A GUIDE

to

THE CENTRAL REFERENCE SERVICE

(CRS)

August 1969

NOTE: This is a preliminary edition. Comments
   and suggestions are invited and may be addressed
   to D/CRS, Room 2E60 Hq. Additional copies in
   limited numbers may be obtained from the Acquis-
   tion and Dissemination Division, Dissemination
   Branch, Room GF18 Hq., Ext. 6957.

W A R N I N G

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Secs. 793 and 794, the transmission or revelation
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          GROUP I
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    DECLASSIFICATION
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THE CENTRAL REFERENCE SERVICE (CRS)

General

The Central Reference Service (CRS) in the
Directorate of Intelligence is the Agency's intel-
ligence reference support facility. CRS receives
the principal series of intelligence issuances and
disseminates the individual reports directly to
Agency elements in response to their requirements
and interests. It also indexes and stores in its
extensive files, supported by both manual and elec-
tronic data processing systems, vast quantities
of information for future retrieval. As explained
in this handbook, CRS serves the Agency and the
Intelligence Community in many other ways, includ-
ing the production of biographic intelligence; the
procurement of foreign publications, films, photo-
graphs and videotapes; and the maintenance of a
library of open-source publications. It is also
actively involved, both internally and in coopera-
tion with the Community, in developing more efficient
information handling systems.

Organization

CRS is organized in two major groups, the
Information Services Group (ISG) and the Support
Services Group (SSG). The Office of the Director,
CRS, also includes the Historical Intelligence
Collection (HIC), a Systems Analysis Staff, and an
Administrative Staff. The two Staffs are concerned
with the internal operations of CRS; the specific
functions and services of the various elements of
the two major Groups (ISG and SSG) and the resources
of HIC are detailed below.

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CENTRAL REFERENCE SERVICE

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                    DIRECTOR
                       |
                DEPUTY DIRECTOR
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HISTORICAL  ADMINISTRATIVE   SYSTEMS ANALYSIS STAFF
INTELLIGENCE   STAFF
COLLECTION
   |                    |
INFORMATION SERVICES    SUPPORT SERVICES
     GROUP                   GROUP
   |                         |
DIVISIONS                DIVISIONS
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INFORMATION SERVICES GROUP

DIVISIONS

| EUR | FE/PAC | NE/A | USSR | WH | CIA LIBRARY |

SUPPORT SERVICES GROUP

DIVISIONS
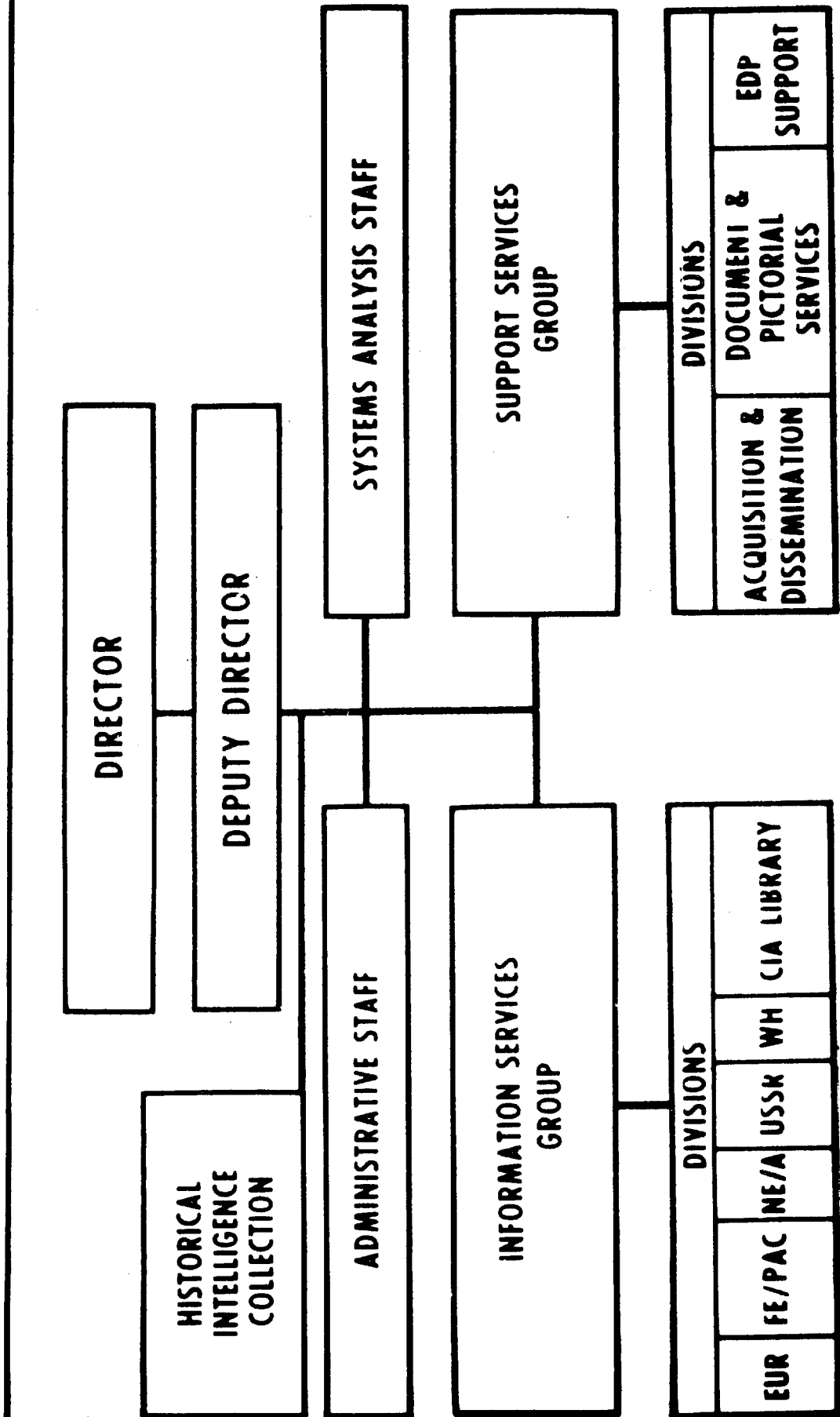
| ACQUISITION & DISSEMINATION | DOCUMENT & PICTORIAL SERVICES | EDP SUPPORT |

