

# Annual Report of the Dag Hammarskjöld Library

## *United Nations Headquarters, 1988-1989*

### I. INTRODUCTION

1. This report covers the Library activities for the period 1988-1989. The work programme was approved at Chief's meeting in February. The Library tried to adjust to different staff shortage required by the Post Reduction Group. Nevertheless the programme was basically completed and most deadlines respected. In 1989, 18 Library staff members participated in the historic Namibia Mission.

### II. ADMINISTRATION AND MANAGEMENT

2. At the initiative of the staff representative a task force was established, that was entrusted with submitting a proposal for a structuring of the Library which, while taking cognizance of the Library's work programme, would, at the same time, accommodate the staff cuts over dated by the Post Reduction Group.

3. The members included: Ms. R. Kongwa, Mrs. D. Opperman, Ms. C. Boivin, Mr. K. Guillaume, Mrs. M. Hoffman, Mr. C. Momah, Ms. F. Wapenyi, Ms. S. Stein, Mrs. R. Kowitch, Ms. J. Sargologo, Mrs. M. Cherif, Ms. P. Dickstein. On 2 June 1988, the Director of the Library submitted a new structure to Mr. E. Wyzner proposed jointly by the staff and the administration, based on 3 services headed by P-5s.

4. At the meeting of all DCS staff representatives with Mr. E. Wyzner, the situation of the lack of career in the Library was stressed to him. The Under-Secretary-General decided to establish an interdepartmental task force that would study the situation in the Library and propose a new structure. In addition to the staff representatives and the Library Director, it included staff members from the Executive Office and OHRM. The new Task Force started its work with the arrival of the new Director. It will meet throughout the year.

#### **Auditing of DHL**

5. Mr. Guennadi Dhektriarenko and Ms. Yolanda Maggeo, Internal Audit Division, Department of Administration and Management audited the acquisition and collection management procedures during the months of October-November 1989. The draft report of the Auditors entitled "Acquisition of Library Materials at Headquarters" contained their observations of the work of the Serials Group and the Acquisition Section. (see also para. 13B)

#### **Discussion of current issues of DHL at the DCS Directors' meeting**

6. On 12 January 1988, DCS Directors' meeting was held at the Under-Secretary-General Wyzner's office to discuss current issues of the Dag Hammarskjöld Library. Mr. J. Fuchs, Mr. F. Nakada, Mr. A. Abdelsamad, Mrs. M. Hoffman, Mrs. R. Kowitch, Ms. P. Dickstein, Ms. L. Vazquez, Mrs. F. Wapenyi, Mrs. F. Humaidan and Ms. C. Davies were invited to participate in the meeting.

7. In his introductory remarks, Mr. Khitrov pointed out three important aspects of the work of the Dag Hammarskjöld Library: it was functioning successfully despite a 15% decrease in the number of staff; it was continuing its computerization programme despite a reduction of funds and it had expanded its external relations.

8. Mr. Fuchs said that the Users' Service enjoyed good co-operation with external users, including a number from abroad, in spite of staff shortages.
9. Mr. Nakada said that the Technical Operations and Publications Service had a vacancy rate of 27% in the Professional category and 12% in the General Service category, yet it managed to cope successfully with its tasks and all major publications had been submitted on time. There was a backlog of 500 titles in cataloguing but it should be borne in mind that the vacancy rate in that particular area was 38%. Some staff had been redeployed to the area prior to the last General Assembly session but now the *status quo ante* had returned. The computerization programme continued on schedule. The UNBIS database was available to Permanent Missions in New York as well as to other users outside the Secretariat and currently 16 Missions and 8 other entities had access to it. 5 other Missions, one of them located in Geneva, were in the process of obtaining access and an additional 14 Missions had made inquiries about access to it. The Service enjoyed good co-operation with other units of the Secretariat.
10. Ms. Davies said that a slowdown in computerization had occurred because of the death of one of the staff members involved, but the programme was continuing and the general automation plan was on schedule.
11. Ms. Vazquez referred to the material circulated among the participants prior to the meeting and elaborated on the question of access to UNBIS and the Selective Dissemination of Information (SDI) Service.
12. Ms. Dickstein said the U.N. Material Processing Unit had a 17.6% Professional vacancy rate. The Unit provided special output for substantive departments and others. UNEP was being provided with a mini-catalog of the decisions of its Governing Council, a project started in 1985, the Centre against *Apartheid* with a consolidated list of documents and the Secretariat of the Governing Council of UNDP with a consolidated subject index of all decisions of the body. Those projects were funded by the entities concerned. A subject index of all administrative issuances in force had been prepared for the Management Advisory Service.
13. Ms. Wapenyi said that the computerization of procedures for the Acquisition Section was almost completed except for details for accounting. A link of acquisition information to UNBIS was being worked on. Redeployment was being applied as a remedy against staff shortages. Staff members on extrabudgetary posts were seriously concerned by the recent memorandum from the Office of Human Resources Management on retrenchment.
14. Ms. Kowitch said that as far as cataloguing was concerned, more training was needed for UNOG. General Service staff were never trained except on an ad hoc basis. Additional terminals were needed in various departments.
15. Ms. Hoffman said that a Wang terminal was needed for the microfiche office. A new contract on microficheing was being negotiated with NCR and discussions were being held with the Sales Section in this regard.
16. Mr. Abdelsamad said that the increasingly large number of thefts of library material gave rise to serious concern and this delicate issue had to be looked into in co-operation with the Security and Safety Service. The outside demand for library services had increased considerably and the question of physical access to the premises was a problem that a memorandum sent to Mr. Vaz had failed to resolve. There was need for a clear policy as the burden on reference librarians was steadily growing.

17. Ms. Humaidan said that in 1987, 380 visitors, or 30 tours, had been organized in DHL; briefings for a total of 146 participants had been given and 17 requests for training in UN documentation had been met. A report on visits to depository libraries had been presented to the Publications Board on 11 February. A new depository library had been established in Guinea-Bissau. During the course of the year, 76 letters had been sent to depository libraries delinquent in payment of their contributions. A new review would be conducted in 1988 to determine whether a number of depository libraries in arrears should have their depository status revoked.

18. In his concluding remarks, Mr. Khitrov stated that, the heretofore very good performance of DHL notwithstanding, more attention should be paid to the quality of work in the future.

19. Mr. Khitrov said in reply that commercial on-line access to UNBIS for external remote users had been envisaged but the Computing Centre had so far proven unable to calculate the access fees. It would be useful for the Publication Boards to study the question and make appropriate recommendations. In the opinion of DHL, access fees should be nominal. It was added that because the capacity of its mainframe computer was limited, DHL was not advertising its services and merely responded to queries.

20. Mr. Wyzner said that stress on quality of work was particularly important. In light of well-known current trends and since there was very little hope for additional resources, increases in the quality of work through the exploration of new approaches and the better use of scarce human resources were the directions to be followed. Regarding the concern of the staff about retrenchment, it was stated that the Department's approach was to use attrition to the extent possible; 90% of the proposals for reduction submitted to the Post Review Group were to be implemented by attrition. It was also said that the co-operation of the Dag Hammarskjöld Library with other duty stations, in particular UNOG, was very important. A recent MAS report on common services in UNOG pointed out the deplorable situation of the library at Geneva. Its specificity had to be remembered in everyday work and possibilities of rendering assistance had likewise to be considered. DHL's presentation had shown the expert work of its staff. Some of its products, for example the subject index of administrative issuances, were very valuable. With respect to vacancies, more ways of optimally utilizing the available staff, including possible further redeployment, had to be found. The issue of cost-effectiveness of some operations could be discussed in the Publications Board, but with the overriding question of what was in the best general interest of the Organization well in mind. Pathology, such as thefts, should be reported to the Executive Office and a closer look at the library security regulations was perhaps warranted. The arrears of depository libraries should be considered on an individual basis. In conclusion, Mr. Khitrov and all the representatives of DHL present at the meeting were requested to convey to all staff members in the Library the expressions of deep appreciation for their devotion to their work under difficult circumstances.

21. As of 4 May, it was decided to merge the loan functions of the General and Periodical collections. A central loan desk located in L-1B-10, in the Periodical Reading Room will service them.

#### **Committee on Automation**

22. Pending restructuring of the Library, the Director decided to establish a Committee on Automation, in order to facilitate computerization of specific functions and services of the DHL, and to ensure integration of existing and/or future mainframe-based and microcomputer-based systems.

23. The *terms of reference* of the Committee are:

- (a) To establish policies and plans for initiating the automation of library functions
- (b) To keep abreast of new technological developments and assess their utility for the Library;

- (c) To decide upon the acquisition of new hardware and software;
- (d) To approve software changes which would affect more than one user group.

24. The *Composition* of the Committee is as follows:

*Members ex-officio*

Director of the Library - Mr. Khitrov (Chairperson)  
Chief, Technical Operations and Publications Service - Mr. Nakada  
Chief, Users' Service - Mr. Fuchs  
System Analyst (post vacant) - filled later on by Mr. Albert  
Data Base Manager - Ms. C. Davies  
On-line services co-ordinator - Ms. L. Vazquez (Secretary)  
EDP assistant - Mr. N. Masciangelo after his resignation, Mrs. D. Chan replaced him

25. The Chairperson of the Committee may invite, as appropriate, Library staff members working on or requesting new or additional services, and/or members of the Electronic Service Division, OGS, to participate in Committee discussions.

26. The Committee will meet on a monthly basis and will establish its own operating procedures. Decisions and summary of discussions will be circulated to all chiefs of administrative entities.

27. The Systems Analyst, Mr. C. Albert, the Data Base Manager, Ms. Carol Davies, the on-line co-ordinator, Ms. Lilia Vazquez, and the EDP Assistant, Mrs. D. Chan will report to the Office of the Director. The Data Base Manager will report to the Chiefs of Services on matters relating to daily operational matters.

28. Upon retirement of Mr. L. Khitrov in July 1989, Mr. Jakob Van Heijst assumed the post of Director of the Library as of 15 August 1989. He came to the Library from The Royal Library in the Hague where he was assuming the functions of director from 1986. Mr. Van Heijst graduated in 1964 from the University of Leiden, majoring in economic and social history. He was an Associate Professor in Economic History at the Universities of Leiden and Utrecht from 1964 to 1969. At that date he became Deputy-Director, and then in 1986 Director of Utrecht University libraries. He wrote several publications on history and library subjects, especially about library organization and automation. He was a member of several international and Dutch bodies and committees.

**External Relations**

29. Training or briefings on UN Documentation and UNBIS were presented in 1988 by Mrs. F. Humaidan, with the co-operation of other Library's Sections to the following participants:

Group of students from Fordham University;  
Wisconsin University and Minnesota University;  
Participants to UNITAR orientation courses for new delegates to the 44th session;  
Group of Library students from the Graduate School of Library Science and Technology,  
Stanford University;  
Broadcasters and Journalists from Developing Countries;  
Directors of UNIC : Ouagadougou, Tokyo, Mexico, Yaoundé and Bogota;  
Group of 15 librarians from the Northeast chapter REFORMA, the National Association to promote Library Services to the Spanish speaking.

30. Mrs. F. Wapenyi, Mrs. B. Florez-Medina, Ms. N. Caldwell, Mrs. T. Gardner, (accompanied by Mr. N. Masciangelo and Mrs. D. Chan) visited the New York Public Library for a demonstration of the INNOVAC acquisition system (an automated system) on 23 September.
31. Ms. P. Dickstein represented DHL at an interagency Meeting on Common Indexing Vocabularies, Ottawa, 2-5 May.
32. Ms. P. Dickstein and Ms. N. Leroy delivered papers at the Seventh Annual Conference on Language and Communications, 16 December.
33. All Acquisition Section staff were introduced to the EBSCONET System, 22-23 June.
34. On 21 April, Mr. L. Khitrov accompanied by Mrs. C. Davies and Mr. N. Masciangelo visited the Computerized service of the Library of Congress, Washington D.C.. They also attended a demonstration of the on-line catalogue.
35. During the 1988 session of the Committee on Programme and Co-ordination, a question relative to the Library was raised by one of the members, Mr. L. Khitrov addressed the participants on Library activities on 4 May.
36. In 1989, Mrs. F. Humaidan presented training and briefings on UN Documentation and UNBIS with the co-operation of other Library's Sections to the following:

Mr. Grima, Information Officer, National Bank of Malta;  
 Mr. Zhang Wangu, Mr. Wang Caifen and Mr. Li Hiaoxiong, China Institute of Foreign Studies;  
 Mr. Lamsana Sylla, Directeur, Centre National de Documentation et d'Information pour le  
 Développement;  
 DPI/NGO orientation course participants;  
 Induction programmes for new staff members;  
 Library students, School of Library Science and Technology, Southern Connecticut  
 State University;  
 Group of students in Political Science, Vienna University, Austria;  
 Group students from the Institute for Diplomatic Studies, Riyadh, Saudi Arabia;  
 Participants to the meeting of special Library Association on Science and Technology;  
 UNIC Manila Reference Assistant;  
 Members of Association of College and Research Librarians, New York, Metropolitan area;  
 New members of the Security Council for 1990 session;  
 Mrs. Nyambi, UNDP;  
 UNIC's Information Assistants meeting at Headquarters;  
 Mrs. J. Rweyemomu, DIEC;  
 Mr. A. Banjo, Director, Library and Documentation Services, Nigerian Institute of International  
 Affairs;  
 Ms. A. Drayton, Joint Administrative Officer for the Commonwealth Countries' Permanent Mission  
 to the United Nations;  
 Ms. D. Medina, Djibouti, Mission to the United Nations;  
 Mr. Tyrence, DPI;  
 Ms. J. Burke, Joint Library, IMF;  
 Groups of Librarians, New York Public Library;  
 Ms. B.H. Stewart, Institute for Scientific Information, Philadelphia;  
 Mr. F. Marusic, UNDP;  
 Ms. M. Wachter, Librairan, International Energy Agency, OECD;

Ms. A. Schapera, Periodicals Division, New York Public Library;  
Mr. Thaug Tun and Mr. Ba Hla Aye, Myanmar Mission to the United Nations.

