

nih record



ABOVE • Adventure in Science is recruiting students and faculty; see story on p. 6.

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Spotlight on Innovation at Pioneer Award Symposium

Immerse yourself in innovative research at the fourth annual NIH Director's Pioneer Award Symposium on Sept. 22 and 23 in the Natcher Conference Center. The event features a keynote address by NIH director Dr. Elias Zerhouni, talks by scientists who received Pioneer Awards in 2007, poster sessions by Pioneer and New Innovator Award recipients, roundtable discussions and ample opportunities for informal interaction.

At the start of the symposium, Zerhouni will announce the 2008 recipients of NIH Director's Pioneer and New Innovator awards. Both programs support exceptionally creative scientists who take highly innovative, and often unconventional, approaches to major challenges in biomedical or behavioral research.

"These awards nurture bold and imaginative ideas that may have more than the usual degree of risk but that, if successful, will have significant scientific impact," Zerhouni said. "The grants allow recipients to tackle compelling problems, sometimes in entirely new fields, and to follow their scientific instincts, sometimes in unexpected directions.

"This year's symposium is a great opportunity to hear about their exciting progress in a variety of areas, ranging from microscopy to neurology and behavioral science," he added.

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Frontline agent Alex Naron (l) with Phil Day, NIH Help Desk branch chief

'Empathy for the Customer' A Day in the Life of the Help Desk

By Belle Waring

How the NIH Help Desk handles 1,500 requests a day happens behind the scenes.

Until now.

Spend a Day with the NIH Help Desk is a new CIT training class "that opens up its internal operations to the public," says NIH Help Desk Branch Chief Phil Day.

Launched last fall, it's like a ride-along with the police, he says, "to get that sense of aware-

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Cardiologist Arai Takes Lessons from Laptop Mishap

By Rich McManus

NHLBI cardiologist Dr. Andrew Arai had no idea he was on his way to becoming the poster boy for laptop security when he got into his Toyota Camry early on the morning of Feb. 23 to take his daughter to the prestigious Metros high school swimming and diving championships in Germantown.

The annual meet pits the best swimmers in the area against one another in the season's capstone event. Not only was Arai's daughter, 15, competing, but he too was working as a stroke-and-turn judge, making sure that each swimmer adhered to acceptable technique.

Arai had grown up outside Chicago and swam competitively during summers as a kid. As an adult, he considers his volunteer work at meets a familiar and convivial public service.

As any swim parent knows, meets take forever. Arai had long been in the habit of bringing work along with him, to make use of the downtime, and this Saturday was no different.

"I used the laptop that morning during the

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briefs

Grad Student Festival, Sept. 11-12

The NIH National Graduate Student Research Festival will be held Sept. 11-12 on campus. It will introduce 200 advanced graduate students in the sciences to the NIH Intramural Research Program (IRP) with the aim of recruiting them to do postdoctoral training here. The annual festival includes poster presentations; plenary sessions that address NIH and how it works, resources for postdoctoral fellows at NIH and experiences of former NIH postdoctoral fellows; scientific sessions highlighting research in the IRP; tours of campus and specialized research and clinical facilities; interviews with NIH investigators interested in hiring postdoctoral fellows; and informal opportunities to interact with current trainees. For more information, contact Dr. Patricia Sokolove at (301) 402-3889.

2009 COPR Nomination Process Open

NIH is seeking applicants to fill vacant appointments for the 2009 Council of Public Representatives (COPR) roster. Nominations are due Friday, Sept. 26. COPR advises the NIH director on cross-cutting topics related to medical research and health issues of public interest that ultimately promote individual, family and community well-being. COPR consists of up to 21 individuals who are selected from among the diverse communities that benefit from, and have an interest in, NIH research, programs and activities. For more information or to obtain a nomination form online, visit <http://copr.nih.gov/nomination.asp>. To request a form by mail, phone (301) 650-8660 ext. 269, fax (301) 650-7172 or email COPR1@palladian-partners.com.

Tae Kwon Do Beginner's Class

The NIH Tae Kwon Do School is offering a beginner's class for adults and mature teens. New students are invited to begin classes on Monday, Sept. 8. The curriculum combines traditional striking arts, forms, sparring and basic aikido techniques with emphasis on self-defense. No experience is necessary. Classes meet in the Malone Center (Bldg. 31C, B4 level, next to the NIH Fitness Center) from 6 to 8 p.m. on Mondays and 6 to 7 p.m. on Wednesdays (6-7 p.m. Fridays, optional). Registration fee is \$50 and includes 10 weeks of beginner's class and a uniform costs \$40. Interested persons are welcome to watch regular training sessions. For information call Lewis Slotter, (301) 213-5841 or visit www.recgov.org/r&w/nihtaekwondo.html.

Privacy Training Deadline Nears, Sept. 12

Privacy awareness training was rolled out this summer to NIH staff as a new requirement. In the initial phase, those designated as having a significant role

with respect to privacy were asked to complete the course. Now, all remaining employees and contractors are required to take it by Friday, Sept. 12. Your privacy coordinator will track user completion and provide certification when you finish all course modules. Visit <http://irtsectraining.nih.gov> to complete training.

Harvard's Reede To Give Diversity Lecture, Sept. 17

The Office of Equal Opportunity and Diversity Management will host the third 2008 presentation in its NIH Diversity Seminar Series on Wednesday, Sept. 17 from 11 a.m. to noon in Wilson Hall, Bldg. 1. Dr. Joan Reede, dean for diversity and community partnership at Harvard Medical School, will be the keynote speaker. All are encouraged to attend. Sign language interpreters will be provided. For more information, call (301) 451-0478. Individuals who need reasonable accommodation should call Carolyn Hunter at (301) 496-9281 or the Federal Relay Service at 1-800-877-8339.

