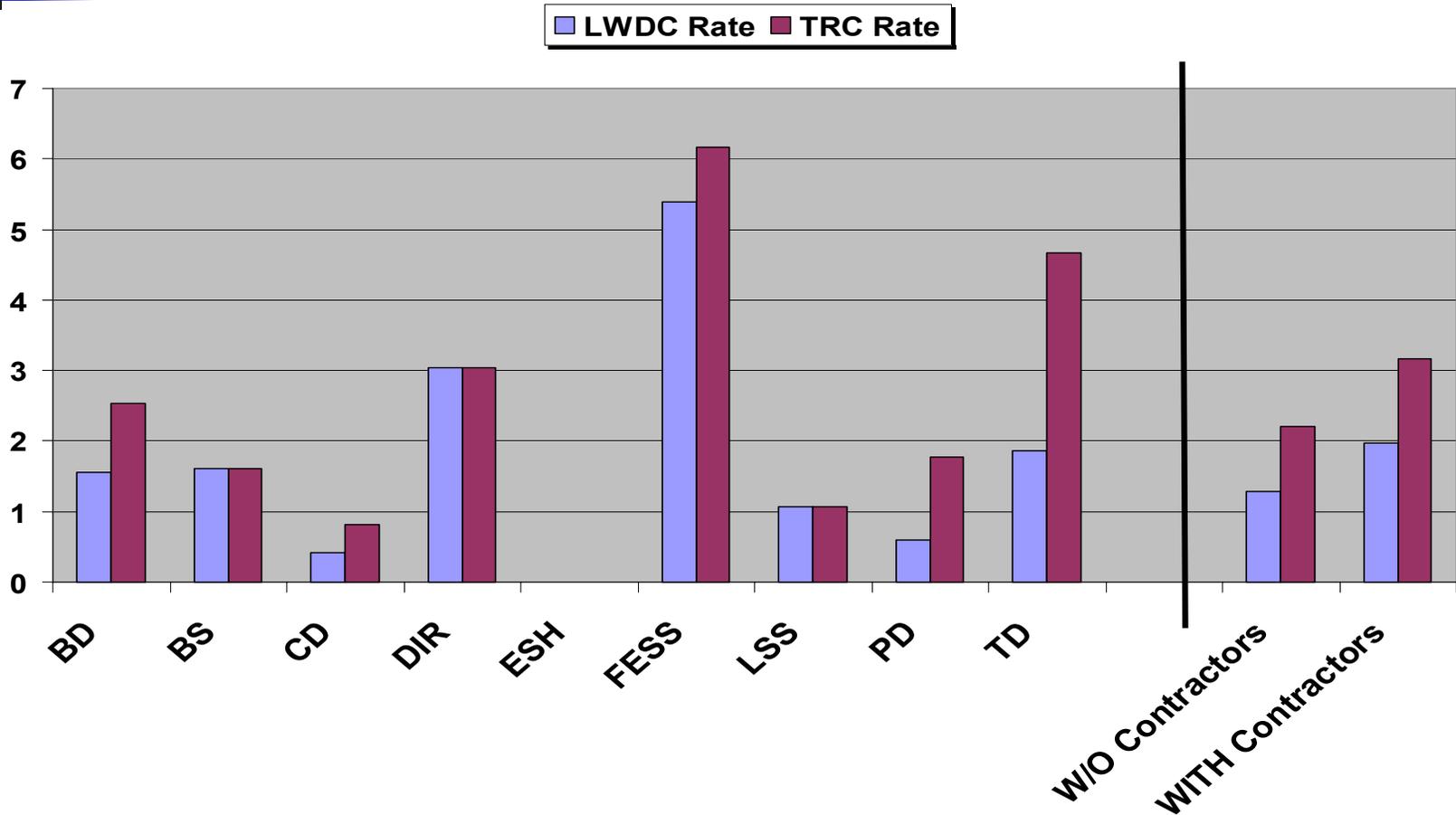


2002 Injury and Illness Data

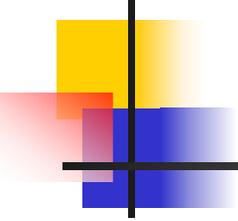
	<u>LWDC</u>	<u>TRC</u>
Fermilab (incl. Contractors)	1.97	3.16
Fermilab (w/o Contractors)	1.29	2.20
Lab Services Section	1.06	1.06

Number of days since last LWDC - 331

Fermilab Injury Rates - 2002



Fermilab

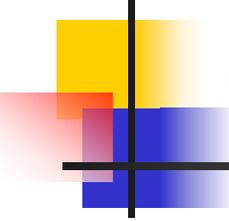


SHOE Committee

- Members:

LaMargo Gill, Sarah Teixeira, Jeff Artel, Sandra Lee, Reidar Hahn, Christine Johnson, Jack Hawkins and Kay Van Vreede

- Tripartite (LSS, ES&H and DOE)
Emergency Preparedness - ongoing
- Monthly Walkthrough Inspections
139 Action Items

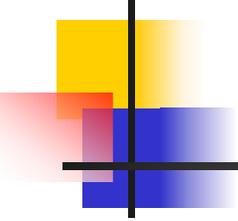


Cleaning Day – June 6, 2003

Close your files, put away your work, shut off your computers, grab a cloth and recycle bin and have at it!