37. Ms. L. Vazquez monitored the program organized by Mrs. F. Humaidan for the Special Library Association's Science and Technology Division, held on June 15, in Conference Room 1, entitled Scientific and Technical Information in the United Nations. Ms. C. Davies, Data Base Manager, and Ms. L. Vazquez coordinated with the Meeting Servicing Unit/DCS, Broadcast and Conference Engineering Section/OGS, UN Security, and Ms. R. Bordcosh, Senior Reference Librarian, DIIL, to provide database demonstrations in the Conference Room, escorts to the Conference Room from the Information Desk in the GA Lobby and a tour of the Library after the program. Ms. L. Vazquez arranged for a meeting of METRO Librarians in the Library who attended a lecture on UN documentation presented by Mrs. F. Humaidan.

38. Ms. L. Vazquez met with Ms. F. Zainoeddin, PPBF/MAS, editor of the Central Evaluation Unit's newsletter, to discuss information to include in the newsletter about the external databases available at the Library. She also had several meetings with Mr. Mortensen, UNITAR, to discuss the Library's possible participation in the Second Pacific Conference on New Information Technology.

39. Ms. L. Vazquez provided demonstrations of the new IBM terminals to staff of both Reference Desks and to the Bibliography Group. After basic training in information retrieval was provided by Mead Data Central, she assisted Ms. R. Bordcosh, Senior Reference Librarian and Mrs. B. Florez-Medina, Bibliographer, in the use of various search techniques on the NEXIS data base. She attended a meeting convened by Mrs. F. Humaidan, External Relations Officer, for Mr. Ling, Systems Officer, British Ministry of External Affairs, to provide information on processing and the UNBIS system.

40. DPI organized training seminar on handling and maintenance of United Nations Documentation in December 1989. The seminar was organized for the local staff members of UNICs located in Africa in charge of the United Nations collection. Mr. J. Van Heijst addressed the participants on the electronic cataloguing.

#### Interns

41. In 1988, the Library received two interns, Ms. A. Charlet who worked in the Map Collection and Mr. L. Germond in the Legal Reference Collection.

42. Visitors to the Library included:

#### 1988

Mr. O. Sorensen, UNEP, 30 March;  
Ms. S. Connell, Canadian Institute for International Peace and Security, 18 April;  
Mr. K. Grose, Chief, UNEP Library, 12 July;  
Mr. Y. Yoshida, DPI Radio Service, 26 September;  
Ms. M. Peters, UNOG, 31 October;  
Delegation of Chinese librarians, 31 October;  
Ms. M. Wachter, OECD/IEA's Library, 26 September;  
Group of Norwegian Librarians, 12 July;  
Ms. M. Henry, Office Assistant, Amnesty International, 23 February;  
Mr. M. Elembass from Net Book International, Amsterdam, 13 April;  
Mr. D. Grubisa, Director, Yugoslav Press and Cultural Center in New York, 3 May;  
Mr. R. C. Wittenberg, Regional Representative, Blackwell North America, 4 May;  
Mr. G. Boudy Pezant, 1st Secretary, Permanent Mission of Cuba to the U.N.;

Mr. R. Rodriques, Academy of Sciences of Cuba, 11 May;  
 Mr. Taung Tun, 1st Secretary, Permanent Mission of Myanmar to the U.N., 5 September;  
 Mr. J. Mcue, National Sales Representative, Oceana Publications, 20 November;  
 Ms. C. Fifield, Dalhousie University, Canada;  
 Ms. S. Afzah and Ms. II. Akhtar, Librarians, National Assembly Library Pakistan;  
 Mr. A. Khan, Librarian, Northwest Frontier Province, Agricultural University, Peshamar,  
 Pakistan;  
 Mr. P. Pelou, Director, UNOG Library;  
 Mr. A. F. Block, Vice-President-General Manager, EBSCO Subscriptions Services,  
 Tenafly, N.J., 13 January;  
 Mr. A. J. Jacobson, Jr., Territory Supervisor, Matthew Bender and Co., Inc.,  
 Jersey City, N.J., 20 January;  
 Dr. Dorne, representative of Otto Harrassowitz, Federal Republic of Germany, 18 February;  
 Dr. K. I. Fujimoto, Economic Planning Agency, Tokyo, Japan, 6 April;  
 Mr. J. Mcue, National Sales Representative, Ocean Productions, Inc. Dobbs Ferry, N.Y., 17 May;  
 Dr. V. J. Talawar, Librarian, Mangalore University Library; India, 23 May;  
 Ms. S. Maldonado, Caribbean Project for Justice and Peace, Rio Piedras, Puerto Rico, 22 June;  
 Ms. II. Steele, Customer Services Manager and Ms. T. Feick, Blackwell's  
 Periodicals Division, 24 June  
 Mr. L. Hartman, Chief, Procurement Section DTCD, 23 August;  
 Ms. M. Goodrich, Bowker representative, 26 October;  
 Mr. C. Wittenberg, Regional Sales Manager, The Blackwell Companies U.S.A., U.K. and  
 Ms. T. Feick, Blackwell's Periodicals Service, Oxford, England, 18 August and 8 December;  
 Mr. M. T. Jones, Assistant Director, Internal Affairs Division, Commonwealth Secretariat, London,  
 U.K.;

Mr. P. Ignatieff, UNICEF Director in Tokyo, Japan;  
 Mr. N. J. Graham, Director, PEACE NET, San Francisco, CA.;

Mrs. N. Leneman, Librarian, UNOG Library;  
 Ms. D. Medina, Djibouti Mission to the United Nations;  
 Ms. T. Alhainen, Jyväskylä University Library, Finland;  
 Ms. L. Niinikangas, Tampere University Library, Finland;  
 Ms. K. Nyman, Helsinki University Library, Finland;  
 Ms. B. Del Feirro, Bureau of Language Services Librarian, IMF;  
 Ms. J. Burke, Joint Library, IMF;  
 Group of Librarians, New York Public Library;  
 Mr. D. Grubison, Director, Yugoslavia Information Center in New York;  
 Ms. M. Wachter, Librarian, International Energy Agency, OECD;  
 Ms. A. Schaper, Periodicals Division, New York Public Library;  
 Mr. Thaug Tun and Mr. Ba Hla Aye, Myanmar Mission to the United Nations;  
 Ms. L. Guy, Sales Manager, Elsevier Science Publishing Company;  
 Ms. M. Goldrich, Moitor Publishing Company;  
 Mr. R. Feffer, Oceana Publications, Inc.

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43. Sir C. Chadwyck-Healey, Chadwyck-Healey, Ltd. 13 January;  
 Ms. D. Welch and Mr. John Flood, External Relations Canada, 13-17 March;  
 Mr. A. UY, Mr. Olivero and Ms. M. Nolan, Management Advisory Service, 23 March;  
 Ms. P. Verdun, Inter-American Development Bank, 8 May;  
 Ms. J. Aquino and Ms. E. Lintag, Librarians from Manila, 18 July;  
 Mr. K. Anderse, Field Operations Division, 1 November;  
 Mr. K. Bechir, Arab League Documentation Centre, 19 December;

Ms. M. Biggs, Ms. C.A. Millard and Mr. M. Rosenz Weig, Columbia University,  
 School of Library Science;  
 Mrs. E. Stone, US Institute of Peace;  
 Mr. K. Mahmood, Researcher, National Assembly, Pakistan;  
 Ms. T. Aursory and Ms. A.K. Lide, Librarians, Technological Institute, Trondheim, Norway;  
 Mr. Lee, Singapore;  
 Mr. Nour, Dean of the Faculty of Economics, University of Khartoum, Sudan;  
 Ms. H. Hämäläinen and Ms. M. Koskenoja, Finnish International Trade Centre;  
 Mr. Munthe-Kaas, DPI;  
 Mr. R. Karlowich, Professor in Library Science, Pratt Institute, Brooklyn;  
 Mrs. Gabbert, Chief Librarian at Vienna International Center;  
 Ms. C. Goeminne, Delegation of the Commission of the European Communities to the UN;  
 Ms. O. Spencer, Los Angeles Public Library, Social Science Department;  
 Ms. D. Leach, Los Angeles Public Library, North Hollywood, Regional Branch;  
 Mr. J. Strucka, Acting-Director, UNIC Prague;  
 Mr. M. Hubbert, Heritage Foundation, Washington, D.C.

#### Depository libraries

44. The following staff members visited depository libraries:

1988

Ms. P. Farquhar, UN Depository Library, Port-of-Spain, Trinidad;  
 Ms. B. Kjolstad, the University of Aix-en-Provence, France;  
 Mr. L. Khitrov, Library of Congress, Washington, D.C.;  
 Ms. S. Stein, the Knesset Library and the Jewish National University Library, Jerusalem, Israel;  
 Mrs. F. Humaidan, Bibliothèque Inter-Universitaire Cujas, Paris, France.

45. The Publications Board considered the annual report on the 1987 programme of visits to depository libraries at its 764th meeting, held on 11 May 1987. There had been more visits than in the years past in the course of 1987 and all 45 visits had been carried out in conjunction with staff travel on annual or home leave, or mission assignments. The staff of UNICs in certain countries had also helped, as had a representative of DPI Public Inquiries. Four libraries were visited for the first time: eight were visited by UNIC staff, 32 by DHL staff members and 4 by a DPI Public Inquiries staff member. At the end of the year there were 329 depositories in 131 countries. Still no depositories existed in the following countries: Albania, Angola, Antigua and Barbados, Bahamas, Belize, Bukina Faso, Cape Verde, Central African Republic, Chad, Comoros, Congo, Democratic Yemen, Dominica, Equatorial Guinea, Gambia, Grenada, Maldives, Mali, Mauritania, Nauru, Oman, Qatar, Saint Lucia, Saint Vincent and the Grenadines, Sao Tome and Principe, Seychelles, Solomon Islands, Cameroon, Vanuatu, Zaire and Zimbabwe. Efforts continue to locate libraries in these countries which are in a position to accept the conditions of a deposit.

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46. Ms. P. Dickstein, University of British Columbia Library, Vancouver, Canada;  
 Mrs. J. Atkins, Nova University Law School, Ft. Lauderdale, Florida;  
 Ms. L. Vazquez, The British Library, London, U.K.;  
 Mrs. B. Florez-Medina, Universidad del Valle, Cali and the Biblioteca Nacional, Bogota,  
 Colombia and Barcelona University, Spain;  
 Ms. M. Haddad, University of Minnesota, Minneapolis, USA;

Mr. C. Momah, University of Nigeria, Nsukka and Port Harcourt University Nigeria.

47. The Publications Board considered the annual report on the 1988 programme of visits to depository libraries at its 760th meeting, held on 22 March 1989. There had been less visits than in the years past in the course of 1988 and all 23 visits had been carried out in conjunction with staff travel on annual or home leave, or mission assignments. The staff of UNICs in certain countries had also helped: 11 were visited by UNIC staff, 6 by DIII staff members and 2 by OLA staff members and 2 by DIESA staff members. At the end of the year there were 329 depositories in 131 countries. Still no depositories existed in the countries mentioned paragraph 45.

48. The United Nations collection deposited at Kyushu UN Association of Japan in Fukuoka City was transferred to the Fukuoka City Library.

49. A new depository library was established in Brunei Darussalam.

50. As requested by the CPC to assess the Triennial Review of the In-Depth Evaluation of the Population Programme a questionnaire was circulated to all depository libraries to solicitate their views or opinions on use of UN population programme. Questions were asked to list the UN population publications, if they display them, and if they would be willing to display them; also questions regarding surveys of readership, on interest of these publications and how often they are used.

51. Out of the 329 questionnaires sent, 116 replies were received: 74 from developed countries and 42 from developing countries. The replies were analyzed and sent to Population Division to be included in the study.

#### **Co-operation with the Training and Examination Service**

52. On 14 April, Ms. M. Hoffman gave a talk to the Seminar on Utilization of the DHL. The title of the presentation was "Management and Organization of the UN/SA Collection".

#### **Competitive examinations**

53. The Library Board of Examiners for the 1988 Competitive Examination for Promotion of General Service to the Professional category was attended by Ms. C. Davies, Mrs. F. Humaidan, Ms. N. Leroy and Ms. L. Vazquez. The Library posts were awarded to the successful candidates: Mrs. J. Modeste (UNIC Port of Spain) and Ms. M. Paniagua which were assigned to UNMPU and to Reference and Bibliographic Section respectively.

54. The Library Board of Examiners for the 1988 National Competitive Examination was attended by Ms. C. Boivin, Mrs. R. Kowitch, Mr. P. Vakhanyov and Mrs. F. Wapenyi. Ms. J. Sato participated in the oral examination only. The successful candidates were Ms. A. Banchieri (Italy) and Ms. R. Kohrs (FRG) which were assigned to Reference Bibliographic Section and EMPU respectively, who joined the Library in 1989.

55. The Library Board of Examiners for the 1989 National Competitive Examination was attended by Ms. V. Beck, Ms. Fenot Selam and Mrs. J. Sato. The successful candidate was Mr. Zvi Muskal who was assigned to Acquisition Section in 1990.

