



美国地质调查局地质信息服务制度建设及启示

全国地质资料馆

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引用格式请参考：王斌. 美国地质调查局地质信息服务制度建设及启示(V1)：中国地质调查局发展研究中心，
全国地质资料馆[创建机构]，2020. 全国地质资料馆[传播机构]，2020-4-29. 10.37088/ngac.ppt4



交流内容

- 一、USGS基本概况
- 二、USGS地质信息服务制度建设情况
- 三、启示与建议



一、USGS基本概况

(一) USGS基本情况

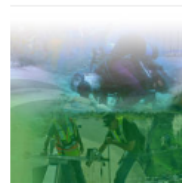
美国地质调查局（USGS）成立于1879年，是美国内政部下属的唯一一个科学研究机构，主要职责是提供可靠的地球科学数据，为国家服务；减少自然灾害中生命财产损失；管理水、生物、能源和矿产资源；提高人民生活质量。

USGS通过提供卓越的地球科学数据，满足社会的需求，被公认为世界一流的地质调查机构。



Who We Are

Created by an act of Congress in 1879, USGS has evolved over the ensuing 125 years, matching its talent and knowledge to the progress of science and technology. USGS is the sole science agency for the Department of the Interior. It is sought out by thousands of partners and customers for its natural science expertise and its vast earth and biological data holdings.



Mission

The USGS serves the Nation by providing reliable scientific information to describe and understand the Earth; minimize loss of life and property from natural disasters; manage water, biological, energy, and mineral resources; and enhance and protect our quality of life.



Vision

USGS is a world leader in the natural sciences through our scientific excellence and responsiveness to society's needs.