SECRET

INFORMATION SERVICES GROUP (ISG)

Organization

The Information Services Group (ISG) is composed of five geographic divisions and the CIA Library, which provide the services listed below in support of the Agency's intelligence production, research, estimative, operational and collection components.

Services - General

° INFORMATION STORAGE AND RETRIEVAL SERVICE on personalities, installations, organizations, subjects, commodities, and areas from documents, books, periodicals, and ground and personality photography.

° PREPARATION OF FINISHED BIOGRAPHIC REPORTS, COMPILATIONS, AND REFERENCE AIDS on foreign personalities for the Agency and official U.S. activities.

° GUIDANCE FOR WORLD-WIDE COLLECTION OF BIOGRAPHIC INFORMATION.

° A LIBRARY OF OPEN SOURCE BOOKS, PERIODICALS, AND NEWSPAPERS, both domestic and foreign.

° DIRECTIONAL GUIDANCE SERVICE to other sources of information within the Agency, Intelligence Community, and the U.S. Government.

Key Service Points are listed on Page 2 of the Agency Telephone Directory. CRS also publishes a directory of key personnel and of analysts by country, which can be obtained by calling Extension 7518.

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BIOGRAPHIC INFORMATION

Resources/Services

° All-source information on foreign personalities
  other than military, provided in accordance
  with DCID 1/9, which assigns primary respon-
  sibility for biographic intelligence within
  the Intelligence Community to CIA.

° A 22-year accumulation of biographic records
  derived from collateral and special intelligence
  reports, the foreign and domestic press, books,
  journals, radio broadcasts, the scientific
  literature, foreign student files, and other
  sources, including the following:

  - A 3-million item file on the books and
    articles of Soviet Bloc scientists, includ-
    ing their institutional affiliations.

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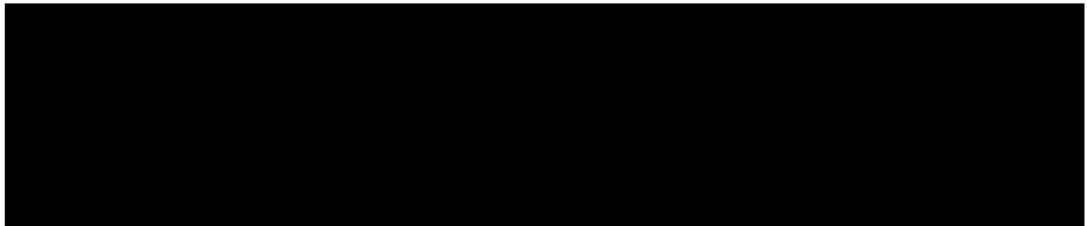
25X1B0a
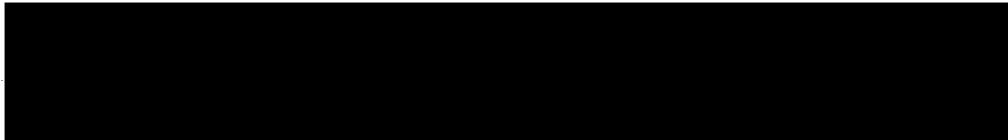
° Continuing maintenance of lists of potential
  foreign leaders as reported by overseas posts
  and the monitoring of reporting on such
  individuals.