#### **Staff movements and reassignments**

56. The following staff movements occurred in 1988.

Ms. D. Chan left for maternity leave on 19 February and returned on 13 June. She was notified that her post was upgraded from G-4 to G-5, 23 June

Mr. L. Clarke returned to CMS upon expiration of SPA, 1 June

Ms. L.M. Nieves entered on duty on 3 October and was assigned to UNDOC indexing

Mr. G. Charas was reassigned from keyboarding to the Checklist Group on 5 October to cover Ms. H. Maasho's functions

Ms. N. Newell entered on duty 14 October as a replacement for Mr. G. Charas in keyboarding

Ms. M. Creeth took leave without pay as of August 1988 and resigned from the organization in December 1988

Ms. N. Caldwell was transferred to the External Materials Processing Unit from the Acquisitions Section on 21 November 1988. After a few months of cataloguing, she was assigned the responsibility for Authority Names file, previously the function of Ms. Creeth

Ms. I. Batchinskaia joined the External Materials Processing Unit in December of 1987, relieving Ms. T. Alexeyeva (UNMPU) of her part-time assistance as a cataloguer of cyrillic alphabet materials

Mr. A. Abdelsamad has been designated as Chief of Reference and Bibliography Section, 15 April 1988

Ms. E. Genille was transferred to be the Secretary of the Chief of RBS since her post was abolished as a result of the retrenchment exercise

Ms. A. Roa-Montemayor was transferred from RBS to the Collection Management Section Serials Group, 25 April 1988

In April 1988, Mr. W. Landskron assumed the position of Senior Reference Librarian and retired in October from the Library after 38 years of Service.

Ms. V. Beck was appointed as the Senior Bibliographer, 1 April

Ms. B. Florez-Medina was transferred to the Bibliography Group from the Acquisition Section, 1 September

Mr. N. Baskakov joined the Bibliography Group as a result of the National Competitive Examination, 18 September

Mr. O. Barreto, joined SRC, 11 January

Mr. O. Barreto and Mr. M. Rose were reassigned to Serials Group of the Collection Management Section, 12 September

Mr. G. Ten Hoever and Ms. M. Tawfik were reassigned from CMS to the SRC, 12 September

In July 1988, Ms. D. Loytved started working with UN/SA on part-time basis and on 21 September, she became a full-time staff member on the UN/SA Reference Desk.

The General Reference Desk staff started and completed in 1988 an in-depth training programme for Mr. N. Baskakov and Ms. B. Florez-Medina from Bibliography Group in order to enable both staff members to back up and support the General Reference Desk whenever necessary

Mrs. P. Lombardi-Snyder started maternity leave and continued on SLWOP for the rest of the year, 1 April

Ms. T. El-Erian, Chief of Acquisition Section was reassigned as Acting Chief of Collection Management Section (1 April-30 September) and Chief of CMS, as of 1 October

Ms. M. Hoffman, in addition to her duties as the UN/SA Curator she was also Officer-in-Charge of Collection Management Section, 1st January-14 April

Mr. C. Momah, appointed Chief of the Acquisition Section, 15 April

Ms. E. Drozdova entered on duty as Associate Librarian, in the function of Library Searcher, 26 August

Ms. I. Beck was recruited as temporary staff (through December 31, 1988) to replace Ms. O. Gomez who was on assignment as NL Searcher, 9 October

Mrs. M. Jituboh was recruited as temporary staff to replace Mrs. Lombardi-Snyder, 8 November

Ms. T. El-Erian went on a mission to Dubai, UAE, from 29 December 1987 to 5 February 1988

Ms. G. Isdith, who since August 1987 had been carrying out checklisting functions, assisted

with non-DHL subscriptions from January to April. She was re-assigned to checklisting functions full time on 18 April

Mr. V. Pinagotov was assigned to the functions of Documents Librarian on 15 April.

Mr. A. Cerillo, on loan from EMPU, worked on non-DHL orders from 18 April to 30 June

Mrs. R. Forte continued to have responsibility for the processing of non-DHL subscription invoices (x-Irene Beck's post)

Mr. A. Soltani was assigned to the function of NL Typist in May

Mrs. E. Zagroba and Ms. O. Gomez were re-assigned to the Senior Library Assistant's combined functions of searching and checklisting

Mrs. I. Mischoulon continued to be assigned to Library Assistant functions

Ms. O. Gomez, Senior Library Assistant, was assigned on SPA to non-DHL Associate Librarian post in November

Ms. L. Dubrovina, on loan from EMPU, did NL typing from 28 November

Mrs. F. Lombardi-Snyder returned from her extended maternity leave/SLWOP, 2 March

Mrs. I. Beck was re-engaged for three months

Mr. A. Soltani was transferred from Acquisition Section to Collection Management Section, 6 March

Ms. E. Foley participated in a goodwill tour to Semana Coral Internacional de Alava in Spain by the U.N. Singers, 30 August-8 September

Mrs. I. Mischoulon transferred to Editing Section, Publishing Division, 5 September

Mrs. A. Roa-Montemayor replaced Mrs. L. Mischoulon as checklister

Mrs. F. Lombardi-Snyder took over from Mrs. L. Mischoulon the IGO/NGO checklist, Mr. P. Perez took over countries USSR to Z from Mrs. F. Lombardi-Snyder

57. The following staff members were promoted in 1988:

Ms. T. El-Erian, P-5  
 Mrs. B. Siderakis, P-4  
 Ms. N. Leroy, P-3  
 Mrs. D. Chan, G-5  
 Ms. H. Maasho, G-5

58. The following staff members entered on duty in 1988 and were assigned as indicated:

Mr. N. Baskakov (18 September), RBS  
 Mr. M. Beauchemin (9 September), CMS  
 Ms. E. Drozdova (26 August), Acquisition Section  
 Ms. R. Kaczmarska (6 September), CMS  
 Ms. N. Newell (14 October), UNMPU  
 Ms. L.M. Nieves (3 October), UNMPU  
 Mrs. M. Jituboh (8 November), Acquisition Section  
 Mrs. G. Zambrano (31 December), CMS

59. The following staff members retired or resigned in 1988:

Mrs. M. Creeth (3 December)  
 Mr. R. Dejean (29 February)  
 Mr. R. Diaz (31 August)  
 Ms. M. Gonzalez (31 August)  
 Ms. M. Hoffman (31 December)  
 Mr. H. Kretz (31 November)  
 Mr. W. Landskron (31 October)

60. Special post allowance was granted to:

Mr. L. Clarke  
Mrs. O. Gomez  
Ms. M. Paniagua

61. The following staff movements occurred in 1989:

Ms. D. Chan was transferred from UNMPU to Systems Group, 1 February  
Ms. N. Newell left DHL for UNTAG procurement, 3 April  
Ms. J. Bennett-Henry entered on duty 1 May, replacing N. Newell  
Ms. P. Farquhar was assigned to replace Rita Kongwa in ITP, 5 May  
Ms. F. Libay entered on duty on 9 May to replace Ms. P. Farquhar in UNDOC indexing  
Mrs. J. Atkins was transferred from UNMPU to CMS, 12 May  
Ms. J. Modeste entered on duty on 9 May and was assigned to UNDOC indexing  
Ms. H. Maasho submitted her resignation in July  
Ms. I. Arnaldo entered on duty 1 August on a replacement post and was assigned to  
DOCFILE keyboarding  
Ms. Y. Chen entered on duty 7 August, after being selected through vacancy management to fill  
the post of Chinese typesetter  
Ms. K. Maeyama was given a permanent contract, effective 1 August  
Ms. E. Zilberstein, keyboarding supervisor, received a post upgrading to G-6  
Ms. L. Tegnazian, Arabic Library Assistant, was transferred to the Acquisition Section  
on 1 December  
Ms. P. Farquhar returned from Namibia on 11 December and was reassigned to ITP  
Mrs. W. Oyugi was transferred from CMS to the Office of Chief of Users' Service, 4 January  
Ms. B. Flor was transferred from CMS to the Office of Director, 17 July  
Ms. M. Kelly was transferred from the Office of the Director to CMS, 18 September  
Ms. C. Snow entered on duty on 5 June 1989 to replace Mr. L. Clarke for the duration of his  
UNTAG/Namibia Mission. He was assigned to the Loan Desk in Room L-260  
Mr. A. Soltani was hospitalized with a stroke on 18 June 1989  
Mr. A. Aujero, Co-ordinator of the UN/SA Loan Desk, left for 2 years for the UNIFIL Mission  
on 9 September 1989. He was replaced by Mr. C. Snow  
Mr. M. Beauchemin was re-assigned to the UN/SA Collection to replace Mr. L. Clarke on 21  
September 1989  
In the beginning of 1989, Mr. N. Baskakov and Ms. B. Florez-Medina assisted at the General  
Reference Desk to replace the General Reference staff members who were on mission  
in Namibia  
Ms. N. Hugo-Reyes was on maternity leave from 29 July to 17 November. Ms. W. Gadd from  
UNFPA replaced her on a short-term contract during her absence  
Ms. R. Kohrs, who successfully passed the external recruitment examination, joined EMPU  
on 24 August 1989  
Ms. R. Bordcosh was transferred from ESCWA Baghdad to DHL as the Senior Reference  
Librarian on 11 May 1989  
Ms. C. Boivin was temporarily transferred to the Office for Political and General Assembly  
Affairs and Secretariat Services

62. The following staff members participated in UNTAG mission as election officers:

Mr. D. Belai  
Mrs. H.B. Brookes  
Mrs. M. Cherif

Mr. C. Clarke  
Mr. F. Daif  
Ms. P. Farquhar  
Ms. N. Gines  
Mr. W. Jefferson  
Mr. R. Kongwa  
Mrs. R. Kowitch-Galatola  
Ms. N. Leroy  
Ms. L. McGonigle  
Ms. R. Noona  
Mrs. D. Opperman  
Mr. J. Orrero  
Mr. A. Sidorenko  
Ms. I. Sommerfeld  
Mrs. F. Wapenyi

63. In 1989, the following staff members were promoted:

Mrs. J. Atkins, P-4  
Mr. C. Albert, P-3  
Ms. N. Gines, P-3  
Mrs. D. Chan, G-6  
Mrs. L. Tegnazian, G-6  
Mrs. E. Zilberstein, G-6  
Mrs. G. Isdith, G-5  
Mr. J. Orrero, G-5  
Ms. I. Doubrovina, G-4  
Ms. J. Asfaw, G-3  
Mrs. W. Oyugi, G-3

64. In 1989, the following staff members entered on duty and were assigned as indicated:

Ms. I. Arnaldo, (1 August) UNMPU  
Ms. A. Bancheri, (2 July) RBS  
Ms. J. Bennett-Henry, (1 May) UNMPU  
Ms. Y. Chen, (7 August) UNMPU  
Mr. K. Davezak, (20 September) CMS  
Mr. M. Galatola, (23 June) CMS  
Mr. J. Henricks, (5 September) CMS  
Ms. R. Kohrs, (23 August) EMPU  
Mr. H. Kretz, (20 September) CMS  
Ms. F. Libay, (14 September) UNMPU  
Mr. C.J. Lockett, (24 April) Acquisition Section  
Ms. J. Modeste, (1 May) UNMPU  
Ms. C. Nadres, Acquisition Section  
Ms. K.M. Silancruz, (19 July) CMS  
Mr. C. Snow, (5 June) CMS  
Mr. T. Yohannes, (8 May) Acquisition Section

65. In 1989, special post allowance was granted to:

Mr. B. Belai  
Mr. G. Charas

Ms. B. Flor  
Ms. E. Foley  
Mrs. K. Guha  
Mrs. M. Kelly  
Mrs. E. Zagroba

66. The following staff members retired or resigned in 1989:

Mr. H. Kretz, 30 November  
Ms. H. Maasho, 30 June  
Mr. M. Mabrouk, 30 November  
Ms. E. Zilberstein, 30 November

67. We regret to announce the death of our colleague Mr. J. Archange, 19 December.

### III. PROCESSING OF MATERIALS

#### Processing of United Nations Materials

68. During the period 1988-1989, regular indexing and input into the data bases proceeded normally, despite staff shortages and during 1989, the departure of five staff members, for varying lengths of time, for service in Namibia. UNDOC issues and most Indexes to Proceedings were submitted for reproduction in a timely fashion, however, the Chinese-language indexes fell behind schedule, as the post of library assistant (typesetter) was under vacancy management for seven months.

69. During the period under review, a major impetus was given to filling in gaps in DOCFILE. In co-operation with the UN/SA Curator, general claim letters were sent to a number of overseas offices, including the UN University, UNEP, HABITAT, the World Food Programme, and the UN Office at Vienna, reminding them of the importance of sending copies of all documents and publications to both areas of the Library. In addition, arrangements were made with the Regional Commissions Liaison Office to have their duplicate copies of ESCAP, ESCWA, ECA and ECIAC documents sent to UNMPU. Using computer jobs developed to help identify gaps, specific projects were undertaken in the following areas; all sales publications back through 1978, all narcotic drug series back through 1979 (to meet the needs of the Division of Narcotic Drugs), all resolutions and decisions of the four major organs back through 1979, all remaining documents of the major organs for 1987 and 1988. Except for the first project, which continues into 1990, the above tasks were basically completed and the project as a whole has become ongoing work. Finally, efforts were begun, in co-operation with the UN/SA Curator, to identify gaps in serials, in this connexion, the Curator's area was provided with a list of all serials currently in DOCFILE.

70. Some efforts were also directed towards retrospective indexing, although these were necessarily limited in view of staffing shortfalls. To complement the retrospective indexing of administrative issuances undertaken earlier, and to provide a service for the Staff, Regulations and Rules were indexed analytically and added to the data base. Another project well under way and scheduled for completion in 1990 was the indexing of all Security Council resolutions back to its inception in 1946. Security Council resolutions are also being gradually added to RESFILE, where they were available back to 1974 at the end of the period.