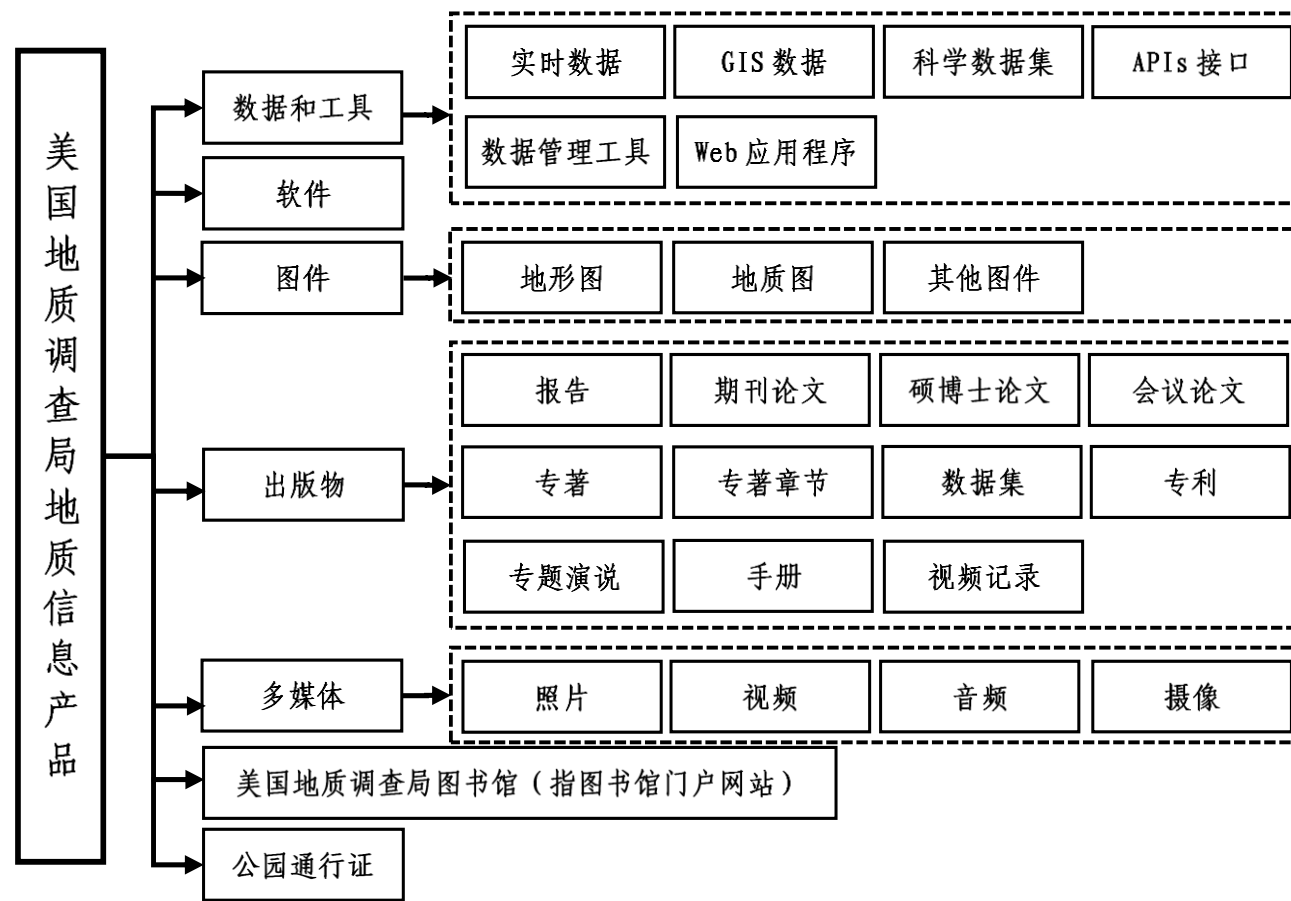
(二) USGS开放共享服务资源分类

USGS公开发布的数据资源类型较多, 主要包括

(9大类):

- 科学数据
- 地质图件
- 项目技术报告
- 岩心等
- 地学科普知识
- 出版物
- APIs数据调用接口、工具和软件
- 多媒体
- 其他, 主要包括开放文件报告、行政报告、年度报告、月度报告、技术方法、情况说明书等, 以及通告、宣传册、海报、教师工具包等资源。

USGS地质信息产品分类





二、USGS地质信息服务制度建设情况

美国是一个信息相对比较开放的国家，早在1967年颁布了《信息自由法》，要求政府机构信息和资料除免于公开的外，原则上应向全社会公开发布，提供服务。

美国拥有了从法律、法规到部门规章、政策性文件、技术标准规范，覆盖收、管、用全流程，相对完善的地质信息服务制度体系。



美国地质信息服务制度

类别	名称	类别	名称
法律	开放政府数据法	管理制度 或规定	502.3 基础科学条例：同行评审
	信息自由法		502.4 基础科学条例：信息产品的审查、审批与发布
	信息质量法		502.5 基础科学条例：保护未公布的美国地质调查数据、信息及相关科学资料
	版权法		502.6 基础科学条例：科学数据管理
	电子知识产权法		502.7 基础科学条例：包括数据在内的美国地质调查局科学信息产品的元数据
	隐私法		502.8 基础科学条例：科学数据的审查与审批
	网络安全信息共享法		502.9 基础科学条例：数字科学数据的保存要求
法规	地理空间数据法		550.1 美国地质调查局视觉标识体系
	联邦电子法		600.6 《康复法案》第508条的实施和管理
	计算机匹配和个人隐私法		1100.1 信息产品规划
	信息技术管理改革法		1100.2 美国地质调查出版物系列编辑评审
	政府绩效与成果法		1100.3 美国地质调查局出版物系列
	政府文书消除法		1100.4 外部出版物使用
	文书减少法		1100.6 美国地质调查局信息产品中使用受版权保护的材料
	阳光下的政府法		1100.7 视频和产品
部门规章	电子政务法		IMOSQI2016-01 软件发布的审核和批准
	总统行政命令12906—地理空间数据采集与获取：国家空间数据基础设施		美国地质调查局网络服务分类与清单
管理制度或 规定	内政部信息自由法实施管理办法		岩心筛选程序制度
	美国地质调查局信息自由法实施管理办法		岩心整理制度
	美国地质调查局信息质量指南		岩心取样管理制度
	440.3 国家安全信息		岩心岩屑取样测试数据返回管理制度
	440.4 国家安全信息自动化信息系统	岩心处置办法	
	500.16 美国地质调查局 Web服务的分类和目录	岩屑取样管理制度	
	500.25 科学诚信	薄片借阅制度	
	502.1 基础科学条例：基本政策	
502.2 基础科学条例：规划、实施数据收集与研究			



主要的制度，简要说明如下：

（一）信息开放共享的制度保障——《信息自由法》

美国联邦《信息自由法》是USGS公开发布地质信息的上位法，是开展地质信息服务工作最基础的法律保障。美国联邦《信息自由法》于1966年7月4日由美国总统约翰逊签署批准，次年实施。主要是规定了民众拥有获得行政信息方面的权利和联邦政府具有向民众提供行政信息方面的义务。

为落实《信息自由法》，美国内政部制定了《内政部信息自由法实施办法》，美国地质调查局制定了《美国地质调查局信息自由法实施办法》。

The screenshot shows the FOIA.gov website interface. At the top, there is a navigation bar with the text "UNITED STATES DEPARTMENT OF JUSTICE" and "FOIA.gov". Below the navigation bar, there is a section titled "Freedom of Information Act Statute". The main content area contains the following text:

Below is the full text of the Freedom of Information Act in a form showing all amendments to the statute made by the "FOIA Improvement Act of 2016." All newly enacted provisions in boldface type replace the strikethrough text.