Sept. 22 Is Car Free Day

On Monday, Sept. 22, NIH will join the Metropolitan Washington Council of Governments and other employers in the area to celebrate Car Free Day. If you are currently traveling to work by bicycle, carpool, mass transit, vanpool or by foot, go to <http://carfree-metrodc.com/Home/tabid/54/Default.aspx> and make the pledge you will be car free on Sept. 22. NIH'ers not currently participating in alternative transportation commuter options may go to the NIH Transportation web site <http://dttts.ors.od.nih.gov/transportation.htm> to see a range of commuter options. As an incentive for those who are driving alone or otherwise not currently receiving a transit subsidy and who would like to try the NIH Transshare for this day, you may sign up to receive up to a \$10 Metrochek at the NIH Parking Office (31/B3B04) the week of Sept. 15. Contractors are not eligible for the NIH Transshare Program. All participants must sign an agreement to use these non-transferable funds for mass transit on Sept. 22 and be "car free." For more information about this event, call Joe Cox, (301) 402-RIDE (7433).

Camera Club Opens Annual Photo Contest

The NIH Camera Club's annual open photography competition will be held on Tuesday, Oct. 14 at 6:15 p.m. in the community room at the Classic Hyatt Residence, 8100 Connecticut Ave., Chevy Chase. The entry fee is \$2 per image and up to four images can be submitted per category. Categories are black-and-white prints, color prints, color slides and digital images. Prizes will be awarded. The Camera Club, an R&W sponsored organization, meets at 7 p.m. on the second Tuesday of each month (September-June) at the Classic Hyatt Residence. A guest speaker shares photographic expertise and images and judges club members' photos on topics such as travel, architecture or experimental photography. Joining the club is a great way to improve your photography and meet friendly people. For more information contact Gosia at mbodurka@verizon.net or visit www.recgov.org/r&w/camera.html.

nih record



Dr. Samuel Stupp will deliver the fifth lecture in NIDCR's seminar series.

Northwestern's Stupp to Lecture on Regenerative Medicine

Dr. Samuel I. Stupp will deliver the fifth lecture in NIDCR's seminar series on Tuesday, Sept. 9 at 2 p.m. in Lipsett Amphitheater, Bldg. 10. His talk is titled "Self-Assembling Bioactive Biomaterials for Regenerative Medicine."

Stupp is a pioneer in creating a wide range of novel biomaterials for tissue engineering and regenerative medicine applications. One of his most significant achievements is the design of a family of amphiphilic biomolecules that can self-assemble into nanofiber architectures; these nanofiber structures have the capacity to guide cell proliferation and differentiation as well as tissue healing and regeneration.

The biomolecules can be delivered clinically as simple injections of aqueous solutions. When injected, the molecules instantly form networks around cells *in vivo*. Stupp will explain how these molecular systems are used to regenerate axons in the central nervous system after spinal cord injury.


He will also describe molecular designs targeting bone and cartilage regeneration, angiogenesis and deposition of enamel in embryonic incisors. Stupp will additionally discuss the use of polymers and small molecules to create "niches," or microenvironments, for stem cells in the form of macroscopic strings, sacs or membranes. These manmade "niches" mimic the *in vivo* stem cell microenvironment and can serve as unique models to address fundamental questions of stem cell biology.

Stupp is a board of trustees professor of materials science, chemistry and medicine as well as director of the Institute for BioNanotechnology in Medicine at Northwestern University. He has won numerous awards including the Depart-

ment of Energy Prize for Outstanding Achievement in Materials Chemistry, a Humboldt Senior Award, the Materials Research Society's Medal Award and the American Chemical Society Award in Polymer Chemistry. In 2005, *Scientific American* listed him as one of "50 Leaders Shaping the Future of Technology."

The Sept. 9 lecture is part of the NIDCR Seminar Series "From Basic Research to Therapy—The Latest Frontier," which focuses on research topics of broad interest to the NIH community.

If you wish to meet with Stupp during his visit, contact Dr. Nadya Lumelsky at (301) 594-7703 or nadyal@nidcr.nih.gov.

Sign language interpretation will be provided. For more information or for reasonable accommodation, contact Mary Daum, (301) 594-7559, and/or the Federal Relay (1-800-877-8339). 

September Is National Emergency Preparedness Month

September is National Emergency Preparedness Month, sponsored by the Department of Homeland Security. This nationwide effort encourages Americans to take simple steps to prepare for emergencies in their homes, businesses and schools.

At NIH, the ORS Division of Emergency Preparedness and Coordination (DEPC) is the principal emergency planning resource and is responsible for coordinating all resources essential to emergency planning and preparedness functions. DEPC develops and issues emergency plans for all NIH facilities, on- and off-campus.

DEPC also stresses personal and family emergency planning activities. Its web site (http://ser.ors.od.nih.gov/emergency_prep.htm) offers information on creating an emergency family plan and an e-copy of the *NIH Emergency Preparedness Handbook*, which includes information on preparing a household emergency preparedness "go-kit."

"Emergency preparedness is critical," said Michael Spillane, DEPC director. "While corporately the NIH is well prepared for any and all types of emergency and disaster situations, it is also crucial for individuals and families to prepare themselves for the full gamut of emergency conditions that could affect any of us at any time.

"September is the peak of the hurricane season and severe winter weather is just around the corner," he noted. "2008 has been a record year for tornados and flooding across the country. A major earthquake recently hit southern California. Home fires occur daily without warning. No individual or location is immune from emergency incidents of varying magnitudes. We must remember that catastrophic events do occur and will continue to happen, so we must be vigilant and prepared."

He urges that families be aware of what emergency assistance local governments are prepared to provide, but also realize that they may have to survive for several days until critical services may be restored. "Effective planning can make the difference between successfully recovering from an emergency incident—or the catastrophic alternative," he said. "During National Emergency Preparedness Month, take the time to review your family's emergency plans and revise them as necessary; talk to everyone, including children, about the importance of emergency planning; and check your emergency supplies to ensure that they are fully stocked and that none are outdated."

For more information contact DEPC at (301) 496-1985 or visit their web site.



HELP DESK

CONTINUED FROM PAGE 1

Frontline Manager Chuck Krzywicki (l) is joined by section chief Tony Roberts (c) and NIH Help Desk branch chief Day.

PHOTOS: BELLE WARING

ness. It's not really a class, it's an experience."

And it's a blast. No, really. Overviews by Day and his team are on point, while customer satisfaction metrics show a lot of transparency. Most survey responses are glowing—"I made a silly error...[the tech] gets extra points for not calling me a bonehead"—but you can also see the occasional gripe: "Sometimes the employees seem bored."