71. During the two-year period, in total, 19,636 documents were indexed for DOCFILE at Headquarters, while 24,943 records, originating in New York and Geneva, were added to the data base. The number of records in DOCFILE exceeded 121,000 by the end of 1989. A total of 8,505 documents were indexed in English for the Indexes to Proceedings, while 22,845 records were keyboarded for the Index to Proceedings and Index to Speeches data bases. In addition, 19,062 French-language records were created automatically for the two ITP files. 17,377 documents were indexed for the manually-produced Indexes to Proceedings in Arabic and Chinese.

72. In addition to the bibliographic data bases, substantial input was made to various other files. 171 descriptors were added to Thesaurus File while 3,980 records were added to Agenda File and 249 records to Series Symbol File. Furthermore, the text of 817 General Assembly, Economic and Social Council and Security Council resolutions were added to Resolution File and 737 voting records of the General Assembly and Security Council were added to the Voting Records File.

#### **Co-operation with Geneva Library and UNBIS Network**

73. In 1988 the UNOG Library continued to process the series it had previously undertaken for DOCFILE; UNCTAD (TD/), International Law Commission (A/CN.4/), Commission on Human Rights (E/CN.4), Executive Committee of the High Commissioner's Programme (United Nations High Commissioner for Refugees) (A/AC.96/), Committee of Experts on the Transport of Dangerous Goods (SI/SG/AC.10), ECE Committee on the Development of Trade (E/ECE/TRADE/) and ECE Inland Transport Committee (E/ECE/TRANS/). A total of 3,013 UNOG records were contributed in the course of the year, of which 1,779 were included in *UNDOC: Current Index*.

74. In 1989, the UNOG Library assumed responsibility for indexing additional document series: Economic Commission for Europe (General Series) (E/ECE/), Executive Body for the Convention on Long-Range Transboundary Air Pollution (E/ECE/EB.AIR/), Senior Economic Advisors to ECE Countries (E/ECE/EC.AD/), Senior Advisors to ECE Governments on Environmental and Water Problems (E/ECE/ENVWA/), Senior Advisors to ECE Governments on Science and Technology (E/ECE/SC.TECH./), Meetings of Government Officials Responsible for Standardization (E/ECE/STAND/), Joint Advisory Group on the International Trade Centre UNCTAD/GATT (ITC/AG/), Monographs on Trade Channels (ITC/SMR/) and the Monthly Bibliography (UNOG Library) (SI/GVA/LIB/SER.B/). A total of 2,962 UNOG records were contributed in the course of the year, of which 1,668 were included in *UNDOC: Current Index*.

75. Ms. L. Vazquez sent to Ms. N. Leneman, Chief of Reference Service, UNOG Library, the following information: DHL search statistics for searches on external databases, information on the contractual status with external vendors, the service that these vendors provide, a list of major vendors, information about training that is provided by these vendors, sample documentation used with DHL search service and SDI service, guidelines for conducting online searches, and sample search requests which were processed by the use of external databases. A copy was sent to Ms. Susanne Rodin.

76. She also contacted librarians at New York University's Bobst Library, Columbia University's Business Library, and the New York Public Library to arrange for a visit from Ms. S. Rodin, UNOG Library and Mr. N. Leroy, DHL. The visit included an explanation of the online services each library provides on commercial databases.

#### **System Outputs**

77. In 1988, four quarterly issues of *UNDOC: Current Index* were submitted for reproduction, and the 1987 cumulation was prepared on tape and produced on COM fiche through an outside vendor. 1989

also saw the submission of four quarterly issues, as well as the production of the 1988 cumulation through the same vendor, Data Fiche Services. 19 *Indexes to Proceedings*, in Arabic, Chinese, English and French were also submitted for reproduction (9 in 1988, 10 in 1989). The second edition of the *UNBIS Reference Manual for Bibliographic Description* was completed and issued early in 1988.

78. A number of additional computer-generated products were issued, including 62 copies of Series Symbol file printouts and 17 copies of Agenda File printouts. Three UNBIS Thesaurus supplements were produced and distributed. Several minicatalogues were also produced, to meet the needs of user departments. The first issue of the catalogue of UNDP Governing Council decisions, from the beginning though 1987, was delivered to the Governing Council secretariat in May of 1988. A supplement for issuance by UNDP, containing the 1988 decisions, as well as a cumulation for their internal use, were produced in January, 1989. UNEP was provided with a new minicatalogue, incorporating the decisions of the first special session of its Governing Council, in August, 1988. Finally, several updated versions of the Minicatalogue of Administrative Issuances were sent to the Administrative Management Service, with additional copies provided to users in OHRM and the Field Operations Division upon their request.

79. Automatic translation of General Assembly Index to Proceedings and Index to Speeches records from English to French was set up.

80. The *UNBIS update*, as announced in the 1988-1989 publications programme was not issued as well as *UNBIS Pamphlets*.

#### **External materials**

81. As stated in the 1987 annual report, the processing of Arabic materials was placed under the direct supervision of Mr. Frank S. Nakada, Chief of Technical Operations and Processing Service. The manning table of External Materials Processing Unit, however, was never adjusted to reflect this change (i.e. EMPU's manning table for professionals shows 8 posts instead of the 7 which we have in fact). EMPU did not receive any monographs in Arabic for inclusion in CBI.

82. New features were added to the abbreviations facility to standardize them across files and between New York and Geneva. Preparation of UNBIS records for inclusion in the Research Libraries Group RLIN network was completed.

83. Ms. T. Alexeyeva was assigned on a part-time basis from UNMPU in order to do retrospective cataloguing of cyrillic alphabet materials for the database. This special conversion project was stopped as of October 1989. The conversion cataloguing of non-official serials for the database which started in May 1988 continued.

84. In order to facilitate future deletion of articles catalogued for the database and for which DHI no longer has holdings, it became necessary to add a special code to the catalogued entry of each periodical. Out of 800 periodicals included in the list of periodicals consulted for the selection of articles, approximately 130 had to be re-catalogued for the database.

85. Ms. E. Lo assisted Mr. M. Galatola (replacement of Ms. M. Cherif) of Collection Management Service, in generating from CATFILE and DOCFILE a list of frequently requested periodicals on the environment held in the Dag Hammarskjöld Library. She also participated in generating a list of non-official periodicals held in the Dag Hammarskjöld Library from CATFILE. She also assisted the Systems Development Group on a full-time basis from 1 December 1989 to 9 January 1990 in the preparation of the UNBIS on-line manual.

86. Ms. J. Sargologo and the Chief of EMPU spent approximately 200 hours each as members of the Library's Task Force for the re-organization of the Dag Hammarskjold Library.

87. The alarming increase of sick leave time taken by some staff members (particularly in General Service category), is proving disruptive in terms of work flow and demoralizing for the rest of the staff who have to carry on the work load.

88. In 1990, EMPU and the Systems Development Group will explore the possibility of converting RLIN records which are in MARC format to UNBIS format. This will enable EMPU to download RLIN records in order to facilitate copy cataloguing.

89. Micro computers have been ordered and are expected next year. They will be assigned to the cataloguers. Books cards and spine labels are produced by the computer.

#### **UNBIS Training**

90. The on-line database co-ordinator provided a briefing and demonstration on UNBIS for the Office for Ocean Affairs and Law of the Sea and attended a demonstration of the Law of the Sea Information System data base. She also provided an average of 3 hours per month of UNBIS user support service, assisting both library and external UNBIS users with search strategies, search techniques.

91. She trained a total of 24 persons from the Library, other Secretariat offices and missions during 1989. This includes basic training, refresher sessions and customized courses. She processed 194 ad hoc search requests from UNBIS and external database files during 1989; she provided 11 on-line demonstrations of UNBIS, and other external databases during 1989 and she maintained 45 SDI profiles and prepared and distributed meetings notices and minutes for each meeting of the Systems Development Group.

### **IV. MANAGEMENT OF THE COLLECTION**

#### **A. ACQUISITIONS**

##### **a) United Nations and specialized agencies materials**

91. The UN/SA Collection grew in hard copy by 116,105 pieces in 1988 and in microforms by 52,572 and by 130,972 pieces and 15,934 microform cards in 1989. Total for 1988/1989 was 247,077 hard copy additions and 31,855 in microform additions. (of 1987: 127,861 pieces and 13,926 microforms).

93. Of this 98,557 documents were issued by the United Nations and 17,548 by the Specialized Agencies in 1988. 113,651 documents were issued by the United Nations and 17,321 by the Specialized Agencies in 1989 (of 1987: 107,890 UN and 19,971 SA). Total United Nations documents added to the Collection for the 2 years 1988/1989 was 212,208 and Specialized Agencies for 1988/1989 was 34,869.

94. Of this 6,489 UN/SA serials were added to the Collection in 1988 and 7,096 serials in 1989. Total UN/SA serials added was 13,585 (of 1987: 7,654). United Nations serials account for 1,395 in 1988 and 2,288 in 1989. Total United Nations serials in 1988/1989 was 3,683. (of 1987: 1,719). Specialized Agencies serials were added as follows: 5,094 in 1988 and 4,808 in 1989. Total for 1988/1989 was 9,902 pieces (of 1987: 5,935).

95. A total of 7,423 claims were sent out as part of the systematic claiming procedure in 1988 and 9,641 claims in 1989. Total claims sent out in 1988/1989 was 17,064 (of 1987: 8,689).

96. In the UN/SA Collection 182,135 pieces were filed and shelved in 1988 and 236,369 pieces in 1989. Total filed and shelved pieces in 1988/1989 was 418,504 (of 1987: 150,186). These figures represent a substantial growth in number of material used in the UN/SA Collection over the past 2 years.

#### **Relocation of Specialized Agencies Collection**

97. In a special project undertaken in July and August 1989, the Specialized Agencies Collection located in the 3rd basement was reorganized, moved and reshelved. Total of 1,555 shelves of documents were shifted, rearranged and expanded on 1,864 shelves with the provision of space for growth in the next five years.

#### **Withdrawals**

98. In 1988, 1,990 documents were withdrawn from the UN/SA Collection and in 1989 3,150 documents. Total for 1988/1989 was 5,140 pieces withdrawn (of 1987: 1,261).

#### **Microfiche conversion**

99. A micro-computer and laser printer were installed with dBase III plus, Multilingual Scholar and Harvard Graphics software for the control of microfiche.

100. Under the programme of selective conversion of United Nations documents and publications into microfiche performed under contract with NCR 15,921 in 1988 and 15,934 in 1989 microfiche masters were prepared. Total for 1988/1989 was 31,855 masters prepared (of 1987: 13,926). This corresponds to 9,045 documents in English in 1988 and 22,704 in 1989, total for 1988/1989 31,749 documents (of 1987: 7,200); 11,985 masters were prepared in French in 1988 and 9,190 in 1989, total for 1988/1989 21,175 documents (of 1987: 6,081); 3,654 documents in Russian in 1988 and 3,035 in 1989, total for 1988/1989 was 6,689 documents (of 1987: 6,825); 6,741 documents in Spanish in 1988 and 12,287 in 1989, total for 1988/1989 19,028 documents (of 1987: 6,519); and 2,051 in 1988 and 4,664 in 1989 bilingual or multi-lingual documents were prepared for microfiche. Total bilingual documents in 1988/1989 was 6,715 (of 1987: 2,417).

#### **Binding activities**

101. The UN/SA Collection sent 1,505 pieces for binding in 1988 and 1,373 in 1989. Total for 1988/1989 was 2,873 pieces (of 1987: 1,196).

#### **b) Development of the external collections**

##### **Meetings of Selectors**

102. Four meetings of selectors were held in November-December 1988. The selectors agreed on all of the agenda items prepared, including effective procedures for co-ordination of selections and requests as well on the nature and priorities of the external collection.

##### **Selectors Newsletter**

103. In November of 1988 for the first time a newsletter was prepared under the title: *News of interest to*

*selectors* and was distributed to all DHL Selectors and members of the Monographs and Serials Committee. The Newsletter was issued three times in 1989.

### **Backlog of Pending Selections in Acquisition**

104. In 1988 after several meetings with the Acquisition Section, it was agreed that approximately 1500 selectors' selections which had accumulated over the past years would be reviewed. Approximately 25-30% of the titles were eliminated. Among these were a high percentage of Spanish language and English language monographs whose date of publication precluded their value to the collection. Every effort was made to proceed with the requests for reference materials and materials of permanent interest to the collection.

### **Blackwell Approval Plan**

105. In 1989 after many discussions and much planning the Collection Management Section and the Acquisition Section decided to begin acquiring books through the Blackwell Approval Plan. An extensive profile of the Library's holdings and areas of interest was completed and served as the basis for the materials sent by Blackwell to the DHL. It was decided to have bibliographic slips sent, rather than to receive books directly. This was both to make sure that the profile accurately reflected our needs as well as to postpone solving some of the bureaucratic problems of receiving books directly. By December we had received the first titles on the plan and we were cautiously enthusiastic.

### **The Monographs Committee**

106. The Monographs Committee held its weekly meetings throughout the two years. The statistics are as follows:

	<u>1988</u>	<u>1989</u>	<u>Total</u>
Monographs approved for acquisition	862	1877	2739
Monographs to be obtained by purchase	786	1601	2387
Monographs to be obtained as gifts or through exchange	76	276	352
Monographs to be acquired, by language:			
Arabic	N/A	N/A	N/A
Chinese	N/A	N/A	N/A
English	657	1512	2169
French	60	59	119
German	2	37	39
Russian	89	137	226
Spanish	36	121	157
Other languages	18	11	29
Monographs requested by substantive offices or reference collections	212	N/A	219

107. Mrs. F. Wapenyi, Order Librarian, continued as in previous years to attend the Monographs Committee meetings on behalf of the Section until her departure on Mission to Namibia in April. In her absence the meetings were attended by Mrs. B. Brookes, Ms. E. Drozdova, or Mr. V. Finagentov.

