

in Canadian Universities publishes an annual directory which provides detailed information on "who is doing what research, where and how supported".

**The Technical Information Service** provides manufacturing industry with technical information, advice and assistance at no charge on a self-help basis. From field offices located throughout the country, qualified engineers and scientists establish and maintain direct contact with industry. They identify and formulate problems or need for information; search reliable sources, retrieve, analyze and adapt up-to-date and appropriate information; and, if required, transfer and assist in the implementation of recommendations. The field engineers, as well as the head office staff with whom they are linked, rely primarily on their knowledge and experience in industry but also have access to sources such as the National Science Library, the National Research Council and other government departments or agencies' laboratories, other industries, professional associations, as well as foreign sources of scientific and technical information.

TIS offers three types of services: the Technical Inquiry Service, the Industrial Engineering Service and the Technological Development Program. The Inquiry Service staff specializes in solving specific problems related to materials, their properties and treatment, to products, processes and techniques. They also help manufacturing industry keep pace with advances in research and technology, thus promoting increased productivity or the introduction of new products or processes.

The Industrial Engineering Service is a team of industrial engineers assisting manufacturers to resolve their technical problems and improve production. This is done through information guidance and assistance in the analysis of work situations, improvement in processes and facilities, and implementation of systems by which the enterprise can operate and control production for optimum results. All types and sizes of industries can request guidance in plant layout, production control, materials handling, warehousing and several other areas of industrial engineering.

The Technological Development Service, by means of various audio-visual media, offers current awareness programs. The Canadian Technical Awareness Program (CAN/TAP) provides industrialists with periodical lists of technical documents especially selected by the staff and matched to industrial users' interests by computer. These documents or articles are selected from worldwide scientific and technical literature on the basis of their usefulness to industry.

Other programs such as the Subject Retrieval Program and the Industrial Reference Guide Program complement a film library and various other audio-visual materials. TIS engineers from both NRC and the provincial research councils or foundations with which they have contract agreements, contact several thousand industries and answer well over 25,000 inquiries each year.

### *Sources*

- 9.1 Information Services, Ministry of State for Science and Technology.
- 9.2 - 9.4 Education, Science and Culture Division, Institutional and Public Finance Statistics Branch, Statistics Canada, in co-operation with the respective departments.
- 9.5 Supplied by the respective agencies.
- 9.6 National Science Library, National Research Council.