[Full Text of the FOIA Improvement Act of 2016 \(Public Law No. 114-185\)](#)

§ 552. Public information; agency rules, opinions, orders, records, and proceedings

(a) Each agency shall make available to the public information as follows:

(1) Each agency shall separately state and currently publish in the Federal Register for the guidance of the public—

- (A) descriptions of its central and field organization and the established places at which, the employees (and in the case of a uniformed service, the members) from whom, and the methods whereby, the public may obtain information, make submittals or requests, or obtain decisions;
- (B) statements of the general course and method by which its functions are channeled and determined, including the nature and requirements of all formal and informal procedures available;
- (C) rules of procedure, descriptions of forms available or the places at which forms may be obtained, and instructions as to the scope and contents of all papers, reports, or examinations;
- (D) substantive rules of general applicability adopted as authorized by law, and statements of general policy or interpretations of general applicability formulated and adopted by the agency; and
- (E) each amendment, revision, or repeal of the foregoing.

Except to the extent that a person has actual and timely notice of the terms thereof, a person may not in any manner be required to resort to, or be adversely affected by, a matter required to be published in the Federal Register and not so published. For the purpose of this paragraph, matter reasonably available to the class of persons affected thereby is deemed published in the Federal Register when incorporated by reference therein with the approval of the Director of the Federal Register.

(2) Each agency, in accordance with published rules, shall make available **for public inspection and copying for public inspection in an electronic format**

(A) final opinions, including concurring and dissenting opinions, as well as orders, made in the adjudication of cases;



《信息自由法》规定，除以下9个方面的事项属于豁免公开外，其他信息应全部对外公开发布。 9个方面的豁免公开内容如下：

- (1) 涉及国防或外交政策的国家安全信息。
- (2) 机构内部人事管理规定和人事任免信息。
- (3) 有关法律规定的不能公开信息。
- (4) 商业秘密和由个人所获得的具有特权或机密的商业或财务信息。
- (5) 除了与进行诉讼的某机构外，依据法律其他当事人不能利用的机构之间或机构内部的备忘录或函件。
- (6) 涉及公民隐私的人事、医疗档案或类似的其他个人信息。
- (7) 执法而形成的记录和信息。
- (8) 金融机构管理或监督使用的检查、执行或现状报告等信息。
- (9) 油气钻井有关的包括地图在内的地质和地球物理数据和信息。

(8)(A) An agency shall -

(i) withhold information under this section only if -

(I) the agency reasonably foresees that disclosure would harm an interest protected by an exemption described in subsection (b); or

(II) disclosure is prohibited by law; and

(ii) (I) consider whether partial disclosure of information is possible whenever the agency determines that a full disclosure of a requested record is not possible; and

(II) take reasonable steps necessary to segregate and release nonexempt information; and

(B) Nothing in this paragraph requires disclosure of information that is otherwise prohibited from disclosure by law, or otherwise exempted from disclosure under subsection (b)(3).

(b) This section does not apply to matters that are-

(1) (A) specifically authorized under criteria established by an Executive order to be kept secret in the interest of national defense or foreign policy and (B) are in fact properly classified pursuant to such Executive order;

(2) related solely to the internal personnel rules and practices of an agency;

(3) specifically exempted from disclosure by statute (other than section 552b of this title), if that statute--

(A) (i) requires that the matters be withheld from the public in such a manner as to leave no discretion on the issue; or

(ii) establishes particular criteria for withholding or refers to particular types of matters to be withheld; and

(B) if enacted after the date of enactment of the OPEN FOIA Act of 2009, specifically cites to this paragraph.

(4) trade secrets and commercial or financial information obtained from a person and privileged or confidential;

(5) inter-agency or intra-agency memorandums or letters which that would not be available by law to a party other than an agency in litigation with the agency, provided that the deliberative process privilege shall not apply to records created 25 years or more before the date on which the records were requested;

(6) personnel and medical files and similar files the disclosure of which would constitute a clearly unwarranted invasion of personal privacy;

(7) records or information compiled for law enforcement purposes, but only to the extent that the production of such law enforcement records or information (A) could reasonably be expected to interfere with enforcement proceedings, (B) would deprive a person of a right to a fair trial or an impartial adjudication, (C) could reasonably be expected to constitute an unwarranted invasion of personal privacy, (D) could reasonably be expected to disclose the identity of a confidential source, including a State, local, or foreign agency or authority or any private institution which furnished information on a confidential basis, and, in the case of a record or information compiled by a criminal law enforcement authority in the course of a criminal investigation or by an agency conducting a lawful national security intelligence investigation, information furnished by a confidential source, (E) would disclose techniques and procedures for law enforcement investigations or prosecutions, or would disclose guidelines for law enforcement investigations or prosecutions if such disclosure could reasonably be expected to risk circumvention of the law, or (F) could reasonably be expected to endanger the life or physical safety of any individual;