## **Serials Committee**

108. 12 Serials Committee meetings were held in the year at which the Documents Librarian presented governmental and IGO serials. All other committee meetings, also attended by the Documents Librarian, non-official serials were presented by the Serials Librarian (CMS). Of the serial titles submitted by the Documents Librarian, 553 titles were added to the checklist. 628 titles were either withdrawn or transferred, mostly from the Statistical Branch Library to the main stack collection. 15 CD-ROM titles were submitted to the Serials Committee for approval and purchase.

## **Advisory Committee on Collection Management**

109. The Advisory Committee, with Mr. J. Fuchs as the Chairperson, held three meetings on 6, 11 and 25 April 1989 to discuss its agenda. It was the first meeting held by the Committee in approximately seven years. Minutes of the series of meetings were issued in the first half of May 1989. The Chief of Acquisition Section attended the three meetings of the ACCD held in April 1989.

### **c) Management of the External Collections**

#### **U Thant's Personal Library**

110. U Thant left his personal Library to the DHL. The books have been stored in cartons since his death. In 1989 the contents of the 85 cartons were reviewed to determine if any of the materials were of any relevance to the collection. Most titles were either outdated or were already held in the collection. Approximately 30-35 titles were added to the collection. Most of those dealt with the United Nations and were added to the UNX collection.

111. Meetings were held with representatives from the government of Myanmar to see if they were interested in acquiring the collection. They said that at this time their country lacked the resources to utilize or process the materials.

## **B. SERIALS OPERATIONS**

112. Throughout 1988 and 1989, emphasis was put on re-cataloguing for UNBIS as many non-governmental serial titles as possible. By the end of 1990, approximately 90% of these titles were included in CATFILE.

113. One of the most important by-products of this recataloguing was the issuance in October 1989 of a computer-generated *Preliminary List of Serials in UNBIS: Part I - Serials Recorded in the Non-Governmental Checklist*. (464p. Unpublished). Besides being used as a collection development and management tool, this list is also used by the staff at the External Loan and General Reference Desks to more expeditiously provide patrons with information on serial holdings and call numbers.

114. Also computer-generated in October 1989 was a *List of Frequently Requested Periodicals Available in the Dag Hammarskjöld Library on the Environment*. (9 p. Unpublished).

115. The Serials Group's annual *List of Newspapers Currently Received in the Dag Hammarskjöld Library* was issued in September 1988 and 1989.

116. In June 1988, one of the Library's major North American subscription agents, EBSCO, offered a free terminal, installation and telecommunication time so that the Serials Group could claim missing serial issues electronically. Not only was this a vast improvement in the Group's claims to EBSCO, it also

allowed the Group to finally be able to connect to UNBIS. Prior to this, the staff of the Serials Group had to rely on microfiche, computer-generated lists of UNBIS serials titles or, perhaps even most inconveniently, on terminals located in different sections, on different floors. Although connect and response times are slow and some rather exotic things occur on the terminal's screen from time to time, the Serials Group is very much indebted to EBSCO who, ironically enough, were the ones to provide them with access to their own "house-records".

117. Although a cable was run between the Acquisition Section (from LIBACQ) to the Serials Checklisting Room, no connection was ever made, presumably as the future of LIBACQ is itself unclear.

118. A review of periodicals on display in the Periodicals Reading Room was undertaken in 1989 to ensure that they were current and represented as wide as geographic, linguistic and range as possible.

119. In the Fall of 1989, the Serials Group was visited by two members of the Internal Audit Division. Operations of the Group were discussed with the Acting Serials Librarian and the staff. Although some observations had some validity, others were completely inaccurate. Thus, their report lacked both balance and proportionality. Errors made in copying supporting documentation elicited erroneous interpretations and misplaced allegations. Additionally, negative statements were made without any elaboration or explanation.

120. One valid observation made, however, was the necessity for systematic and thorough claiming, a procedure which cannot be effectively performed in a non-automated environment with limited staffing resources.

121. A special activity dealing with the circulation of periodicals was undertaken when a major periodicals stacks project spotlighted the high incidence of periodicals which are never returned after routing.

122. As a first step in dealing with this problem, the Serials Librarian in 1988 sent personally addressed memoranda to all staff members receiving library materials on circulation so that they would reaffirm their interest in these materials and verify that the room number and extension recorded in the circulation file were indeed the current ones. Subsequently, to each journal circulated was affixed a neon red sticker reminding the staff of the importance of prompt circulation and final return to the Library. The exercise had positive results.

123. Another neon sticker was designed and effected very positive results both for the Serials Librarian and the staff at the External Materials Loan Desk. In the past, a mimeographed piece of paper was stapled to a borrowed issue of a journal, indicating the date by which it had to be returned. This rather unofficial piece of paper was frequently detached during use. Consequently, when the issue was returned to the Library, the staff, not knowing that there existed corresponding loan records which had to be cleared, automatically reshelfed it. Besides the problems with inaccurate loan records which ensued, this system also precluded any way in which periodical titles could be checked to determine usage after circulation. Now, with the new neon sticker, the staff at the Loan Desk can instantly identify those serial titles which are being returned from loan and the Serials Librarian can ascertain, by a simple glance at the covers of journal issues, which titles are frequently consulted and, perhaps more importantly, which titles are never consulted after shelving.

### C. EXTERNAL COLLECTION: STACKS AND LOAN SERVICES

124. In 1988, the operations of the Periodicals Loan Desk were severely affected as a result of vacancies which could not be filled because of the organization-wide post reduction and retrenchment exercise. There was, additionally, an alarming rate of absenteeism.

125. With adequate staffing resources unavailable, a creative solution had to be found. Consequently, in March 1988, the Serials Librarian proposed that the separate loan desks, which were servicing the main and periodicals stacks respectively, be merged. This merging would utilize existing staff resources to the maximum and streamline operations to the minimum.

126. The proposal was approved by the Chief of Users' Service and effective 1 April 1988 the "External Collection Loan Desk" came into existence. It is located in the Periodicals Reading Room and services all requests for non-United Nations materials, regardless of format. It is serviced by the same staff who are responsible for stacks maintenance of the non-United Nations Collection.

127. Once the staffing solution was found, it was incumbent upon the staff to rectify all the irregularities which had occurred during the "leaner" months. Major reviews were undertaken to correctly file loan records in call number sequence and then check the holdings in the stacks against these loan records. This survey of approximately 4,000 loan records showed that 30% of the titles recorded as "on loan" were in fact shelved in the stacks - without benefit of book cards!

128. Another major project undertaken in 1988 was an exhaustive housecleaning of the periodicals stacks. Working from a computer-generated printout arranged by call number, the staff checked the shelves against the assigned retention period for each title and weeded out those issues which preceded this period. They then filed chronologically the remaining issues as this weeding had apparently not been done for at least a 10 year period. Statistics were kept not by number of issues discarded but rather by hamper load! General statistics kept for this period note that, besides the weeding of approx. 14,000 issues which pre-dated the retention policy, there were also holdings discarded for 610 titles which had already been withdrawn from the collection. Upon completion, 760 shelves of material had to be moved.

129. Because these projects required major blocks of time without interruption it was necessary for the Library to shorten its hours of service while they were being carried out. Consequently, for the period 1 August - 16 September 1988, library loan service (with the exception of "emergency cases") were only provided on Mondays and Fridays.

130. These projects were most successful and besides resulting in the stacks reflecting more accurately the collecting and retention policies of the DHL, they also resulted in a great reduction in the amount of time necessary for an item to be retrieved from the shelves.

131. Unfortunately, until December 1988, the staff servicing the loan desk were working in a "make-shift" atmosphere but with the arrival of the new multi-component loan desk, the situation improved dramatically.

#### **Book Sale**

132. Due to the necessity of using the 3rd basement stacks area for the ever expanding UN/SA Collections, it was decided to review the external materials stored there. The vast majority were titles withdrawn from the Collection. They were traditionally held for a year and then sold at a book sale. The book sale will no longer be held, in as much as there is simply no space in the Library to store these obsolete volumes. The few relevant titles were transferred to the 2nd basement stacks.

## **Missing Books**

133. Checkout cards for missing titles had accumulated since 1956. The Collections Librarian over the course of 1989 reviewed the approximately 900 titles with the participation of the appropriate selectors. All titles which were deemed relevant were reordered when possible. The withdrawal of all other titles from the Collection was initiated. The Library lacks a coherent policy regarding charges for lost and/or missing books. The Advisory Committee on Collection Development will discuss "INSTRUCTION/SAL/3." dated 7 June 1967 and decide if it should be revised and/or amended.

## **V. SERVICE TO READERS**

134. The Reference and Bibliography Section continued, during 1988 and 1989, fulfilling its mandate to provide reference and bibliographic support to the Secretariat staff in carrying out the United Nations work programmes as well as to the Permanent Missions and Delegations. The reference service also extended, as feasible as possible, its services to the Specialized Agencies community, mass media, educational institutions and individuals researchers. In fulfilling its mandate, the reference staff of the Section answered, at its five reference points, a total of 59,369 queries in 1988, a total increase of 4557 queries or 13.02% from 1987. In 1989, the number of queries were 63,229 with an increase of 3859 from 1988 or 16.40%. 263 outsiders used the Library in 1988 and 233 in 1989. There was a 7.76% decrease from 1988.

135. During this period under review, the Reference Staff participated in the following Committees: The Serials and the Monographs Committees, the United Nations Thesaurus Committee and the Committee on Automation. The UN/SA Reference Librarian/Coordinator was the main selector for the United Nations External Material. Mr. A. Sidorenko was designated in November 1988 as a selector for the Russian language collection and Ms. D. Løytved was also nominated as the selector for the German language material.

136. The Section in October 1989 also contributed to the Revision of the Directive A.24 (Annex III) Policy concerning Legislative Bills.

137. The map Librarian submitted the selection requests for the map and monographs as part of map Collection Development.

138. In the UN/SA Collection 40,378 loans were requested in 1988 and 35,433 were fulfilled; in 1989 38,930 loans were requested and 38,296 were fulfilled. Total for 1988/1989 79,308 loans were requested and 73,308 loans were fulfilled (of 1987: 30,186 requested; 27,504 fulfilled). These figures represent growth in requests of 25%.

139. New detailed hourly schedule was introduced for manning of the two UN/SA Loan Desks: Room L-260 and Room L-B3-79. The schedule is prepared weekly and aimed at assuring uninterrupted service during lunch time/break periods, vacation or sickness of the staff members at the Loan Desks.

140. UN/SA Loan Desk recalled 620 overdue documents in 1988 and 575 in 1989. Total recalls for 1988/1989 was 1,195 (of 1987: 367). These figures represent 50% growth in number of recalls.

## **Inter-Library Loan**

141. Inter-library loan statistics were tabulated together with the overall CMS statistics without the breakdown for United Nations and non-United Nations transactions.

## Photocopying

142. In the UN/SA Collection 3,429 photocopies were made for the users in 1988 and 4,782 in 1989. Total for 1988/1989 was 8,211 (of 1987: 3,549). In addition, photocopies made by the users were 153,813 in 1988 and 159,304 in 1989. Total for 1988/1989 was 313,117 photocopies made (of 1987: 173,600). New photocopy machine was installed in Room L-B3-79 in June 1988. This permits to photocopy documents in the 3rd basement stack areas instead of carrying them to the 2nd floor for xeroxing.

## General Reference Desk

143. Besides weeding, maintaining, and developing its Collection, the General Reference Desk provided to its users, reference and bibliographic information entailing heavy usage of NEXIS and UNBIS data bases. Also, the Reference staff updated its vertical and reference files to include an additional 422 Reference cards which were either prepared or updated, 407 publications were scanned for annotations and 6531 Congressional publications were examined as well as 278 Cataloguing decisions were taken. Below is a table showing the operations in 1988 and 1989.

	<u>1988</u>	<u>1989</u>
Cataloguing decisions	122	156
Congressional publications examined	3100	3431
Publications scanned for annotation	1574	2504
Reference cards prepared and updated	179	243

## UN/SA Reference Desk

144. In order to provide both current and retrospective information quickly and efficiently, as well as to overcome the existing gaps in and slow response time of the UNBIS database, the UN/SA Reference staff during 1988 and 1989 continued to screen, collect and analyze material either to compile new files or update old ones.

145. Among the major files that were compiled or updated were:

- a) Disarmament file prepared on the occasion of the 3rd Special Session on Disarmament;
- b) Reference reading lists for G-P examinations;
- c) Bibliography on the Question of Western Sahara (1963-1988);
- d) List of reports of conferences conducted under the aegis of the United Nations;
- e) List of Security Council vetoes;
- f) Declaration file;
- g) Legal instruments relating to Maritime Law;
- h) Statements of Head of States and Dignitaries delivered to the General Assembly;
- i) List of Treaties and Conventions relating to educational and cultural matters;
- j) A selective listing of various peace plans, proposals and initiatives;
- k) Vertical files relating to various United Nations Institutes and Centres;
- l) Cumulative listing of sources for environmental treaties and conventions;
- m) Consolidated listing of recurrent publications.

146. Among the ongoing projects were the continuous updating of the reference list file, a card index created in 1977, which cites reference sources issued by the United Nations system, the file was expanded to include about 500 additional cards.

147. Additionally, the Reference staff transferred some of the existing reference files to Wang diskettes as well as submitted proposals for the automation of UN/SA reference files. A project to replace missing material from UNX was also started and completed.

### Library Passes

148. 263 passes were granted to outsiders in 1988 and 237 in 1989. The 7.76% decrease was due to the fact many applicants could find the requested material in United Nations Depository and other Libraries in the region (cf. to Library Directive A.24 passes).