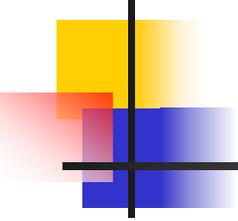
Dumpsters, rubber gloves and vacuums will be provided.

Feel free to bring the cleaning supplies that you like to use... and smell.



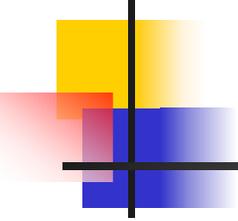
Training Needs Assessment

- What are the training needs for LSS in 2003?



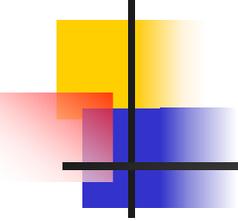
Training Needs Assessment Survey

- Purpose
- Characteristics
- Development
- Distribution
- Analysis and Results



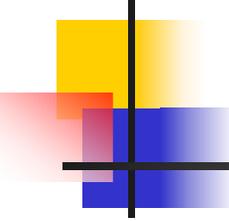
Survey Purpose

- To identify the training and development needs of all LSS staff



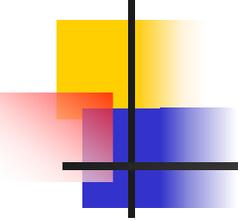
Survey Characteristics

- Quick and easy to complete
- Web-based
- Reliable picture of training needs



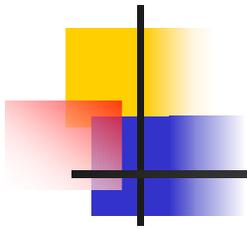
Survey Development

- Draft survey using manager input
- Pilot-tested paper and pencil version with employee group
- Survey redesigned and retested