° Development, in cooperation with requesters,
  of special purpose manual or machine files
  such as:

  - A computer-held data bank of biographic
    intelligence on members of the Soviet elite.

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SECRET

        - Systematic reporting on the appearances
          of Soviet and Chicom officials.

° Publication of formal biographic reports,
  including:

        - Comprehensive biographies in the form of
          an "Intelligence Memorandum" or "Intelligence
          Report" on individuals or groups of current
          significance (CR-M and CR-R series).

        - Biographic "Intelligence Handbooks," issued
          in loose-leaf form and augmented quarterly,
          on the most influential personalities in
          every foreign country (CR-BH series).

        - Governmental directories, organizational
          and other biographic "Reference Aids"
          (CR-A series).

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INFORMATION ON FOREIGN SUBJECTS, AREAS, AND ORGANIZATIONS

Resources/Services

° ISG divisions locate information for requesters
  on foreign subjects, areas, and organizations
  (for the period dating from 1947), including:

    - All raw intelligence information reports
      produced by CIA, NSA, State, DIA.

25X1X4   - All finished intelligence studies prepared
      by ███████████████████████████████

    - Selected intelligence cables and telegrams.

    - Ground photography.

° Searches in the files may specify a subject or
  a group of subjects, an area or several areas,
  a date or date span, the security classifica-
  tion, the originating component, and the type
  of information--field reporting, evaluated
  intelligence, or ground photography. Normally,
  the initial response to an inquiry is a list
  of documents or photographs believed to be
  pertinent to the objective of the search. The
  listings can be screened either by the requester
  himself or by the ISG analyst to remove any
  citations which are obviously not applicable
  to the problem at hand. Once the listings have
  been screened, they are forwarded to the central
  document or photographic files where copies of
  the documents or photos desired are made avail-
  able to the requester.

° Organizations and facilities can be located
  by name, location, or specialty, e.g., type of
  product, type of research, type of activity--or
  by their relationship to other organizations and
  facilities. File coverage includes intelligence
  documents, photographs, sketches, maps, leading
  personalities, activities, and description of
  each organization and facility.

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CIA LIBRARY

Resources/Services

° The CIA Library, a division of ISG, provides
  reference and loan services from open litera-
  ture.

° The book collection of the CIA Library reflects
  the broad scope of Agency interests, with
  particular emphasis on foreign political,
  economic, social, and scientific activities.
  It is cataloged according to the Library of
  Congress system. The reference collection is
  maintained in the Reading Room.

° The book collection is supplemented through
  interlibrary loan channels to the Library of
  Congress and to other government, public, and
  private libraries.

° The extensive periodical and newspaper collec-
  tion of foreign and domestic titles is strong
  in Russian and Chinese materials.

° The Library collection includes diplomatic and
  consular lists, texts of speeches made by lead-
  ing foreign officials, informal bibliographies,
  texts of international treaties and agreements,
  and foreign and domestic telephone directories.

Branch Libraries

The Library operates a branch in the Ames Build-
ing for the Office of Communications; and gives
guidance to the libraries in the Office of
General Counsel at Headquarters, Office of
Research and Development in the Ames Building,
and the Office of Training at 1000 Glebe Road.

SUPPORT SERVICES GROUP (SSG)

Organization

The Support Services Group (SSG) consists of the Acquisition and Dissemination Division (ADD), the Document and Pictorial Services Division (DPSD), and the Electronic Data Processing Support Division (EDPSD).

Functions

° DISSEMINATION of all-source intelligence materials and open source publications (books, newspapers, and periodicals).

° COLLECTION AND DISSEMINATION of ground photography, motion picture films, and videotapes.

° PROCUREMENT OF FOREIGN AND DOMESTIC PUBLICATIONS for all components of CIA.

° OPERATION OF COMPUTER CENTER AND ASSOCIATED DATA PROCESSING FACILITIES.

Key Service Points are listed on Page 2 of the Agency Telephone Directory. CRS also publishes a directory of key personnel and of analysts by country, which can be obtained by calling Extension 7518.