149. The categories of users granted passes were as follows:

	<u>1988</u>	<u>1989</u>
Representatives of academic community:		
Faculty and students	112	133
Representatives of governments	7	9
Representatives of law firms	12	2
Representatives of the business community	16	6
Representatives from Missions	-	22
Others (including librarians, private researchers and representatives of research institutions and the news media	116	61
	—	—
Total	<u>263</u>	<u>233</u>

### Bibliography Group

150. The Bibliography Group continued to index and analyze material for the *Current Bibliographical Information* (CBI). It also issued the following bibliographies:

- 1) *United Nations Human Rights Programme, 1984-1987. (1988)*
- 2) *Disarmament and the United Nations, 1984-1987. (1988)*
- 3) *Economic development issues and the United Nations, 1984-1987. (1988)*

151. In April 1988 Mr. W. Landskron assumed the position of Senior Reference Librarian and Ms. V. Beck became the Senior Bibliographer. In September 1988 Ms. B. Florez-Medina was transferred to the Biblio Group. Mr. N. Baskakov, recruited through the external entrance examination, was also assigned to the Bibliography Group. Ms. E. Genille's post was abolished in line with the Organization's retrenchment exercise and she was assigned to the Office of the Chief of Reference and Bibliography.

152. The Bibliography Group was operating with a minimum staff for several months in 1989. Ms. B. Florez-Medina and Mr. N. Baskakov took turns working at the General Reference Desk to replace two reference librarians who were on mission in Namibia. It was very disruptive to their training and created a backlog of articles to be analyzed.

## Map Collection

153. Major projects the Map Collection undertook during 1988 and 1989 were, a) the partial weeding of the monograph collection and filling in the gaps, b) the continued approving of flags (308 flags were verified) for the Security Office (and 33 flags) for the United Nations Postal Administration, c) and the continued lamination of maps for the Department of Special Political Affairs. Work also started on a project with the nautical charts which involved their reorganization.

154. Another important activity which also the Map Collection undertook was a display in the Map Room entitled "Status of Topographic Mapping of the Americas." This topic was chosen in anticipation of the Cartographic Conference for the Americas which took place at the Headquarters in January 1989.

155. The Cartographic microfilm archive project was rejuvenated with the Cartographic Unit of the Publishing Division. Addition maps were reproduced on microfiche by Micro Color, and indexed within the Map Collection. A list of Cartographic bibliographies was compiled of sheet maps of Democratic Kampuchea and Nicaragua, as well as an Inventory of wall maps was undertaken. The Map Collection was then proposed as the site of the Official Archival Collection of the International map of the World at the Millionth Scale.

## Legal Reference Collection

156. Work continued on the 1983 through 1988 edition of the Juridical Yearbook Bibliography (1988). The editions for 1983 and 1984 of the Juridical Yearbook Bibliography were extensively revised to include enough entries to cover the respective years (1989). 325 new titles were selected for the Collection in both 1988 and 1989.

## Statistical Reference Collection

157. A thorough review of the stacks was started in June 1989 to continue through 1990. There has been a close co-operation between SRC and Transnational Corporations (TNC) which enabled the SRC to extend its services to the Centre for Transnational Corporations (CTC) users.

## Major Problems to be addressed in the 1990

158. The Section continued to face major problems which affected negatively the services. Main problems were:

1. The inadequated security and control procedures in the Library
2. The gaps in DOCFILE. The work of the UN/SA Reference Desk was hampered by the existing gaps and the Staff has to create and rely heavily on the newly compiled files in order to serve efficiently the users.
3. The need for additional training for the UNBIS users. Many permanent missions linked to UNBIS were not able to use UNBIS efficiently. They had to rely extensively on the UN/SA desks to answer their questions.
4. The gaps in the United Nations Collection. There were many gaps in the UN/SA collection as well as in DOCFILE. This resulted in the unmatching between the actual and the database collections. Some documents were only in the collection and others were only in the database or vice versa.
5. The shortage of staff during 1988. There was a shortage at the UN/SA Reference Desk and

hence the desk could not cope fully with the process of analyzing the reference files. This was overcome in 1989 by the filling of vacant posts. At the Legal Reference Collection, the G-4 post remained unfilled, as a result, many functions, activities and projects were not started and only the essential tasks were performed. At the Statistical Reference Collection, the heavy turnover of staff affected the smooth functioning of work.

6. The acquisition of equipment for automation. Moreover, during the period under review, the Section strived to acquire the necessary automation equipment in order to have access to the available databases or to automate its internal reference tools. The SRC and the Map Collection remained without a terminal and consequently unautomated. The LRC Wang Station did not serve the purpose since the "Dial Up System" was not efficiently working.

7. The need for more cooperation among the various units in the Library and specially between the Reference and UNMPU sections. Lack of cooperation hampered the work of the UN/SA referenceDesk.

### **On-line services**

159. Version 5.0 of the UNBIS On-line Retrieval System, UNIQUE, was released, containing substantial improvements over previous versions. The UNBIS On-line Users' Manual was published in December 1989 to accompany the release of Version 5.0. The major enhancements are as follows:

Help information and documentation is provided on-line. Most screens have instructions on how to proceed, go back and get help. The Help facility can be used when the screens do not provide enough information;

All database keys are in uppercase only in the index. However, keys may be entered without regard to case;

On most keyed search specification screens, a question mark "?", optionally followed by one or more letters, may be typed instead of a key. The database index is then automatically displayed beginning at the letter(s). Keys may then be selected without typing them;

Most screens have been redesigned. Upper and lowercase letters are used instead of uppercase only;

Many coded search fields such as language, country and content code are validated on-line. The codes and their meanings are listed on the search screens;

Subject searching in CATFILE, DOCFILE, TNCBIS and SERSYM allows for full subject specification, up to the maximum key length, or subject keyword specification by preceding the words with a slash "/";

The method of selecting, displaying and searching the full text of resolutions has been improved;

A free format facility allows the user to design his/her own format;

The maximum key length on all databases has been increased to 60 characters;

A CD-ROM demonstration and self-studying area was set up.

160. Three additional SDI profiles were created for the following: Department of Special Political Questions, Regional Cooperation, Decolonization and Trusteeship, League of Arab States and the Data

Unit on Europe and the Americas, bringing the total number of SDI profiles to 45.

161. The on-line data base co-ordinator prepared information concerning external databases for the ACABQ meeting held on June 21; she ordered a CD-ROM drive for the Library; she set up a meeting and demonstration of software marketed by Tome Associates, U.K. The demonstration was attended by the Systems Analyst, the Data Base Manager, and two representatives of the Canadian Ministry of External Affairs. She also set up a demonstration of WESTLAW and PHINET CD-ROM for the Law Librarian. She translated from English to Spanish the brochure *UNBIS an Overview of the Data Bases* and revised several sections of the UNBIS online manual.

162. The Library received the pilot disc of the catalogs of the British National Library and the Bibliothèque Nationale on CD-ROM. The disc was received as a result of a request made to the British Library in London. This was the second CD-ROM product that the Library acquired in 1989. The first was from the Pan American Health Organization.

## VI. ACQUISITIONS

### A. COMPUTERIZATION OF OPERATIONS

163. 1988 was a particularly difficult year for the Acquisition Section. Staff cuts, unfilled vacancies, the existing back-log that became more acute as the year rolled by, the lack of progress in the computerization of the Section (combined with uncertainty as to the future direction of development), the not-infrequent break-down of UNLIBACQ from the moment that the Programmer (Mr. N. Masciangelo) resigned in October, were some of the notable drawbacks that afflicted the Section. Staff morale took a serious dip.

164. By the end of the year there were some positive signs: a new System Analyst was appointed in November, and serious discussions ensued about the future: the Section was given 200 hours of overtime to attempt to make a dent in some areas of the back-log; the projected restructuring of the Dag Hammarskjöld Library envisaged the return of the Unofficial serials checklist to the Section; several staff members willingly accepted extra functions in order to keep the Section "afloat": recognition was finally given to three of the General Service Staff who had discharged functions above their grade level.

165. There was virtually no progress on the computerization of the acquisitions processes. Efforts, mostly unsuccessful, were made to enhance several features of the systems. These efforts were directed, among other things, at the following:

- the printing of all fields in the reports produced for the Monographs and Serials Committees.
- the printing of separate reports for the Serials Committee, one for government serials, the other for non-governmental serials.
- the implementation of direct orders.
- the elongation of some of the fields and reduction of others to maximize the use of the fields.
- additions to the accounting programmes to provide for the preparation of Miscellaneous Obligation Documents and payment vouchers and for Departmental expenditures.

166. With the untimely death in 1987 of Mr. Ingolf Menzel-Hobeck, the Systems Analyst, any realistic hope that 1988 would have seen further development, particularly of programmes for serials checklisting and control, disappeared. After more than one year of hiatus, a new Systems Analyst, Mr. C. Albert, was appointed in November 1988. However, instead of further development of the UNLIBACQ system, attention turned towards finding an outsider system, ready-packaged for acquisitions processes and serials

control. At year's end, various systems were being appraised for their suitability for our purposes.

167. An important reason for seeking an outside package was (and still is) the slowness of the UNLIBACQ system. Mr. Pelou, Director of the Geneva Library, also expressed serious reservations about this on his November visit to the DIIL and was in the forefront of the efforts to find an outside package.

168. Soon after the resignation of the Programmer, Mr. N. Masciangelo, in October we entered a new phase of life with, and without, the computer. The system was suddenly beset by problems and frequent break-downs, worsening an already difficult situation with special regard to the processing of titles selected or requested for ordering, and the printing of cumulative lists of titles on order, and even of order letters.

169. Ms. D. Chan, who had been closely involved with the system's development came to our rescue as often as she could be spared from her regular function of Chinese language typist in UNMPU. I wish to record the Acquisition Section's appreciation of the cooperation we received in this regard from Ms. P. Dickstein, Chief of UNMPU. But it was a difficult situation for both sides.

170. The Acquisition Section's UNLIBACQ database system's main outputs are:

- the weekly reports (comprising lists of selected and requested monographic and serial titles) for submission to the Monographs and the Serials Committees;
- purchase order letters;
- request letters for gifts and exchanges;
- computerized lists of titles ordered/requested. Separate lists are produced for monographs (I = Gift; LX = Exchange) and serials (LS = Purchase; LSG = Gift; LSX = Exchange);
- a cumulative list of titles currently on order (or recently received), in one alphabetical sequence irrespective of mode of acquisition.

171. In 1989, no progress was achieved in the further computerization of the Section's operations with regard especially to serials control. Consideration was given to scrapping the current system (UNLIBACQ) and purchasing an outside ready-made package, but after several systems had been reviewed, none was chosen. In the meantime, the new Director, Mr. Van Heijst informed the Chiefs of Sections that he was considering a fully integrated system for the entire Library. As a result, further consideration of a major overhaul of the Acquisition Section's system was held in abeyance.

172. A slight change was introduced in the processing of selections and requests. In previous years, selected and requested titles were first searched and inputted into the database, and then reports were printed for submission to the Monographs and Serials Committees for review. From May, inputting was done only AFTER the Committees has reviewed the searched titles. One advantage of this change is that the printing of the report requires no subsequent up-dating (which was necessitated by changes introduced by the Monographs/Serials Committees regarding, for example, number of copies, method of acquisition, circulation and loan, etc.).

173. With a view to achieving greater consistency in our computer and other acquisitions work, several instructions were issued in the course of the year on a wide variety of subjects such as: Language of item to be ordered, Country of publication, Ship-to-addresses, physical medium, multiple-copy purchase, the processing of Approval Plan orders, etc.

## ACQFILE

174. In 1988, for reasons connected with uncertainty about the main direction of the overall integrated development of computerization of the DHL, there was no progress in the development of ACQFILE, which had been virtually set up in 1987, but was never operational. The aim had been to provide an UNBIS file (like the CATFILE) which would contain mainly but not exclusively bibliographic data, to be uploaded from UNLIBACQ, but which would be accessible only to designated users such as selectors, Library searchers and Reference Librarians seeking information about titles ON ORDER. It was also envisaged that the record of a title would remain in the ACQFILE only until the title was fully catalogued and appears in CATFILE, at which point it would be eliminated or, if a serial or an unfinished work, down-loaded into UNLIBACQ.

175. In 1989, the Acquisition Section's UNLIBACQ database system's main outputs were:

- the reports (comprising lists of selected and requested monographic and serial titles);
- purchase order letters for regular DHL purchases and, beginning in April, for miscellaneous orders for monographs (LM) and serials (LSM);
- request letters for gifts and exchanges;
- list of "SHIP TO" addresses for LM and LSM;
- computerized lists of titles ordered or requested. Separate lists are produced for monographs (L=Purchase, LG=Gift, LX=Exchange) and serials (LS=Purchase, LSG=Gift, LSX=Exchange);
- list of Institutes and of Vendors;
- cumulative lists of titles currently on order (or recently received) in one alphabetical sequence irrespective of mode of acquisition.

176. Towards the end of the year, new programmes were done enabling us to print lists of titles on order arranged by SELECTOR, by LANGUAGE OF PUBLICATIONS, by COUNTRY of publication, or by DEALER.

All library acquisition orders which included stock items and serials are prepared by the system.

Automatic claiming for library orders has been added to the system and has been fully operational since 1988.

Non-library orders (miscellaneous orders) are proposed in UNLIBACQ. Those orders are directly shipped to the requesting offices.

Shipping address reports are generated by the system for miscellaneous acquisitions.

Titles on order reports arranged by vendor, selector or language can be automatically generated.

In order to regain some disk capacity, records ordered and received before February 1988 were offloaded from the system.

The Library ordered and received a COMPAQ 386-25 microcomputer for replacement of the existing server on the PC network. Testing and preparation of the new server proceeded.