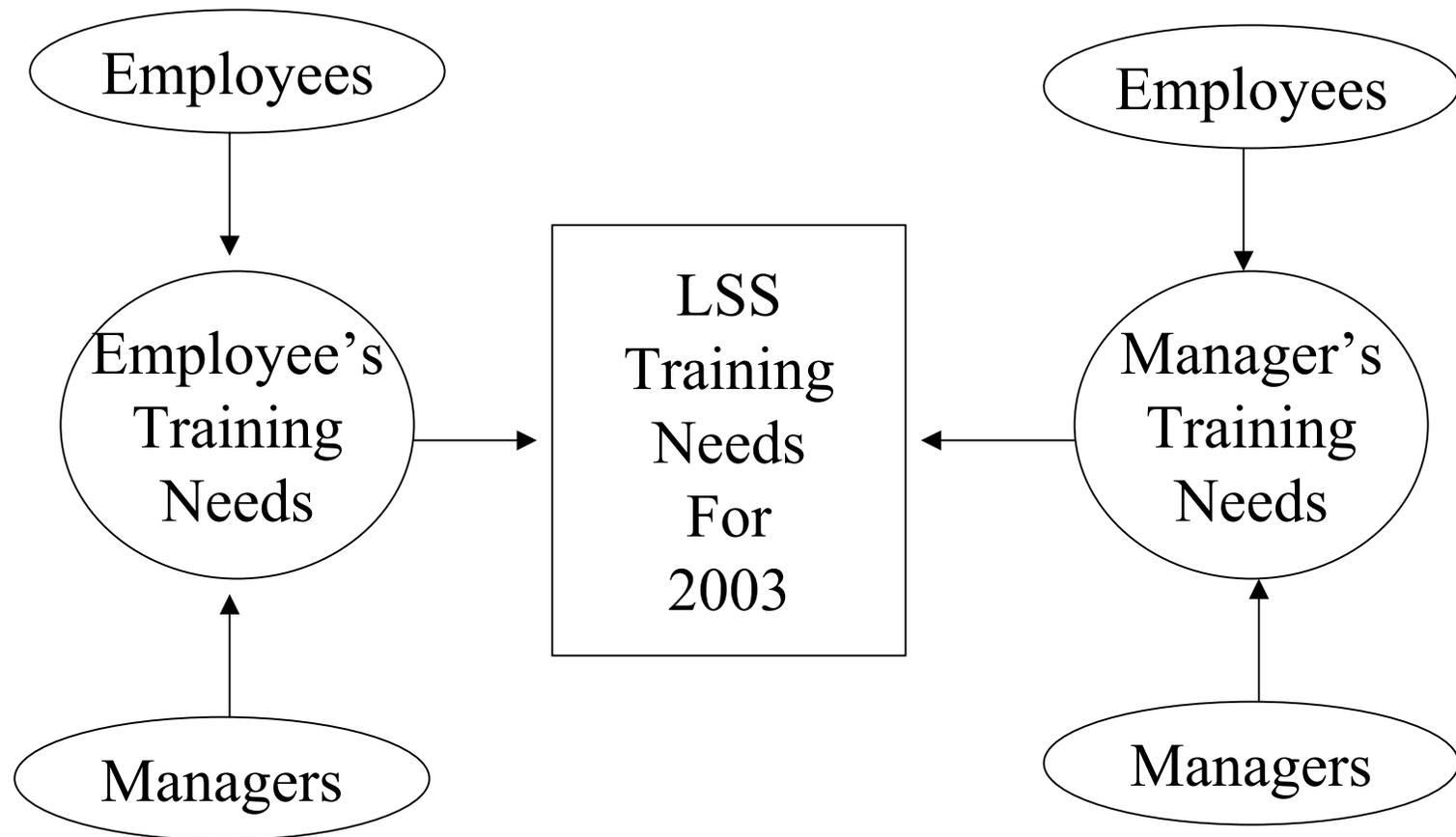


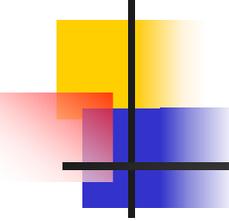
Survey Distribution

- Sent out on January 22, 2003
- Completed by January 29, 2003

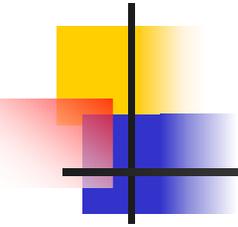


Analysis and Results

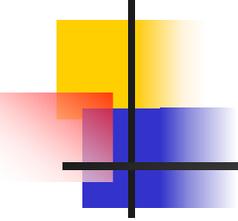




Questions and Answers

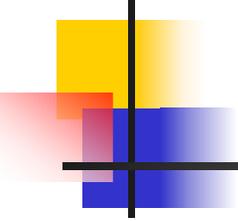


People



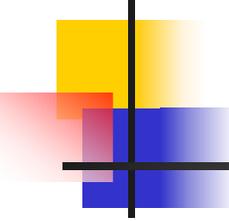
Goodbye

- Accommodations
Pam Fox and Pat Sorensen
- Compensation
Theresa Arends
- Employment
Kim Bretz and Beth Verbeck
- Information Resources
Beth Anderson
- Training and Development
Roy Thatcher and Larry Thompson



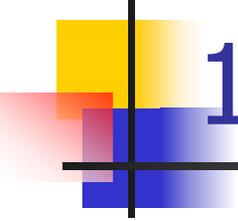
Welcome to the Team

- Accommodations
Barb Book and Oxana Borissova
- Benefits
Dick Rusch
- Compensation/Visa
Priscilla Garrett and Sarah Teixeira
- Education Office
Gayle Haynes
- Information Resources
Heath O'Connell
- PAC Office
Sandy Barbor and Margaret Miller
- Training and Development
Barbara Brooks



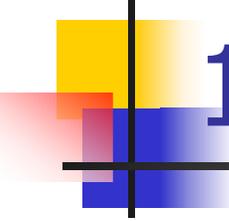
Iron Person Recognition

- Al Johnson, Visual Media Services
- Karen Seifrid, Visual Media Services



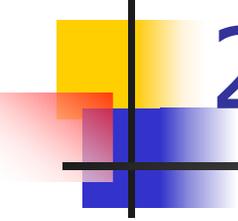
10-Year Service Recognition 2003

- Tom Eggleston, Accommodations
- Pam Lee, Accommodations
- Mary Simmons, Accommodations



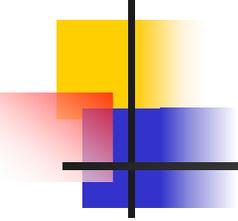
15-Year Service Recognition 2003

- Sue Hanson, Information Resources
- Jean Slisz, Information Resources



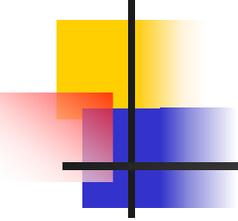
25-Year Service Recognition 2003

- Wilma Cardona, Benefits
- Jane Rubel, Records
- Dianne Snyder, Accommodations



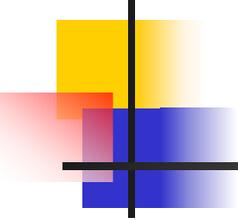
FY02 Outside Recognition

- QuarkNet program received outstanding evaluation from a DOE/NSF Review and a new five-year grant from the National Science Foundation
- Teacher Resource Center received grant from the Illinois State Library System for the purchase of a wireless LAN



FY02 Outside Recognition

- DOE recognized IRD, “For successfully completing the transition from paper to electronic technical information reporting three years ahead of the DOE goal. This achievement ensures that information is readily accessible to all appropriate users and supports the advancement of scientific knowledge.”



Picnic/Holiday Committees

- Help Wanted
- Picnic Planning Committee and Winter Holiday Committee
- To volunteer contact Cindy Crego at ex 3278 or email crego@fnal.gov