The coolest moments come when you shadow the techs and listen in.

We've all been there. We've had our frontline problems ("I typed my password backwards"); connectivity issues ("My BlackBerry's gone berserk"); and queries on Enterprise systems like NBS Travel. Then there are outages and maintenance, tracked by the "HotNews" folks working 24/7 in the Continuity Assurance Program.

Now we're behind the curtain, to watch a creative response to overarching change.

First, in 2003 came the Department of Health and Human Services' mandate that all NIH institute and center (IC) help desks form a single structure as first point of contact; meanwhile, each individual IC would retain and manage its own local desktop staff.

"Our challenge here," says Frontline Manager Chuck Krzywicki, "is to recognize that there may be 27 different ways of handling the same issue."

For example, the consolidated CIT Help Desk (CIT-HD) does offer Mac support, if the ICs allow Macs.

The second major shift came when most CIT offices moved from Bldg. 12 to Fernwood. While the off-campus billet has its plusses, it's minus certain reminders of the NIH mission: researchers huddled over lunch, migratory interns and indigenous Help Desk "locals."

CIT-HD frontline agents are an entry-level cohort and tend to be on the young side. How, at this remove, Day wondered, were they ever going to "get" NIH?

"We were buried in the weeds so much," he says. "We needed a fresh mind. So we thought, hey, why not have an exchange with local techs? If you meet with someone one-on-one, you start to resolve the conflicts borne of a lack of understanding."

A class was born. Conceived for IC techs, it welcomes non-geeks. "We get a lot of good ideas from other techs across NIH," says Day, "as well as from users."

"And an important part of the story," Krzywicki stresses, "is where we are going."

The class previews a new industry standard for best practices, the IT Infrastructure Library (ITIL), scheduled for a fall launch at the Help Desk.

ITIL offers a change of name—from "Help Desk" to "Service Desk"—and a new paradigm.

Currently, CIT-HD creates the ticket, solves what it can and then, if appropriate, triages either to the ICs (where how they handle it is up to them) or to the service provider.

After dispatch, the Help Desk doesn't currently track outcomes. "But the Service Desk will follow up with customers to see if they're happy," Day explains.

Plus, even if his own team "turfs" the ticket to the ICs, CIT-HD will get "feedback from the IC, information about applications," he says. "The concept is that the ticket is closed when the customer says it's closed. That's new."

The Service Desk will partner with ICs as advocate for the user. Until then, the class can provide insight:

- CIT-HD's central work area shows digital assignment boards tracking the status of all calls—like airline flight monitors, without the cancellations. Designed to absorb noise that arises from open seating, the space is busy, but calm; you can hear yourself think. "A lot of folks are teleworking and desk-sharing," says Day, "but they do have to be here a minimum of 2 days a week."
- If you have an urgent problem, says Day, call it in: "By having direct contact, the Help Desk agent is able to engage and ask the appropriate questions faster. Kind of like when dialing 911." Otherwise, the online request form at <http://ithelpdesk.nih.gov/> is preferred for routine requests; the form creates a ticket, saving a step.
- Who calls the Help Desk? 45,000+ customers at NIH. Extramural grantees. The general public. "Anybody," says Day. "We help people around the world with NIH videocasts. They call and say, 'My Real-Player doesn't work.'"
- Quote of the Day: "Which is more important: technical skills or customer service skills? If you don't have empathy for the customer, you're not going anywhere." 🗣️

'Superstar' Scientists Complete Pharmacology Postdoc Program

By Erin Fults

The last 3 years have been a little hairy for Dr. Carolyn Ott. It wasn't because of the long hours she worked or the extensive data she analyzed. It was her subject matter—the small hair-like projections on cells called cilia.

Ott was a postdoctoral fellow in the NIGMS Pharmacology Research Associate (PRAT) program. She and other 2008 graduates of the program presented their research at the recent PRAT awards ceremony.

This year's graduates and the institutes in which they work are: Dr. Anna Calcagno, NCI; Dr. Lisa Hazelwood, NINDS; Dr. Philip Lorenzi, NCI; and Ott, of NICHD. Fellows Dr. Michael Kostelansky, NIDDK, and Dr. Revell Phillips, NINDS, left the program early to accept outside positions.

NIGMS established the PRAT program in 1965 to give postdoctoral fellows with a background in pharmacology the opportunity to obtain advanced training in new fields or to give fellows with other scientific backgrounds a chance to gain advanced experience in pharmacology. The program has these individuals working with senior scientists at NIH or FDA labs.

"PRAT fellows are given two types of mentoring," said program co-director Dr. Pamela Marino. "They receive mentoring from their research preceptor in the technical aspects of their training and they learn about the business side of science, like how to network and prepare for an academic career, from their participation in PRAT program activities."

The fellows speak highly of this career mentoring.

"The career development is just amazing," said Lorenzi. "I got a wide array of exposure to different options directly from people in those career paths. From the first day, I felt that we were being groomed to be superstar scientists."

The graduates join a community of about 400 outstanding alumni, including Nobel laureate Dr. Alfred Gilman of the University of Texas Southwestern Medical Center and NICHD's Dr. Jennifer Lippincott-Schwartz, who delivered the keynote address at this year's ceremony and who was recently elected to the National Academy of Sciences.

This strong alumni network comes in handy when PRAT fellows are looking for positions. Lorenzi recalls a recent interview at Bristol-Myers Squibb where one of the first people he met was a former PRAT fellow.

"Being able to talk to these people just because of this one common link is a benefit that I didn't count on when I joined the program. I was pleased before this and now I'm even more pleased about the fruit that the PRAT fellowship has been bearing for me," he said.

The strength of the program also shows in the wide range of careers open to PRAT alumni.

"Our graduates have gone everywhere, from academia and industry to government labs and policy offices," said program co-director Dr. Richard Okita.

So where will cilia-studying Ott end up?

"At this point, it's wide open," she said. "I hope to start my own lab and next fall I'll apply for academic positions across the country."