177. Requested by the Chief of Users's Service to look into Acquisitions software for the Library. In this regard, the on-line coordinator: (a) requested from Mr. C. Momah Chief of Acquisitions, statistical information which would facilitate selecting the most appropriate software for the Library, (b) contacted

MIETRO to inquire whether a survey of member libraries had ever been done to indicate which software members use. I was told that no survey had been undertaken, however, the directory of member libraries includes information for some entries as to the software that is in use for various automated library functions. I placed a rush order request with the Acquisitions Section for this directory. The Metro Office sent me a list of libraries in the New York area with information on the Acquisitions software that they are using ; (c) consulted Acquisitions Software for Libraries and the Directory of Microcomputer Software for Libraries; (d) obtained flow charts from Ms. D. Chan which were prepared by Mr. N. Masciangelo and turned these over to Mr. J. Fuchs.

178. She arranged for a demonstration of BibBase Acq, acquisition software, at the Cooper Union Library, for the Chief of Acquisitions, other Acquisitions Section staff, the System Analyst, the Data Base Manager and the Programming Assistant.

#### **DHL Acquisitions**

179. Monographs and serial titles searched in 1988 were 2,109 (293 fewer than the 2,402 searched in 1987). This difference is perhaps attributed to the fact that the Section had a new searcher in August 1988 who, while in training, could not search quite as fast as her experienced predecessor. Orders placed in 1988 were 947, compared with 1,322 in 1987. The number of orders placed is affected by the inputting procedures. Because the inputting of data for ordering is slow there is always a backlog of several hundreds of titles for inputting, and this was the case towards the end of 1988. However the grant of 200 hours of overtime to the Section in the period from October to early December helped to reduce the backloog substantially.

180. The following are statistics from a count of DHL subscriptions:

Total subscription titles (multi-copy titles not taken into account): 2,379. Of these, there are 255 direct subscriptions to individuals and 2,124 subscriptions for the DHL collection, made up of:

1,189	periodicals
752	annuals
131	newspapers
23	memberships
29	mono-series

181. Unsolicited monographs and serial titles searched in 1988 were 2,963. This was a little higher than 2,885 items searched during 1987, but considerably lower than the 3,951 items searched during 1986.

182. In co-operation with Mr. M. Dulka, Map Librarian, we started a project to update and complete the Map collection. So far we have contacted the Government Mapping agencies of 28 countries: 10 through the Permanent Missions and 18 directly. By December 31 we had received responses from 7.

183. In continuation of the project to weed out the old, mostly discontinued, material from the Government serials checklist, the publications of 8 countries were reviewed. Review letters were sent to the following countries: The Gambia, Gabon, and Sierra Leone.

184. NGO reviews were done for:

Harvard Law School Library, Cambridge, Massachusetts, USA  
Institute for Defence Studies and Analysis, New Delhi, India  
Instituto de Investigaciones Económicas y Financieras, Universidad Central, Quito, Ecuador

International Chamber of Commerce, Paris, France  
New Zealand Demographic Society, Wellington, New Zealand  
Pakistan Institute of Development Economics, Islamabad, Pakistan

185. Selected and requested monographic and serial titles searched in 1989 were 2,603 (an improvement on the 2,109 searched in 1988, and 2,402 searched in 1987).

186. Orders placed in 1989 were 1,788 compared with 1145 in 1988 and 1,322 in 1987. Of these, 270 were ordered through the experimental Approval Plan with Blackwell North America.

187. Unsolicited monographs and serials searched in 1989 were 4,166, up from 2,963 in 1988 and 2,885 in 1987. Another significant increase was in the number of items checked (76,090 in 1989, compared with 68,151 in 1988 and 65,655 in 1987). The number of items routed dropped (34,070 in 1989, 41,924 in 1988, 32,936 in 1987).

188. In 1988, the following deposit/gift/exchange arrangements were proposed:

Association de Consultants Internationaux en Droits de l'Homme (CID), Geneva, Switzerland  
Cable and Satellite Europe, London, England  
Canadian Centre for Arms Control and Disarmament, Ottawa, Canada  
Canadian Institute for International Affairs, Toronto, Canada  
Carnegie Council on Ethics and International Affairs, Inc. New York, Centre for the Study of Human Rights, University of Notre Dame, Indiana, USA  
Centre for World Development Education, London, England  
Fundacao de Economia e Estatistica, Porto Alegre, Brazil  
India International Centre, New Delhi, India  
International Committee against Apartheid, Racism and Colonialism in Southern Africa, London, England  
International Perspectives, Ottawa, Canada (formerly gift)  
Jaffee Centre for Strategic Studies, Tel-Aviv University, Tel-Aviv, Israel  
Kuwait Foundation for the Advancement of Sciences, Safat, Kuwait  
Namibian Review Publications, Windhoek, Namibia  
National Social Science Documentation Centre, Indian Council of Social Science Research, New Delhi, India  
New Frontier Publishers, London, England (formerly DL-133)  
Peace Research Centre, Research School of Pacific Studies, Australian National University, Canberra, Australia  
Pontificia Universidad Católica de Chile, Santiago, Chile  
Tamil Voice International, Middlesex, England  
Universidad de El Salvador, Instituto de Estudios Económicos, San Salvador, El Salvador

189. The following deposit/gift/exchange arrangements were established:

Canadian Institute for International Peace and Security, Ottawa, Canada  
Caribbean Project for Justice and Peace, Rio Piedras, Puerto Rico  
Cartographic Publishing House, Beijing, China  
Central Agricultural and Forestry Library, Prague, Czechoslovakia  
International Perspectives, Ottawa, Canada  
Law of the Sea Institute, University of Hawaii, Honolulu, Hawaii

190. The following established deposit/gift/exchange arrangements were cancelled for various reasons:

Conciencias, Bogotá, Colombia (no publications received and no reply to our letters)  
Instituto de Economía, Universidad Católica de Chile, Santiago, Chile (their publication no longer of interest: no reply to our letter requesting replacement publication)  
Instituto de Investigación Económicas y Financieras, Universidad Central, Quito, Ecuador (no publications received and no reply to claims or letters)  
Middle East Research Centre, Ain Shams University, Cairo, Egypt (nothing received since 1977 and no reply to our letters)  
Universidad Nacional Pedro Henríquez Ureña, Santo Domingo, Dominican Republic (publications not of interest)  
University of Chicago, Chicago, Illinois (cancelled Exchange; remains as DL as of 1989)

191. In 1989 the following gift/exchange arrangements were proposed:

Academie Serbe des Sciences et des Arts, Belgrade, Yugoslavia  
African Heritage Research Library, Ila-Orangun, Nigeria  
Association of Arab Institutes and Centers of Research for Economic and Social Development (AICARDES) Tunis, Tunisia  
Center for Lebanese Studies, London, United Kingdom  
Deutsches Ubersee - Institute, Hamburg, Federal Republic of Germany  
Economic College Library, Xiamen University, Fujian, China  
European News Agency, Brussels, Belgium  
Institute for Advanced Strategic and Political Studies, Jerusalem, Israel  
International Center for the Settlement of Investment Disputes, Washington, D.C., U.S.A.  
Panstwowe Przedsiębiorstwo Wydawnictw Kartograficznych, Warsaw, Poland  
West Bank Data Base Project, Jerusalem, Israel

192. The following gift/exchange arrangements were established:

Canadian Centre for Arms Control and Disarmament, Ottawa, Canada  
Canadian Institute of International Affairs Library, Toronto, Canada  
India International Centre, New Delhi, India  
Tamil Voice International, Wembley, England  
Osterreichische Forschungsstiftung für Entwicklungstufe, Vienna Austria

193. The following established gift/exchange arrangements were cancelled for various reasons:

Carolina Population Center Library, Chapel Hill, NC, USA (their publications were no longer of interest)  
Centre for Russian and East European Studies, United Kingdom (stopped sending publications, and no reply to our letters)  
Comision de Integración Electrica Regional (CIER), Uruguay (publications no longer of interest to us)  
Institute of Race Relations, London, England (stopped sending publications, and no reply to our letters)  
Instituto de Investigaciones Administrativas, Universidad Nacional de la Plata, Buenos Aires, Argentina (their publications no longer of interest)

194. Review of the exchange arrangement was carried out for the following non-governmental organizations as we have not received any material from them for some time:

Biblioteca de Servicio Meteorológico Nacional, Mexico City, Mexico

## **Non-DHL Acquisitions**

195. The number of items requested for NL acquisitions during 1988 was 4,527, of which 4,062 were from DTCD and 465 from other U.N. Units/Departments. This represents a reduction of just over 1000 items from last year's figure of 5,590.

196. Although there was a reduction in the number of requests, there was a backlog of 7,391 items carried into 1988 from 1987, so that the total number of items to be searched in 1988 was 11,918. Of that number, 5,192 were searched, leaving a backlog of 6,726 carried into 1989.

197. Since the number of backlogged items carried forward into 1989 represents a figure higher than the number of items generally searched in a given year by one searcher, and since NL often operated with only one searcher, we can say with certainty that the same trend will continue year after year unless effective corrective measures are adopted and some assistance given to NL searching.

198. Ms. M. Jituboh was assigned to assist with NL typing and Ms. L. Dubrovina, on loan from EMPU, also assisted for a total of about 2 months, so that no substantial backlog in NL typing remained by the end of the year. Overtime also helped reduce the numbers. The backlog in NL correspondence remains a worrisome aspect of NL work.

### **NL subscriptions count:**

199. **Total subscriptions:** 2,411, of which miscellaneous (NY Depts., UNICs, SWAPO Missions, etc) are 1,105 and the TCD subscriptions are 1,306. As of April 1989, requests from UN offices and Departments (Miscellaneous requests) were no longer handled by the staff which dealt with non-Library (NL) acquisitions. This enabled the NL acquisition staff to concentrate on the current DTCD requests and the backlog.

200. The duties related to miscellaneous requests were thereafter added to the functions of the Library searcher, the section Secretary, the Subscriptions clerk, and the Financial Assistant.

201. The number of items requested by DTCD during 1989 was 3,553. This represents a reduction of 509 items from last year's figure of 4,062.

202. During 1989 a total of 7,688 requests were searched and 9,449 orders were placed. A backlog of 3,271 was carried into 1990, compared to 6,826 carried over from 1988.

203. The number of miscellaneous requests received from UN offices and Departments for 1989 was 683. From April to December 372 items were searched and 327 orders were placed. Prior to April the figures were included with those of DTCD. A backlog of 60 items was carried into 1990.

## **B. SIGNIFICANT DEVELOPMENTS**

### **Ebsconet System**

204. On a visit in January 1988 Mr. Block, Vice-President and General Manager of EBSCO, offered to instal their EBSCONET system in DHL to facilitate bibliographic verification of serial titles and the claiming of periodicals for which EBSCO is our subscriptions agent. The sytem can also be used for the on-line ordering of new titles. Mrs. F. Wapenyi, Order Librarian, followed up on the offer, and EBSCONET was installed in June.

205. Several staff members from the Acquisition Section and the Unofficial Periodicals Group (CMS) were trained in its use. Because EBSCONET is currently used only for the claiming of serials, it was located in the Unofficial Serials work-room (L-IB-37).

### Approval Plan

206. From August through December 1988, two meetings were held with representatives of Blackwell U.K. and Blackwell North America (Ms. H. Steele, Ms. T. Feick, and Mr. C. Wittenberg) to discuss the possibility of introducing an Approval Plan for the acquisition of mainly English-language material from North America and the United Kingdom, and for that purpose the preparation of a detailed profile of the DIII. By year's end it was generally agreed that it was a worth-while project to be vigorously pursued.

207. The first phase of the Approval Plan with Blackwell North America (BNA) became operational in October 1989. We received slips announcing new books from which selections were made. Approximately 80% of the slips (270 items) received from BNA were selected for firm orders to be placed. According to Mr. Wittenberg of BNA, this rate of ordering from slips was excellent and we should soon switch to the next stage of the plan, and receive the actual books. However, on our side, problems of security and delivery still had to be resolved.

### C. SPECIAL PROJECT

208. The Section was granted 200 (Two hundred) hours of overtime for the purpose of clearing backlogs which had developed in searching, inputting, invoice processing and checklisting.