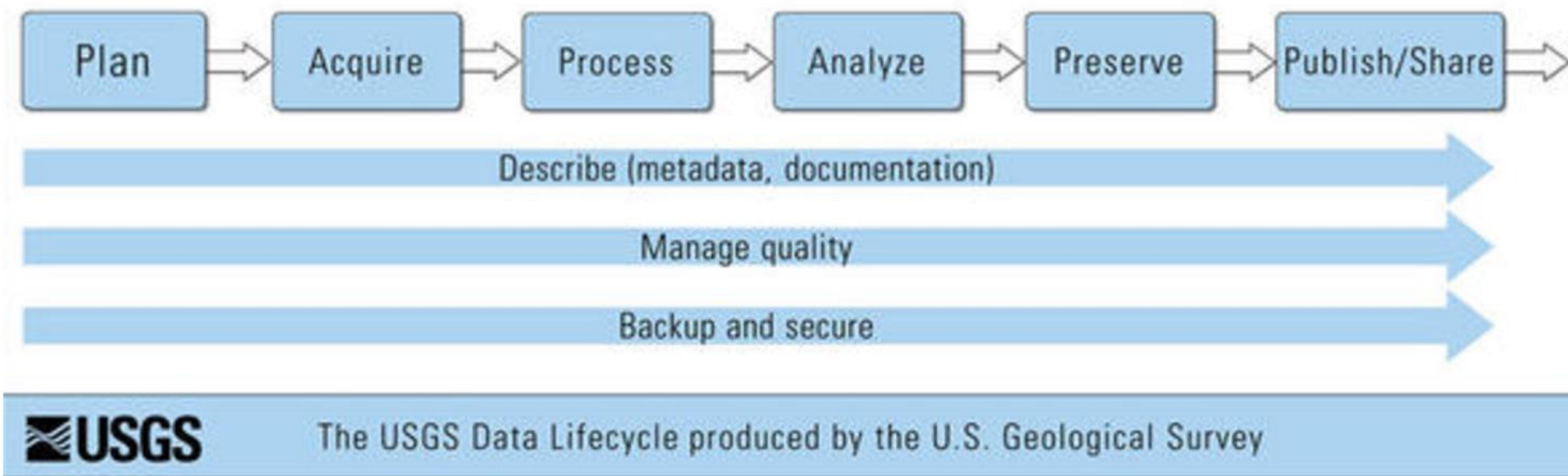
(8) contained in or related to examination, operating, or condition reports prepared by, on behalf of, or for the use of an agency responsible for the regulation or supervision of financial institutions; or

(9) geological and geophysical information and data, including maps, concerning wells.

Any reasonably segregable portion of a record shall be provided to any person requesting such record after deletion of the portions which are exempt under this subsection. The amount of information deleted, and the exemption under which the deletion is made, shall be indicated on the released portion of the record, unless including that indication would harm an interest protected by the exemption in this subsection under which the deletion is made. If technically feasible, the amount of the information deleted, and the exemption under which the deletion is made, shall be indicated at the place in the record where such deletion is made.

（二）数据、产品全生命周期管理制度——USGS 《基础科学条例》

卓越、诚信、客观的科学声誉是USGS最重要的资产。这种良好的科学声誉使USGS树立了权威，获得了社会公众信任。为确保科学研究的质量和诚信，USGS制定了《基础科学条例》，建立了数据、产品全生命周期管理模型，实现了全流程、精细化管理。





审批管理：

为确保公开发布的数据和产品具有高质量、高可用性和高可信度，维护科学声誉和权威，USGS规定，无论是由美国地质调查局独立完成还是与其他机构合作完成，所有公开发布的数据和产品必须经过审查批准。审查内容主要包括：

- 同行评审
- 数据质量审查
- 元数据审查
- 政策（保密）审查
- 方法和文档齐全性审查
- 编辑审查
- 合作方审查
- 利益冲突审查
- 客观性审查
- 公共利益和获取审查
- 监督审查
- 专业术语审查
- 自然灾害/公共/野生动物健康审查
- 可用性审查（价值审查）
- 视觉标识体系审查

4. Review Requirements. USGS information products receive the reviews described below as appropriate prior to Bureau approval. The listing is not necessarily in sequential order, and some reviews may be completed concurrently or by a single reviewer.