For information on the PRAT Program, eligibility and how to apply, visit www.nigms.nih.gov/Training/PRAT.htm. ●



The 2008 class of PRAT graduates includes (from l) Drs. Carolyn Ott, Anna Calcagno, Lisa Hazelwood and Philip Lorenzi.

NIDDK Publishes Easy-to-Read Booklet on Interstitial Cystitis

The National Kidney and Urologic Diseases Information Clearinghouse has a new easy-to-read booklet to help people understand the difference between interstitial cystitis (IC), or painful bladder syndrome (PBS) and other sources of bladder pain.

People with IC/PBS usually experience pain when the bladder fills and empties but rarely experience bladder pain all the time. The pain might even go away for weeks or months but then returns. Getting a correct diagnosis for the pain can be difficult because IC/PBS symptoms resemble those of other conditions.

The booklet *What I need to know about Interstitial Cystitis/Painful Bladder Syndrome* explains the causes and symptoms of this condition, as well as available tests and treatments. Treatment options include bladder retraining, physical activity, physical therapy, stress reduction, medication, bladder stretching, nerve stimulation and surgery.

NIDDK is funding a research program to advance understanding of urologic chronic pelvic pain syndromes related to the bladder, including IC/PBS. The multidisciplinary approach to the study of chronic pelvic pain will include up to six discovery sites that will assess potential relationships between IC/PBS and chronic nonbacterial prostatitis and other chronic pelvic pain syndromes.

An online copy of *What I need to know about Interstitial Cystitis/Painful Bladder Syndrome* is available at www.kidney.niddk.nih.gov/kudiseases/pubs/interstitialcystitis_ez/index.htm. To order a copy, go to www.catalog.niddk.nih.gov or contact NKUDIC at 3 Information Way, Bethesda, MD 20892-3580, 1-800-891-5390 (phone), (703) 738-4929 (fax), nkudic@info.niddk.nih.gov.

PIONEER

CONTINUED FROM PAGE 1

The event begins at 8:30 a.m. each day and talks are grouped thematically. For an agenda, see nihroadmap.nih.gov/pioneer/symposium2008.

Past Pioneers To Speak at Symposium


- Dr. Emery N. Brown, Massachusetts General Hospital/Massachusetts Institute of Technology—Imaging Loss of Consciousness Under Anesthesia
- Dr. Frances E. Jensen, Children’s Hospital Boston/Harvard Medical School—Understanding Cognitive Consequences of Early Life Epilepsy
- Dr. Takao K. Hensch, Children’s Hospital Boston/Harvard Medical School—Epigenetic Control of Critical Period Plasticity
- Dr. Thomas R. Clandinin, Stanford University—Toward a Genetic Dissection of Visual Computation
- Dr. Mark J. Schnitzer, Stanford University—New Paradigms for *In Vivo* Microscopy in Live Subjects
- Dr. Gina G. Turrigiano, Brandeis University—Mapping the Location of Synaptic Proteins Using Super-Resolution Fluorescence Microscopy
- Dr. Lisa Feldman Barrett, Boston College/Harvard Medical School/Massachusetts General Hospital—What Is an Emotion?
- Dr. Peter S. Bearman, Columbia University—Social Dynamics and Autism Prevalence
- Dr. Marshall S. Horwitz, University of Washington School of Medicine—Inferring Cell Lineage from Somatic Mutations
- Dr. James J. Collins, Boston University—A Network Biology Approach to Antibiotic Action and Bacterial Defense Mechanisms
- Dr. Rustem F. Ismagilov, University of Chicago—Space: The Final Frontier
- Dr. Margaret L. Gardel, University of Chicago—Emergent Behaviors of the Cellular Cytoskeleton

For more information on these Pioneer Award recipients, see nihroadmap.nih.gov/pioneer/Recipientso7.aspx

Launched in 2004, the Pioneer Award is open to scientists at any career stage and provides \$2.5 million in direct costs over 5 years. The New Innovator Award began in 2007 and is reserved for new investigators who have not received an NIH regular research (R01) or similar grant. It provides \$1.5 million in direct costs over 5 years.

Both programs are part of the NIH Roadmap for Medical Research and complement other NIH efforts to fund potentially transformative research and support scientists in the early stages of their independent research careers.

Attendance at the symposium is free, registration is not required and all are welcome to attend. The event will also be videocast live and archived at videocast.nih.gov.

Activities of the symposium are supported in part by the Foundation for the National Institutes of Health. 



Aidan Lucas (r) tries to figure out why the bird keeps bobbing as Alex Runkles looks on.

‘Adventure in Science’ Recruits Faculty, Students

Adventure in Science, a non-profit science education program for children, is planning its 16th year at NIH. The program, which meets on Saturday mornings October through March in Bldg. 10, is designed to show 8-11 year-olds the fun of science using hands-on activities, from building (and launching) model rockets to dissecting frogs. The teachers are mostly NIH volunteers, from postdocs to institute directors. A similar program for children ages 12-15 is available at the National Institute of Standards and Technology in Gaithersburg.

If you are interested in volunteering to teach in the program, contact Peter Kellman, (301) 496-2513, kellmanp@nhlbi.nih.gov or Ed Max, (301) 827-1806 (max@cber.fda.gov). If you would like to enroll your child, you can request forms from the 4H office at Montgomery County Cooperative Extension, (301) 590-9638. Return completed forms promptly, since the program is oversubscribed every year.



Daniel Liu and Ariel Blakey study energy conversion in a motor.

feedback

Have a question about some aspect of working at NIH? You can post anonymous queries at www.nih.gov/nihrecord/index.htm (click on the Feedback icon) and we'll try to provide answers.

Feedback: Ethics question: a number of hotels, restaurants and retail establishments offer discounts to federal employees—even if employees are on their own personal time. Usually the businesses just want you to show them your government ID to qualify for the benefit. Given the new conflict of interest regs, are NIH employees permitted to use these discounts?