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PROCUREMENT OF PUBLICATIONS AND GRAPHICS

Publications

- The Acquisition Branch, ADD, provides Agency
  offices with foreign and domestic overt publica-
  tions (books, newspapers, and periodicals)
  through the Publications Procurement Program
  of the Foreign Service and by direct purchases
  from publishers and book dealers. Publications
  are procured according to standing requirements
  of user offices or on the basis of specific
  orders.

  For information regarding publishers, costs and
  availabilty of publications, call or visit the
  Acquisition Branch, Room GH0922 (Extension 5310).
  Requests for purchase must be submitted on Form
  1395.

Graphics

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- The Pictorial Services Branch, DPSD, maintains
  continuing and close contact with commercial
  photo and motion picture sources and the tele-
  vision industry, ███ and other government
  agencies to provide for the regular procurement
  of materials for current and strategic intel-
  ligence requirements. The Branch directs the
  joint Department of State/CIA Graphics Coordi-
  nator Program for the procurement of intelligence
  photography.

  Requirements may be placed for the procurement
  of ground and personality photography or motion
  picture film and videotape by contacting the
  Pictorial Services Branch, Room 1E4822
  (Extension 7407).

DOCUMENT DISSEMINATION AND STORAGE/DELIVERY SERVICES

Dissemination

° The Dissemination Branch, ADD, provides CIA
analysts with copies of intelligence reports,
messages, and publications produced by CIA,
State, Defense, non-USIB agencies and certain
foreign governments. Over-all requirements
are validated annually but additions, deletions,
and organizational changes may be submitted
at any time.

Information on all phases of dissemination, con-
trol of Top Secret documents, and on procedural
guidance involving classification is available
through the Dissemination Branch, Room GH0922
(Extension 7648). Requirements for dissemina-
tion should be submitted through the requester's
component.

Microfilm and Hard Copy Files

° The Document Services Branch, DPSD, administers
a collection of intelligence documents received
from all sources (dating from 1947) and main-
tained in two separate but contiguous areas for
the collateral and codeword categories. The
basic collateral file is stored on 16 and 35mm
microfilm in aperture card format and the basic
codeword collection is stored in hard copy with
selected series stored on aperture cards. The
Inter-Agency Services Section, DSB, will obtain
for requesters copies of documents produced
elsewhere and not available in the basic col-
lection.

For collateral documents contact Search Section,
Document Services Branch, Room 1H1125 (Extension
7177); for codeword documents contact Special
Unit, Document Services Branch, Room 1H1107
(Extension 5811).

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PICTORIAL SERVICES

Photography

° The Photograph Section, Pictorial Services
  Branch, DPSD, conducts an overseas and domestic
  photo collection program and maintains the
  negative file for all Agency-accessioned ground
  and personality photography. The section pro-
  vides each week an opportunity for analysts to
  view all newly accessioned photographs.

  Selection of photographs should be made in
  consultation with ISG analysts (see CRS Direc-
  tory) and should be requested by number in the
  Photograph Section, Room 1E4808 (Extension
  7868).

Motion Picture Film and Videotapes

° The Film Section, Pictorial Services Branch,
  DPSD, conducts an overseas and domestic motion
  picture film and videotape collection program
  and operates a library and loan service from
  its extensive holdings. The collection is
  especially strong on Southeast Asia and on
  SovBloc scientific, technical, geographic, and
  documentary films. The Film Section also main-
  tains motion pictures for domestic orientation
  and training purposes as well as for overseas
  use. Theatre facilities are available. The
  section also provides a film editing service,
  including the preparation of sound tracks.

  For motion pictures, videotapes, or other services,
  contact the Film Section, Room 1E4822 (Extension
  7407).

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EDP SUPPORT SERVICES

Systems and Programming Support

   ° Systems analysts and programmers are available
     in the EDP Support Division to assist DDI com-
     ponents in developing computer applications.

Equipment Support

   ° Equipment currently available includes a
     360/50 computer, punched card equipment, remote
     access devices and a Rapid Search Machine.
     Page Reader applications can also be arranged.

     Requests for systems, programming, and machine
     support should be addressed to EDPSD, Room
     1E4810 (Extension 5387).

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HISTORICAL INTELLIGENCE COLLECTION (HIC)

The Agency's Historical Intelligence Collection (HIC) located in Room 1H1124 (Ext. 5630) is closely related to, although not a component of, the CIA Library. It is a collection in depth of open literature on the subject of intelligence and intelligence tradecraft in all countries and in all languages. Also included are books referring to CIA, favorably or unfavorably. HIC also maintains extensive clipping files of historical interest on CIA and major espionage cases. HIC is headed by its own Curator and provides both reference service and lending facilities for its material.

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