A. Peer Review. Ensures the scientific quality of USGS information, as detailed in [SM 502.3](#).

B. Data Review. Ensures the quality of data approved for release, as detailed in [SM 502.8](#).

C. Metadata Review. Ensures the quality of the metadata associated with the product approved for release, as detailed in [SM 502.7](#).

D. Policy Review. Is performed as part of the Bureau approval process (as outlined in 5.C) and ensures conformance with all USGS FSP and other pertinent USGS, Department, and Federal policies and with requirements for policy-sensitive products.

E. Methodology and Documentation Review. Ensures methods used to collect data and produce results are defensible and adequately documented ([SM 502.4](#)). Sufficient information is provided to allow the public to reproduce the results. This includes but is not limited to the data upon which scholarly conclusions are based (refer to [SM 502.8](#)) and the software code used to create the data or results. Information and data are preserved in accordance with requirements described in [USGS records disposition schedules](#). Additional preservation requirements for data are described in [SM 502.9](#).

F. Editorial Review. Ensures appropriate Bureau standards and quality assurance for accuracy and clarity of expression are met. Specifically, for publication series information products published by the USGS, editing is required as detailed in [SM 1109.2](#). For information products published outside the USGS, editing is recommended but optional.

G. Collaborator/Partner Courtesy Review. Ensures collaborators and outside organizations that are in partnership with the USGS or have a direct collaborative agreement with the USGS in the research effort are afforded the opportunity for review at the discretion of the USGS. These courtesy reviews may occur prior to peer review, simultaneously with peer review, or immediately after peer review reconciliation, but in all cases this review occurs before Bureau approval. Collaborator/partner reviews must be treated carefully to avoid prejudicing the science because these reviews may represent a real or potential conflict of interest (refer to 4.H). In being afforded a collaborator/partner review, such parties are bound by the Bureau's policy to uphold the strictest scientific ethics in ensuring confidentiality of the science that is being reviewed and to not disclose or divulge any results or conclusions or make any public statements regarding the science before it is published and released. Information products distributed for cooperator/partner review must carry a courtesy review disclaimer statement (refer to [Guidance on Disclaimer Statements Allowed in USGS Science Information Products](#)).

H. Conflict of Interest Review. Ensures peer reviews of scientific information are free of conflict of any personal, professional, or other interests that could impair the reviewer's objectivity or could create an unfair competitive advantage for a person or organization. Conflict of interest is dealt with in accordance with established Department and USGS scientific integrity, codes of scientific conduct, and ethics requirements (refer to [SM 500.25](#)).

I. Impartiality and Nonadvocacy Review. Ensures information products present science-based, peer-reviewed facts and interpretations impartially. As stated above, USGS information products do not recommend or appear to advocate or prescribe a particular public policy; however, some science-based recommendations are allowed. Evaluations of alternative courses of action may be included in information products. Interpretations are presented as honestly and straightforwardly as possible, are without apparent bias, and contain no derogatory remarks. Conclusions are based on the best available data interpreted with sound scientific reasoning that avoids speculation. Products are effectively presented, and the tone is appropriate for ease of understanding by the intended audience. There is no implied competition with the private sector, nor do the results favor any particular entity. Commercial product endorsements are not permitted. Additional guidance is available at [Guidance on Advocacy and Recommendations in USGS Information Products](#). Information products identified by the USGS as OMB influential require more planning and consideration with regard to peer review as described in [SM 502.3](#).

J. Public Benefit and Access Review. Ensures the results of USGS investigations are made available in an impartial and objective manner that will best serve all the public rather than the special interests of any group or individual. USGS scholarly publications and associated data are discoverable online and provided free to the public as identified in the [USGS Public Access Plan](#). Issues of intellectual property law, copyright ([SM 1100.6](#)), and restriction to public access of Federally funded research must be addressed and every effort made to ensure maximum visibility by publishing in the most appropriate medium and placing associated data in a Federal repository that provides free public access to the data. The need to maintain public access to USGS information will be balanced with the need to consider national security, privacy, confidentiality, and other concerns determined by the USGS. Access may also be restricted in accordance with USGS efforts to safeguard proprietary information as well as unpublished data and information that have not received the appropriate review and approval for release (refer to [SM 502.5](#)).

K. Supersensitivity Review. Occurs prior to peer review and ensures that any information product content, which might be considered sensitive, controversial, or OMB influential, is identified in order to alert and (or) identify any internal or external groups or agencies that might have particular and (or) immediate interest in such a product. In the event a product is identified as OMB influential, peer reviewers must be alerted prior to actually performing their review, and documentation about the planned peer review must be publicly posted on the USGS Peer Review Agenda (refer to section 5.A and [SM 502.3](#)).