Response from Marilyn Rogalski, NIH Ethics Counsel: An NIH employee would be permitted to accept a discount from a hotel, restaurant or other retail establishment if it is offered to all federal employees, even if the employee is on personal time. The employee could not accept such a discount if it was offered only to NIH employees or federal employees of a certain rank or rate of pay. The rules on such gifts are found in the government-wide standards of conduct and the recent NIH-specific changes do not affect them. These government-wide rules provide that opportunities and benefits, including favorable rates and commercial discounts, available to the public or to a class consisting of all government employees fall outside the definition of a gift and may be accepted. 5 CFR 2635.203(b)(4). More restricted opportunities and benefits are addressed in greater detail at 5 CFR 2635.204(c). NIH employees can find out more about the ethics rules and gifts at <http://ethicsc.od.nih.gov/topics/gifts.htm>.

Feedback: With the upcoming decreases in employee parking in the P2 and P3 levels of the Bldg. 10 parking garage (i.e., no more stacked parking), is there going to be any effort to decrease the number of parking spots blocked by the construction workers? Currently there are more than 20 parking places on the P2 level that are blocked off by barricades, yet no work is taking place there and no construction equipment is being stored there. It is unclear why these parking spaces are unavailable for use. Is anyone monitoring this use of space?

Response from the Division of Travel and Transportation Services, ORS: Yes. All efforts will be made to identify violators and issue citations/tow if necessary. We first will try to iden-

tify the project and project officer to have them comply. If unsuccessful then those vehicles in violation can be cited. Towing is always a last resort but in some cases a necessary evil. There are limited spaces for construction contractors in lot 41. Others may park in the visitor lot and pay associated costs. There should not be any construction vehicles parked in the employee sections.

Employees are asked to identify where these violations are taking place so ORS can follow up.

Feedback: I work in a lab in Bldg. 10 and my co-workers and I are interested in getting a water dispenser with bottled water in our area (like we see in many other lab areas). We are worried that the water in the lab is not drinkable. Whom do we contact to get a water dispenser, and does our tap water need to be tested in order for the bottled water to be provided?

Response: The Community Health Branch of the Division of Occupational Health and Safety, ORS, can test the water to determine if it is safe to drink.

NIH'ers cannot buy bottled water with government funds. Employees would need to start a water fund on their own. Some employees obtain a water dispenser from a private vendor and have the bottled water delivered. They pay for it with a pool of money collected from those who choose to participate.

Even if the water was determined to have problems, the ORS/ORF typically fixes the water problem, but this has no bearing on whether employees can or cannot get bottled water for their lab or office.



NIH Earth Day Contest Inspires Student Interest, Research

Representatives from NIH recently presented a plaque and congratulations to Tay Davis, first student winner of the "Name IT Contest" at a ceremony held at Walter Johnson High School. On hand were (from l) Dr. Julia Arnold of NCCAM; Kenny Floyd, director of the Division of Environmental Protection (DEP), ORF; Capt. Ed Rau, contest organizer, from DEP; and Davis, who is planning a career in medicine. The Moringa tree in the background, already 4 feet tall, was the tiny seedling that appeared in the Mar. 7, 2008, edition of the NIH Record. The tree was donated to the school for its greenhouse collection. The book Floyd is holding about Moringa titled *Miracle Tree* was written by Monica Marcu, previously an investigator with NCI. Her book is probably the most comprehensive book on the benefits of Moringa in medicine, cosmetics and nutrition and its history of use for more than 5,000 years, said Rau.

PHOTO: BILL MILLS

warm-up session to finish some work before an upcoming trip out of the country,” he said. “I left the laptop in the trunk of the car for the morning swim events while I was volunteering as an official. I felt I might be able to get some work done again later in the afternoon. I frequently work when I have free time.”

“...It educated everyone on the team to only store private information on secure network servers. We don’t put information like that on portable media anymore.”

During a midday break, he went home briefly, looked in the trunk of his car and discovered that his briefcase had been rifled and the laptop was gone.

“I knew right away I had a problem—it was very worrisome,” said the 14-year veteran of the

Laboratory of Cardiac Energetics. He immediately called the Montgomery County police, who referred him to the U.S. Park Police, under whose jurisdiction the Germantown swim center falls. He also called the NIH Help Desk to report the missing laptop. “I wasn’t 100 percent sure what should be done,” he said.

That Monday, he left for London on previously scheduled government travel. While there, he got emails from IT people at NHLBI, inquiring about the contents of the missing Dell PC laptop. During Arai’s 2 days in London, he learned that the laptop contained private information identifying people in clinical studies.

“That was my first big lesson—we carry so much information around with us, a dangerous amount,” he said.

Arai says that his lab was one of the first at NHLBI to have all its laptops encrypted. However, he says, “One of my students lost some information during the encryption process, so we made a request to stop the encryption until the process could be worked out better. Unfortunately, no one ever restarted that process...” Arai acknowledges that encryption would have prevented the loss of personal data on his machine.

“I travel a fair amount, and work on my laptop so much that it’s just part of my routine,” he said. “I’m often out of the office. I do a lot of work after hours and on weekends.” Knowing that many NIH’ers have similar habits, he now cautions, “Everyone on campus should have encrypted laptops.”

He is also far more careful about what goes on his laptop. “I’ve changed the sorts of information I keep there—only what I really need.”

Police have not yet found the stolen laptop but the investigation remains open. Arai says he personally lost “a few files and some recent presentations. The most important information is backed up on servers at NIH. As best I can make out, we haven’t lost any important research data.”

Arai says he has “not been privy to a lot of the feedback that has come in” as a result of the media picking up on the story of compromised personal data. “I do know that a lot of people are upset,” he said. “No one wants to hear that their private information was compromised. It’s painful for everyone involved—for the patients and for us.”

He never guessed that South Germantown Recreational Park, home to both the Maryland SoccerPlex and the Indoor Swim Center “was a dangerous place to be—it’s not like it was downtown or something.” He calls the vulnerability that caught him up “a tough scenario” that has yielded at least three important lessons.

“First, it educated everyone on the team [of about a dozen physicians, nurses, technicians and postdocs] to only store private information on secure network servers. We don’t put information like that on portable media anymore.

“Second, we have learned to tighten up access to private information. We are working with IT to be ever more restrictive on how data comes out of the database. It’s a long-term solution, and ongoing.

“Lastly, we are learning how to manage the data on our portable devices. Laptops hold huge amounts of information. USB sticks are even easier to lose or have stolen than laptops. BlackBerries and PDAs all can store an incredible amount of information. We have new procedures where we don’t download as much to those devices anymore, and when we do download, we scrub it off when it’s no longer needed. That’s actually a very difficult process.”

He said NHLBI has adopted one of the most restrictive policies on campus with respect to IT: “We are not putting any private information on the laptop.”

Arai still uses one, though. “I need one for my job description,” he says. His team is developing new ways of diagnosing heart disease with MRI and CT scanners. “It’s mostly diagnostic-level work—I have very limited face-to-face interaction with patients.”

He says he doesn’t know yet whether the uproar over his lost laptop has harmed him professionally, and admits to having received a mix of emails, some supportive and some angry.

“The issue is not closed yet,” he concluded. “It hasn’t totally settled down for me. But this is an important topic for anyone who uses personal information. It affects not just NIH, but everyone.”

milestones

Scientist Emeritus Robbins Dies

By Rachel Greenberg

Dr. Jacob “Jack” Robbins, world-renowned expert on thyroid disease, scientist emeritus and chief of the NIDDK Clinical Endocrinology Branch for nearly 30 years, died of heart failure on May 12 at the Clinical Center, surrounded by the work he treasured. He was 85.

Robbins collaborated with Dr. Joseph “Ed” Rall and others on groundbreaking research characterizing thyroxine-binding proteins and on treating thyroid cancer with potassium iodide to block the absorption of radioactive iodine. A leading authority on the effects of radioactive fallout, Robbins directed long-term studies of thyroid cancer in the inhabitants of the Marshall Islands, Nagasaki and Hiroshima. His research on preventing and treating radiation-related problems helped save lives and prevent illness during the near-meltdown at Three Mile Island and the Chernobyl disaster. He continued his research on thyroid cancer in children following his retirement.

“Jack’s work was extremely important for understanding how to give thyroid hormone as medication and how the thyroid functions in the body,” said Dr. Phillip Gorden, former NIDDK director. Robbins published more than 260 papers over the course of his career, was a member of numerous professional groups, was president of the American Thyroid Association and editor-in-chief of *Endocrinology*.

Widely admired for recruiting, encouraging and nurturing a cadre of brilliant young investigators and clinical associates, Robbins and Rall created one of the most extraordinary endocrinology research groups in the world. “Robbins and Rall were a part of everyone’s scientific infancy,” said Gorden. “They were like parental figures, challenging us and helping us to launch our careers.”

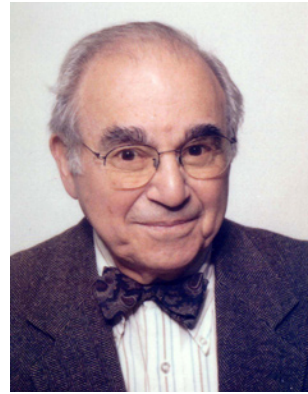
At the time of his death, Robbins was collaborating with Gorden to plan a memorial symposium to honor Rall, who passed away on Feb. 28, 2008. Gorden swiftly shifted gears and recruited Dr. Ira Pastan, chief of the Laboratory of Molecular Biology, NCI, to co-chair the event. Now both Rall and Robbins will be remembered at the scientific symposium slated for Feb. 13, 2009, in

Lister Hill Auditorium, Bldg. 38A.

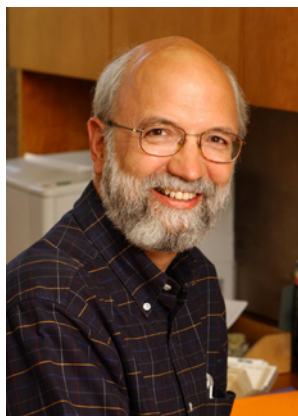
Gorden is no stranger to honoring the lives of his mentors. He and Dr. Gaetano Salvatore, then president of Italy’s Stazi-one Zoologica, co-chaired “Celebrating the Mentors:

The Global Village of J.E. Rall and Jacob Robbins.” That event, held in June 1995, convened scientists from around the world to pay tribute to Robbins and Rall as they each assumed NIH scientist emeritus status. The 2009 “Celebrating the Life and Science of J.E. Rall and Jacob Robbins” will include both a thyroid-specific and general scientific program.

Robbins is survived by his wife Jean, of Bethesda; a son, Mark, of Seattle; two daughters, Alice of Amherst, Mass., and Susan of Shelburne Falls, Mass.; a brother, Lionel, of Bloomfield Hills, Mich.; a sister, Evelyn Savitzky, of Pittsboro, N.C.; and four grandchildren.



World-renowned thyroid disease expert Dr. Jacob “Jack” Robbins, NIH scientist emeritus, served as chief of the NIDDK Clinical Endocrinology Branch for nearly 30 years.



Wilcox Honored By University of Bergen

NIEHS senior investigator Dr. Allen Wilcox won an honorary doctoral degree from the University of Bergen in Norway on Aug. 29. He was commended for “major contributions in making

epidemiology one of the central disciplines in modern medicine.” Wilcox has worked in the NIEHS Epidemiology Branch since 1979, serving as chief from 1991 to 2001. His research has focused mainly on fertility and pregnancy and he has published more than 150 peer-reviewed articles and more than 50 book chapters, commentaries, editorials and popular-science articles. His book, *Fertility and Pregnancy – An Epidemiologic Perspective*, is scheduled to be published by Oxford University Press in 2009. His most recent research has focused on birth defects, including the environmental and genetic causes of cleft lip and palate. Since 2001, he has been editor-in-chief of *Epidemiology*, one of the highest-ranked journals in the field of public health.

PHOTO: STEVE MCCAWE

Long-time Administrative Officer Fouche Mourned

Judy Fouche, an administrative officer for the Office of Communications and Public Liaison (OCPL), OD, for the past 23 years, died July 16 in Frederick after a long battle with ovarian cancer. She was 59.



Judy Fouche accepts her 40-year award as a federal employee in November 2007 from John Burklow, NIH associate director for communications and public liaison.