L. Names Review. Ensures the accuracy of specialized technical names used, including geologic, geographic, biologic, and hydrologic names. This review may be performed separately or as part of the peer review or other review.

M. Natural Hazards and/or Public or Wildlife Health Review. Ensures review of information products that notify, alert, or identify forecasts or predictions of natural hazards (for example floods, earthquakes, landslides, or volcanic activity), or that have immediate or time-sensitive relevance to public or wildlife health warnings. These information products must be technically reviewed according to USGS quality standards or by qualified peers prior to release to ensure they are scientifically sound ([SM 502.3](#)). The level of review must reflect the scope and relevance of the product. To the extent possible, the product has the concurrence of State or local officials who are charged with response actions or public announcements.

N. Accessibility and Bureau Identity Review. Ensures Federal laws and guidelines regarding the accessibility of USGS information are followed ([SM 600.6](#)) and that information products conform to USGS Visual Identity System requirements ([SM 550.1](#)).



（三）地质信息开放共享的方式：出版物——《出版物系列》管理制度

USGS认为，其有责任以技术合理、专业的方式向社会广泛和迅速地提供地质调查科学数据与产品，在未将以上成果发布或传播给需要这些信息的科学家和社会公众之前，其使命未完成。

USGS地质调查成果主要是通过“出版物”形式对外发布，实现成果转化和服务利用。出版物是USGS实现地质调查成果转化最主要的方式。为做好出版物管理，USGS制定了《出版物系列》管理制度，规定了地质调查成果的具体发布形式。地质调查成果内容不同，选择使用的出版物类别不同。

USGS出版物类别相对较多。《出版物系列》制度规定，出版物的类别包括专业论文、报告、地图、数据集、技术和方法、通告、情况说明书、一般信息产品（包括小册子、明信片、海报、视频、教师工具包、书签等），以及开放文件报告、行政报告、信息期刊、年度报告等。

以上类别均是通过数字出版的方式进行发布，其等同于纸质出版物。

(四) 知识产权保护制度

USGS引入了数字对象唯一标识符（DOI）管理体系。规定，所有发布的地质调查成果在发布时必须配置DOI，以此实现地质调查成果长期、持续访问，达到知识产权保护目的。

DOI已作为USGS实现地质信息产品开放共享利用的必备条件。USGS采用CrossRef和DataCite两个数字对象唯一标识符注册组织。

- 学术出版物DOI，来自Crossref.org，前缀为10.3133。
- 数据集或其他数据产品DOI，来自DataCite.org，前缀为10.5066。

USGS Publications Warehouse

Cooperative Fish and Wildlife Research Units Program—2019 Year in Review

Circular 1463
By: John D. Thompson, Donald E. Dennerline, and Dawn E. Childs

<https://doi.org/10.3133/cr1463>

DOI

引用

Links

- Document: [Report \(0.27 MB pdf\)](#)
- Companion File: [General Information Product 135 - Cooperative Fish and Wildlife Research Units Program—2019 Year in Review Postcard](#)
- Open Access Version: [Publisher Index Page 8](#)
- Download citation as: [RIS](#) | [Dublin Core](#)

Acting Chief's Message

Dear Cooperators:

Members of the Cooperative Research Units are pleased to provide you with the "2019 Year in Review" report for the Cooperative Fish and Wildlife Research Units (CRUs). You will first note that this report looks a little different than those published in the past few years, as we opted for a shorter, more concise format this year. Inside you will find brief descriptions of just a few highlighted activities of unit scientists, students, and cooperators in support of our joint mission. Because of the shorter format, we are not able to include activities from every unit or State, but rest assured that we continue to value the great work that all of you do across the country and around the world.

In fiscal year 2019, the CRU program was very productive despite challenging conditions, including budget uncertainty, a month-long furlough, and hiring delays. John Organ, Chief of the CRU program, retired in January 2019. The process to replace John was delayed several times, but as I write this, the position has been announced on the Federal Government recruitment site. I am hopeful that by the time you read this, we will have a new permanent chief. Congress provided an increase of \$1 million in our allocation for the express purpose of filling some of the vacancies in our scientific workforce. Since receiving that increase, the management team has been working to fill vacancies.

The program is fortunate to have excellent research scientists, dedicated leadership, and an outstanding administrative staff. However, our accomplishments depend on the tremendous support from all of you. We look forward to a productive 2020.

John D. Thompson

Suggested Citation

Thompson, J.D., Dennerline, D.E., and Childs, D.E., 2020, Cooperative Fish and Wildlife Research Units program—2019 year in review: U.S. Geological Survey Circular 1463, 22 p., <https://doi.org/10.3133/cr1463>.

ISSN: 2330-5703 (online)
ISSN: 1067-084X (print)

出版

正在连接...