“Judy was beloved by everyone,” said John Burklow, NIH associate director for communications and public liaison. “You couldn’t find a more wonderful human being. As I said at her 40th work anniversary last year, ‘I thank God every day for Judy.’ She was an extraordinarily talented employee who did a tremendous amount of outstanding work every day, and did it with a smile, a kind heart and a razor-sharp mind.”

Born in Olney, Fouche graduated from Wheaton High School in 1967 and came to work at NIH on Oct. 1 of that year. She started in the Office of Human Resources and worked in the Training Office, the Systems and Actions Branch and the Office of Policy and Communications.

In 1984, she moved to the OD Office of Budget, working for Colleen Barros, and a year later transferred to OCPL, where she was legendary for managing the budget and day-to-day crises. She received a host of awards during her tenure and retired, after 40 years at NIH, earlier this year.

“Judy was a calm voice and steady hand for years in the Office of the Director and helped many succeed and prosper,” said Barros, who is now NIH deputy director for management. “She will be sorely missed as a colleague and friend.”

“We relied on her for so much,” said Burklow. “From landing the office budget every year—right down to the penny—to handling massive office relocations, complicated contracts, you name it. Judy made sure it happened and it happened right. She was the soul of the office.”

“I feel blessed to have known and worked with Judy for 15 years,” said Connie A. Caldwell, senior FOIA specialist in the Freedom of Information Office, OCPL. “I never heard her say anything negative about anyone or any group of people. I never witnessed her being angry. She was a strong and focused lady who had a posi-

tive attitude and who resolved work-related problems quietly and efficiently.”

Added LaVerne Stringfield, OD executive officer, “OD is a better place because of Judy’s tireless contributions. It was a privilege to have known Judy. Her beautiful smile that highlighted her gentle spirit will forever remain in our hearts.”

Fouche was a member of Mt. Carmel United Methodist Church where she taught Sunday school. She loved her job and enjoyed working with the children at church.

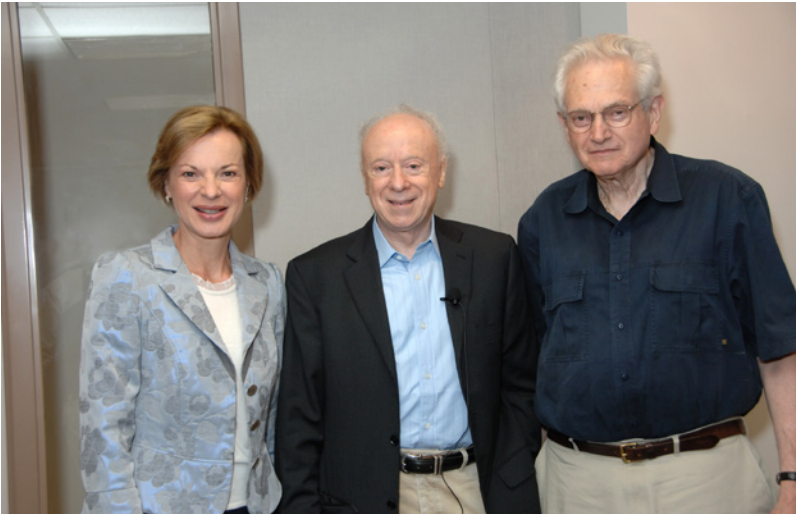
She is survived by her husband of 35 years, Thomas Fouche, their daughter Michelle, of Frederick, her parents Edgar and Josephine Bible Burriss of Silver Spring, her mother-in-law Frances Fouche of Frederick, and by numerous aunts and uncles.

Contributions may be made, in her memory, to the Building Fund at Mt. Carmel United Methodist Church, 9411 Baltimore Rd., Frederick, MD 21704.

Germain Receives Landsteiner Medal

Dr. Ronald Germain, deputy chief of NIAID’s Laboratory of Immunology and chief of its lymphocyte biology section, has won the Karl Landsteiner Medal of the Austrian Society of Allergy and Immunology, which honors “scientists who have made outstanding contributions to the field of immunology and have ties to Austrian immunology.” The society represents Austrian scientists and practitioners interested in the physiology and pathophysiology of the immune response as well as the phenotypic expression, diagnosis and therapy of all diseases involving the immune system. The society promotes basic and applied research advances and their translation into clinical practice. Germain, who is also director of NIAID’s Program in Systems Immunology and Infectious Disease Modeling, accepted the award on Sept. 3 during the opening session of the Joint Congress of the Austrian and German Societies.





NHLBI Lecture Series Hosts Nobelist Goldstein

The NHLBI Biomedicine Lecture Series on Aug. 4 hosted a lecture, "The Cholesterol Feedback Story: A Tale of Membrane Proteins and Sterol Sensors," by Nobel laureate Dr. Joseph L. Goldstein, who with colleague Dr. Michael S. Brown, won the 1985 Nobel Prize in Physiology or Medicine. Goldstein and Brown's groundbreaking work on the regulation of cholesterol metabolism laid the groundwork for the development of statins, drugs that are used by millions around the world to lower high cholesterol and prevent heart attacks. Goldstein (c) is shown here with Nobel laureate Dr. Marshall Nirenberg, who shared the Nobel Prize in Physiology or Medicine in 1968, and NHLBI director Dr. Elizabeth Nabel. From 1968 to 1970, Goldstein worked in Nirenberg's NIH lab as a postdoctoral fellow.



NCCAM Launches Initiatives to Help Patients, Physicians Navigate CAM Use

A national consumer survey conducted by the National Center for Complementary and Alternative Medicine and AARP found that two-thirds of Americans over age 50 used some form of complementary and alternative medicine (CAM), but less than one-third of them discussed their CAM use with their physicians. The most common reasons for this, the survey found, were that the physician never asked, the patients did not know they should talk about it and there was not enough time during office visits.

NCCAM recently launched a new educational campaign, "Time to Talk," to open the lines of communication about CAM

use. By reaching out to professional and consumer organizations, the center hopes to educate patients and health care providers about the need to initiate this important dialogue. NCCAM has developed tip sheets, wallet cards and posters to educate and remind both communities to discuss CAM use.