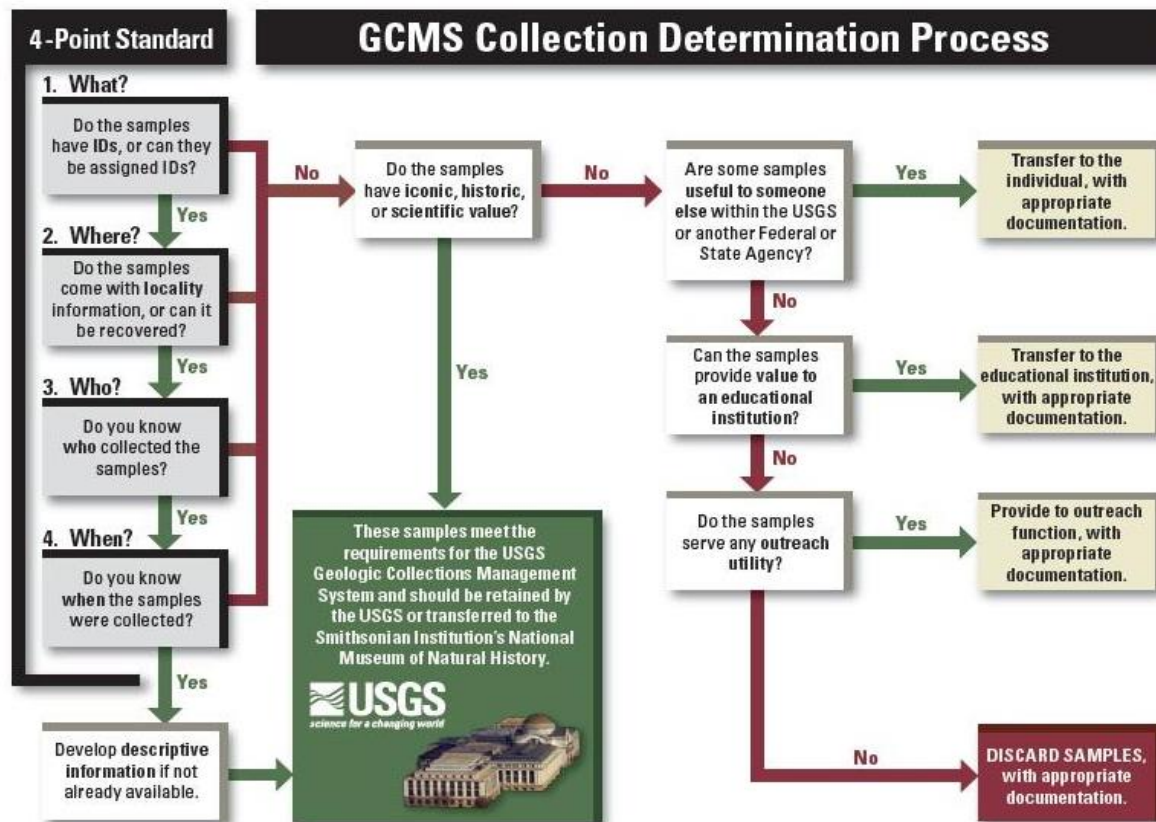
(五) 实物地质资料服务相关制度

1、岩心取样管理政策

制度规定比较详细，如规定：

- a. 剩余横截面1/3以上，允许取样。
 - b. 个人或团体每次最多可采集100个样本。国际研究人员或公司最多分别为25和50个。
 - c. 单个岩心样品不得超过一立方英寸。
 - d. 每英尺岩心采样不得超过一个，不允许并排取样。
 - e. 钻头要垂直于岩心轴。
 - f. 不允许对稀有矿物颗粒如锆石、磷灰石等，进行取样。
 - g. 非破坏性分析产生的原始数据必须在六个月内提交给USGS岩心研究中心。任何分析结果的复制品或由取样岩心制作的薄片等必须在取样后六个月内提交给USGS岩心研究中心。
 - h. 采样测试获得的数据将在USGS岩心研究中心及其网站上对外公布，提供服务。
- 等

- 2、岩屑取样管理制度
 - 3、薄片借阅制度
 - 4、岩心筛选程序制度
 - 5、岩心整理制度
 - 6、岩心处置办法
 - 7、数据返回管理制度
- 等



岩心筛选程序



（六）服务收费管理制度——美国《联邦电子法规》43部分和《美国内政部信息自由法实施办法》

按照《联邦电子法规》和《美国内政部信息自由法实施办法》有关规定，USGS对于借阅、复印等地质资料的可收取边际成本费用。主要收取地质资料检索费、审查费和复制费等。

用户类别	检索费	审查费	复制费
商业用途用户	是	是	是
教育和非商业科研机构用户	否	否	是 (前100页或相当数量, 免费)
新闻媒体用户	否	否	是 (前100页或相当数量, 免费)
个人用户	是 (前2小时免费)	否	是 (前100页或相当数量, 免费)