NCCAM is also helping patients and health care providers make wise choices in CAM use with its new publication, *Herbs at a Glance: a Quick Guide to Herbal Supplements*. The booklet contains information on more than 40 commonly used herbs. The easy-to-read guide includes scientific information on each herb, potential side effects and additional sources. A free copy is available online at www.nccaminfo.org/herbs/herbs.asp or by emailing info@nccam.nih.gov.

Time to Talk materials are available from the NCCAM Clearinghouse (1-888-644-6226 toll-free) and the web site <http://nccam.nih.gov/timetotalk/>.



The phone numbers for more information about the studies below are 1-866-444-2214 (TTY 1-866-411-1010) unless otherwise noted.

Dry Mouth

Do you have dry mouth after treatment for head and neck cancer? Participate in an NIH clinical research study.

Asthma Study

NIH is seeking adults 18-75 years old with asthma to participate in a research study. Compensation is provided.

Allergies in Children

NIH Pediatric Clinic offers allergy and asthma care (ages 6 months to 18 years) and is also conducting an allergy and asthma study.

Smart Pill

Healthy adults 18-60 are asked to consider participating in NIH study testing new method to measure gastric acid output. Compensation is provided.

Pelvic Pain

Healthy women ages 30-50 needed for a study that investigates the role of hormones and genes in pelvic pain and explore better approaches to treatment. Compensation is provided.

Iron Overload

Do you have iron overload? Participate in an NIH research study. Compensation is provided.

Summer Research Poster Day 2008 Students Use Natural Product, New Model

By Belle Waring

This summer, like any other, the students arrived like migratory birds, alighting throughout the labs and branches, 1,600 strong. Before flying off at season's end, many took part in an NIH rite of passage as they formally presented their results to colleagues and campus visitors.

Welcome to Summer Research Poster Day. Sponsored by the Office of Intramural Training and Education, the annual event, held in Natcher on Aug. 7, featured the work of more than 650 summer students.

Focusing on potential applications of plant extracts in treating prostate cancer were Nadelle Hamby, a full-time EMT and a student at the University of California, San Diego; and Christine Lin, a George Washington University medical student.

"Patients are taking [natural products] without reporting it," said Lin, "and these things need to be studied." She and Hamby used two different extracts of *Moringa oleifera*, the tree formerly known as "IT" in NIH's 2008 Earth Day contest.

Hamby was already keen on *Moringa*, thanks to her recent Fogarty International Center grant to study ethnobotanicals in Ghana: "We harvested our own plants there, so taking it into the lab here was so cool."

She found that *Moringa* extracts modulate prostate-specific antigen (PSA) and testosterone expression, while Lin investigated how *Moringa* may alter PSA gene expression.

These were the first known laboratory uses of *Moringa* on human prostate cancer cells.

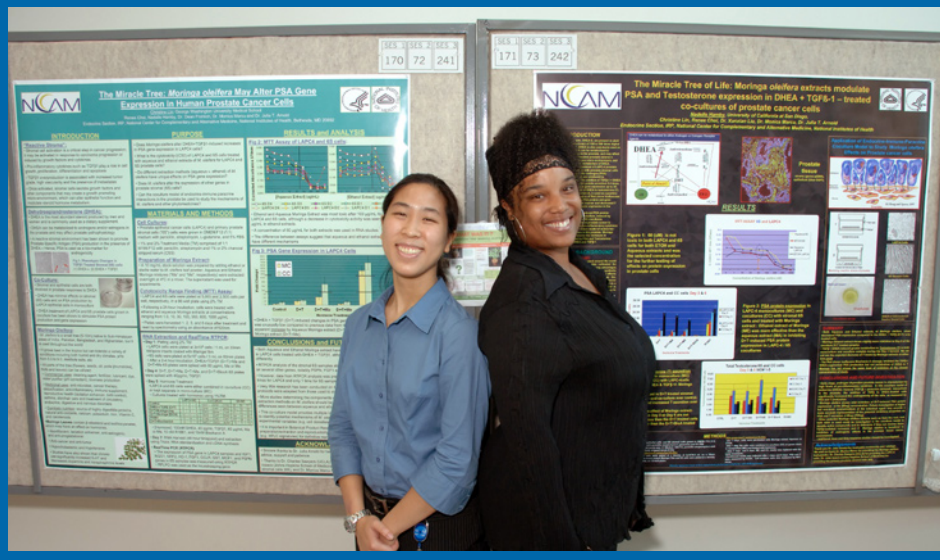
Both students employed a co-culture protocol, which their mentor, NCCAM's Dr. Julia Arnold, called a new model.

"The co-culture model is something we at NCCAM are developing," she explained, "as an important way to address how tissue microenvironment behaves. Two important types of prostate cells are grown together and are analyzed to determine new mechanisms of interaction and response to treatments."

These preliminary studies allowed the lab to expand protocols for testing complex botanical agents, Arnold said.

"We loved it," said Lin. "We came in on weekends."

"Especially since it's so new," Hamby added. "Still, there's so much we don't know."



The co-culture model is multifaceted. Historically, science has reduced its investigations to the smallest possible entities, ruling out as many variables as possible.

"Science is reductionist," Arnold said. "But when you focus your microscope too closely, you may miss something."

"Only in context," she continued, "do these cells begin to behave the way they do in the body. We look at the whole picture. How do these cells communicate? We use a new model, and science needs to come with us." 12

Displaying their work at Summer Research Poster Day are Christine Lin (l) and Nadelle Hamby.

PHOTO: MIKE SPENCER



Local and Organic at NIH

Coworkers (from l) Anna Mazzuca, Robb Mann and Ann Schombert of NCI's Laboratory of Molecular Biology recently discovered cucumber plants growing near their Bldg. 37 offices. Over the past few weeks they have harvested approximately 40 cucumbers. "Over the years, I have looked at the sunny open spaces at NIH and enviously imagined cultivating some of it for a vegetable garden," said Dawn Walker, the lab's technical manager. "My own yard is mostly shade and I can only have a couple of tomato plants and a few bean vines. I've often thought that it would be wonderful if we could grow organic fresh fruits and vegetables here at NIH, to be used in the Children's Inn for example. As it turns out, Mother Nature has taken over a little corner of the NIH grounds and sowed cucumber seeds. Cucumber sandwich anyone?"

PHOTO: PAT GOGGINS