收费标准:

美国地质调查局地质资料检索费和审查费收费标准 (43 CFR 2.41)

收费类别	收费标准 (美元/15分钟)		
	办事员级 (7级 (含) 以下)	专业级 (8级~12级)	主管级 (13级以上)
检索费	6.75	12	17.25
审查费	6.75	12	17.25

美国地质调查局其他收费标准 (Appendix A to Part 2--Fee Schedule)

收费项目	收费类别	费用标准
纸质资料	复印或扫描, 页面尺寸不超过8.5×14英寸	0.15美元/页 (双面0.3美元)
	复印或扫描, 页面尺寸大于8.5×14英寸	与内政部联系
	彩色复印, 页面尺寸不超过8.5×11英寸	0.9美元/页
	彩色复印, 页面尺寸不超过11×17英寸	1.50美元/页
	需要特殊处理的图件和资料	与美国地质调查局联系
电子资料	处理电子资料类的请求有关服务收费	与美国地质调查局联系
认证	对地质资料复制真实性验证的认证证书	0.25美元/份
邮寄	超出平信邮费的费用	邮费或送货费
其他服务	特殊服务或材料费用 (除本费用表所规定的费用外)	与美国地质调查局联系



根据《美国内政部信息自由法实施办法》和《联邦电子法规》规定，USGS对于到馆地质资料用户的借阅请求，符合条件的可给予费用减免。

1、免收费用情况

主要包括：

- 借阅利用总费用少于50美元。
- 符合公共利益。
- 主要目的不是用于商业利益。



2、减收费用情况

主要包括：

- (1) 借阅的资料不是全部用于公共利益，可免收部分费用。
- (2) 教育和非商业科研机构用户、新闻媒体用户和个人用户，可免收部分费用。

用户类别	检索费	审查费	复制费
商业用途用户	是	是	是
教育和非商业科研机构用户	否	否	是 (前100页或相当数量, 免费)
新闻媒体用户	否	否	是 (前100页或相当数量, 免费)
个人用户	是 (前2小时免费)	否	是 (前100页或相当数量, 免费)



（七）地质资料借阅审批处理规定——USGS 《信息自由法实施管理办法》

对于到馆借阅地质资料的，审批处理时限规定如下：

- 简单：1~5个工作日。
- 正常：6~20个工作日。
- 复杂：21~60个工作日。
- 特殊/借阅量特别大：超过60个工作日。
- 加急：符合条件的（涉及个人生命财产安全、需要向公众通报的联邦政府活动等），10个工作日内解决加急处理请求。



（八）客户服务政策——USGS《客户服务管理制度》

USGS将用户看作是其存在的两个必备条件之一（另一个条件是掌握数据信息）。USGS已形成一套完整的包括政策、计划、评估、总结、奖励及研究在内的客户服务体系，包括用户服务政策、用户服务计划、用户服务奖惩制度、服务反馈机制、召开全国性用户满意度服务会议、发布用户服务年度报告等。

USGS规定，为客户提供良好服务是所有USGS员工的职责，要求所有员工均要积极主动地与客户进行交流，确定他们的需求，并将客户的需求落实到项目规划和实施中。

USGS客户，主要分为美国国会、内政部、其他联邦机构、国家机构、地方机构、部落、非营利性自然资源和保护环境组织、学术机构、外国公司、私营部门、新闻媒体、个人、内部员工等13类。



三、启示与建议

就中国地质信息服务来说，目前国家层次方面仅出台了《政府信息公开条例》行政法规，部委层次方面的部门规章制度和技术要求也相对较少，存在立法层次偏低、制度建设不完善、可操作性不强等问题。借鉴USGS地质信息服务制度建设情况，针对当前中国地质信息服务制度建设实际情况，提出以下4方面意见或建议：

（一）研究出台政府信息公开方面的法律如《政府信息公开法》，及其相关配套制度，使法律法规得到贯彻落实。



（二）制定数据、产品全生命周期管理制度和技术标准规范，推进地质信息管理服务的制度化、规范化、标准化。

（三）为尽可能地体现公共服务均等化，体现社会公平，建议研究制定地质资料借阅收费管理制度，对借阅利用地质资料的行为收取边际成本费用。

（四）加强地质信息成果的知识产权保护，特别是数字地质信息成果，应配置永久标识符，建议引入数字对象唯一标识符管理体系，加强数字出版，以“数字出版物”形式推进地质信息成果转化和服务利用。



汇报结束!

谢谢!