The following were the main accomplishments:

Search titles inputted	: 224
Invoices processed	: 1,238
Non-Library orders typed	: 155
Serial pieces checked in	: 541 (plus 212 microfilms)
Unsolicited monographs searched	: 141

### VII. STAFF TRAINING AND DEVELOPMENT

209. The following seminars were attended by the following staff members:

#### 1988

- Ms. T. Alexeyeva passed the Language Proficiency Examination in English, and
- Mrs. B. Jarosinska Passed it in Russian, February
- Ms. S. Fried, AJ Seminar on "Computers and Microcomputers in Libraries and Information Centres, 22 March, she also attended the Annual Meeting of the American Society of Indexers, 13 May, AJ seminar on thesaurus construction, 20 May
- Ms. V. McMurry and Mrs. D. Opperman, FOCUS software demonstration, 26 May
- Mrs. D. Opperman 6th Annual PC Expo, 25 June
- Mrs. J. Atkins, 51st Annual Meeting of ASIS, 24-25 October
- Ms. D. Chan training in Great Wall Chinese wordprocessing (Chinese Typing Unit), December
- Ms. K. Guha and the Chief of EMPU participated in a demonstration of an integrated library system, DOBIS. They also visited the New York Public Library's Automated Technical Services Department

Ms. N. Gines, Ms. K. Guha and Ms. L. McGonigle visited the New York Public Library for a demonstration of the RLIN System

Ms. N. Caldwell and Ms. E. Lo attended the training seminar on DBASE III

Ms. N. Gines, Ms. E. Lo, Ms. A. Marsafawy, Ms. S. Mueller and Ms. J. Sargologo attended the OIS/VIS Transition to PCIWP course given at the WANG Laboratories

Ms. N. Gines, Ms. E. Lo, Ms. S. Mueller and Ms. J. Sargologo participated in the course on "Managing the PC environment offered by OHRM/Training Service

Ms. R. Noona and Mr. A. Sidorenko attended 3 hours NEXIS/LEXIS training session

Mrs. C. Samuel, Mrs. J. Brodoff, Mrs. M. Cherif, Mrs. M. Kelly, Mrs. R. Topacio, Mrs. F. Wapenyi and Mrs. E. Wilson attended the seminar (TR-H-40) on Introduction to personal computer and PC DOS, 7 and 8 March

Mrs. J. Brodoff and Mrs. F. Humaidan attended a seminar on Introduction to dBase III Plus (TR-H-41), 15 and 17 March

Ms. C. Boivin, Ms. P. Dickstein and Ms. M. Hoffman visited the Reproduction Section, DCS, in order to tour the pre-press, press and binding areas, 28 March

The following staff members attended the National On-line Meeting exhibits, 9-13 May:

Mrs. J. Atkins, Ms. P. Dickstein, Ms. P. Farquhar, Ms. S. Fried, Mrs. M. Haddad, Mrs. F. Humaidan, Mrs. M. Hoffman, Ms. R. Kongwa, Ms. N. Leroy, Ms. R. Noona, Mr. A. Sidorenko, Ms. S. Stein and Mr. P. Vakhranyov

Seminar on Introduction to On-line Information Retrieval on UNBIS (TR-Q-5) was attended by Mrs. F. Humaidan, Mrs. A. Kelly, Mrs. C. Samuel and Mrs. R. Topacio and Mrs. W. Wilson, 9-13 May

Ms. M. Hoffman attended a lecture entitled "Briefing on Information Technology", 23 June

Ms. R. Noona attended the American Association of Law Librarians' Annual Conference, Atlanta, Georgia, 27-28 June

Mr. M. Dulka attended the 4th United Nations Regional Cartographic Conference for the Americas, at headquarters, 23 - 27 January; he also attended a half-day workshop in April 1988 at Hunter College on remote sensing image interpretation for Map Librarians and a lecture on United States Topographic Maps at New York Public Library. He also gave a talk on College Development Policies in an International Cartographic Collection in July

Mrs. B. Kjølstald attended the Law Library Technology, State of the Art at the City Bar Association New York City, April; the Annual meeting of the American Association of Law Librarians, Atlanta, Georgia, June and the Seminar for Law Librarians given by Occana, Dobbs Ferry, N.Y., September

Ms. M. V. Molina and Mrs. R. Topacio-Bernales attended a seminar entitled "Introduction to Personal Computing and PC DOS", 12 and 20 September

Ms. M. Hoffman attended a WANG printer demonstration given by Mr. R. Paez, Sales Section, 13 September

Ms. M. Cherif, Ms. T. El-Erian, Ms. M. Hoffman and Ms. S. Stein participated in the meeting of Mr. D. Salomons, OHRM on "Career Development for staff in the Library Occupational Group", in October

Ms. M. Cherif and Ms. S. Stein participated in several meetings of the Committee to Evaluate the Situation of Classification Standards in the DHL during the month of October

Mrs. J. Atkins and Mrs. F. Humaidan attended the On-line '88 Conference, 13 October

Mrs. J. Atkins, Mrs. D. Chan, Mrs. M. Cherif, Mrs. M. Hoffman, Mrs. F. Humaidan, Ms. S. Stein and Mrs. L. Waitman attended Info'88, 11-12 October

Ms. M. Cherif attended a demonstration of TECHLIB/STACKS on integrated technical Library system

On 13 October 1988, Ms. S. Stein attended the Jewish Book Fair, New York

Mr. B. Daly and Ms. V. McMurry participated in departmental rebuttal panels., Mr. B. Daly

participated in an official visit of the UN Singers to the Virgin Islands (October)  
Ms. E. Drozdova attended Orientation Course TR-I-2 on 8 and 15 November.  
Mr. V. Finagentov passed the Spanish Proficiency language.

1989

Ms. Y. Chen, Wang wordprocessing training  
Ms. R. Bordcosh and Ms. A. Banchieri were trained on NEXIS  
Most of the staff of Reference and Bibliograph Section attended a demonstration on CD/ISIS in the Library and also an introduction session on CD-ROM  
Ms. L. M. Nieves and Mrs. J. Modeste underwent UNBIS training  
Ms. S. Stein participated in a Rebuttal Panel, in January and February  
Mrs. G. Isdith, passed the French Proficiency, January 18  
Ms. R. Noona attended a demonstration of the International Bureau of Fiscal Documentation's compact disk tax treaties database on 26 Jan.  
Ms. S. Stein visited the Library of the Centre on Transnational Corporation to survey its collection, 31 January  
Mrs. F. Wapenyi, Mrs. H. B. Brookes, Mrs. E. Drozdova, Mrs. E. Zagroba, Mr. D. Belai, and Mrs. G. Isdith, 2 day personal computer training, Introduction to PC and PC Dos, Introduction to D-Base III PLus, February 8 and 15  
Mrs. E. Drozdova, English VI, January to April  
Ms. S. Stein attended a briefing on the DOBIS Integrated Library System at the Brooklyn Polytechnic Institute, 16 March. She also attended a seminar on Collection Management sponsored by AJ Seminars, 28 March  
Ms. M. Cherif attended a briefing on DOBIS, Integrated Library Symposium at the Polytechnic University, Howthorne, New York, 24 April  
Mr. V. Finagentov, attended special mini-course on D-Base III at New York Education Facility (Wang Building), May 4  
Ms. I. Cala-Garmsen, attended Wang Laboratories workshop, 4 May  
Ms. N. Samoilova and Ms. S. Stein attended a half-day course entitled "PC : Introduction to DOS" given by the WANG Education Centre, New York, 4 May  
Ms. T. El-Erian visited and surveyed the Military Staff Committee Documents Reference Collection, 9 May  
Mrs. F. Humaidan, Mrs. J. Atkins, Mrs. L. Waitman, attended National On-line Meeting exhibits, 11 May  
Mrs. B. H. Brookes and Mr. C. C. Momah visited Brooklyn Technical College for a demonstration of DOBIS/LIBRIS system, 11 May  
Mr. C. Momah and Mrs. B. H. Brookes visited the Cooper Union Library for a demonstration of Bib/Base Software, 1 June  
Ms. R. Bordcosh gave a talk on 9 June 1989 on United Nations System and Documentation to nine Information Assistants from UNICs, 9 June  
Ms. N. Samoilova and Ms. S. Stein visited the Exhibits Hall of the 80th Annual Conference, Special Libraries Association, Hilton Hotel, New York, 12-13 June  
Ms. J. Atkins visited the Documents Control Section to arrange for regular receipt of notification of the new documents series symbols, 12 June  
Ms. M. Ratynski and Mr. P. Vakhanyov attended the American Library Association Annual Conference which took place in Dallas, Texas, 24-27 June  
Ms. M. Ratynski gave a talk to new delegates in July 1989 on United Nations Documentation Seminar which was sponsored by UNITAR.  
Mrs. V. Liepa, attended OIS/VS Transition to PCIWP, Wang Laboratories, 20 July  
Mrs. B. Kjolstad and Ms. L. Vazquez attended the Annual Conference of IFLA in Paris, August 1989

- Mrs. B. Kjolstad attended the Conference on "Global Responsibilities of Law Librarians, October and the Seminar on the Code of Federal Regulations, New York
- Ms. R. Bordcosh presented two lectures on United Nations System and Documentation, a) to 12 students from Saudi Arabia Institute of International Affairs in August and b) to 30 Librarians on 7 September, who attended a Conference on United Nations at Long Island University, Stony Brook. Ms. R. Bordcosh also attended two seminars sponsored by the Training Section, one entitled "Planning, a key Management Skills" on 27-29 November and "Management Assessment of Proficiency (MAP)" on 9-11 September
- Ms. J. Atkins visited the Documents Distribution Section to arrange for prompt distribution of UN documents to DHL, 8 September
- Ms. J. Atkins visited Mr. R. Paez, Publications Officer, UNITAR and Ms. V. Randall, Librarian, UNITAR to arrange for prompt receipt of their publications, 12 September
- Ms. J. Atkins visited Ms. J. Edwards, Liaison Office, UNEP to arrange for prompt distribution of their documents, 18 September
- Ms. J. Atkins attended a demonstration of a new universal microfilm system, Minolta Corporation, New York, 21 September
- Mrs. F. Lombardi-Snyder, Spanish IV, September to December 11
- Ms. J. Atkins visited UNITAR Office to discuss the problem of receiving by the UN/SA Collection hard copies of commercially published UNITAR books which are in high demand by the DHL users, September
- Mr. M. Dulka attended a presentation of the Morcator Society at NYPL entitled "Charting rough waters, preserving the world on paper", and another one of a new computer software package GEODEX which provides an automated index to maps in series, October
- Ms. J. Atkins, Ms. R. Bordcosh, Mrs. F. Humaidan and Ms. L. Vazquez visited INF'89 Exhibit, October
- Ms. N. Leroy passed the Spanish proficiency examination in October
- Ms. J. Atkins and Ms. S. Stein attended a demonstration of the Minolta Integrated Information and Image Management Systems which produces CD-ROM PROM hard copies on microform, 26 October. During the month of October 1989, Ms. J. Asfaw, Mr. A. Calderon, Mr. E. Cardona, Ms. M. Corcho, Mr. E. Gallo, Ms. K. Khabbaj, Mr. N. Miro and Mr. N. Potookian were trained in UNBIS searching
- Ms. S. Stein attended the CD-ROM Teleconference II held in New York at Columbia University sponsored by the Association of College and Research Libraries, 15 November
- Ms. J. Atkins, Ms. T. El-Erian and Ms. N. Samoilova attended a demonstration on the use of the newly-installed CD-ROM player, 16 November
- Ms. T. El-Erian met with Mr. S. Buldwin, Development Administration Division, DTCD to discuss the development and management of the three reference collections of DTCD: Development Administration Reference Collection, Natural Resources and Energy Reference Collection and Technical Co-operation Programme Support Reference Collection, 18 November
- Mrs. J. Atkins visited the Library, Translation Division, DCS and was briefed by Ms. M. Hughes on the Organization and Service of the Library, 14 November
- Ms. P. Dickstein and Mrs. M. Haddad served as observers for DHL at a meeting of the Working Group on the Management of the POPIN Population Multilingual Thesaurus, 20 - 22 November.
- Mrs. J. Atkins, Mrs. F. Humaidan and Ms. L. Vazquez attended the Computer EXPO'89, November
- Mrs. L. Waitman, attended the seminar on MARC tagging, Columbia University, 27 September, as well as meeting on "AACR2 Revised, a Practical Update," Philadelphia, 15-16 December.

210. Ms. L. Vazquez attended the Mid-winter ALA meeting, Washington, D.C., January and represented the Library in the meetings of the Government Documents Round table; the CD-ROM EXPO in Washington, D.C. as well as exhibits at the National On-line Meeting. She also attended a course: 'Transition from Wang VS to Wang PC at Wang Laboratories. She attended the following demonstrations: The United Kingdom Official Publications database produced and distributed by Chadwyck-Healey; RLIN at the New York Public Library and a terminology database called UNTERM, provided by Mr. Y. Ishigami, ESD, Carlos Cuadra's STAR turnkey system. She attended the following meetings: New York Chapter meeting of ASIS at which Mr. Harald Hille, Terminologist, DRITS/DCS, spoke on machine translation and the SLA meeting held in the Museum of Broadcasting; a meeting sponsored by the UN PC club; a lecture on the MINITEL phenomenon in France at the Alliance Française; a meeting with a group of representatives from IBM regarding the DOBIS integrated online system; a meeting at which representatives from IBM and DCS gave a presentation on system requirements for the Department of Conference Services for the creation of a multi-lingual database. Ms. L. Vazquez is the Liaison Officer with Global Education Motivators, an NGO that plans on continuing to provide the information that was formerly provided by DPI's UNINET. She provided a presentation on the UNBIS Thesaurus, an overview of the UNBIS system and demonstration of UNBIS, DIALOG and NEXIS to participants in a course on self-evaluation sponsored by the Central Evaluation Unit and the UN Training Service. This presentation was repeated three times during the course of the year to different groups of Secretariat staff.

211. Ms. T. El-Erian served as a member of the Staff Committee's Working Group on the Revision of the PER established in November 1989. She attended and participated in the meetings of Oct.-Dec. 1989 which were devoted to the examination of the Administration's proposal for a new Performance Evaluation Report.

212. Mrs. J. Atkins and Mr. J. Youssef surveyed the collection of ACC restricted documents in the Inter-organizational Co-operation Section of DIESA. They checked them against the UN/SA Collection and added when necessary. Mrs. J. Atkins attended a group demonstration of the new Minolta optical disk based on Integrated Information and Imaging Management System MI3 MS 1000/. She visited UNDP Library and was briefed by the Librarian, Ms. S. Kim on the computerized aspects of the Library operation. She met with Ms. S. Johnston, Deputy Chief of Sales Section, to discuss how to fill gaps in sales publications. She also met with UNEP Liaison Officer to arrange for acceleration of the claiming process. She visited Minolta Corporation exhibit.

213. Following staff members of the UN/SA Collection Unit: Ms. J. Asfaw, Mr. A. Calderon, Mr. E. Cardona, Ms. M. Corcho, Mr. K. Guillaume, Mr. N. Miro, Mr. N. Potookian and Mr. J. Youssef were trained in UNBIS searching by Ms. C. Davies, Database Manager.

214. Microfiche Group: Ms. J. Asfaw, Ms. M. Corcho, Ms. K. Kabbaj and Mr. N. Miro were trained in inputting on the PC by Mr. E. Gallo, the Group Co-ordinator.

## VIII. PUBLICATIONS ISSUED

### a) *Indexes to United Nations documents*

Index to Proceedings of the General Assembly, 41st session, 1986-1987, 1988, vi, 467 p.  
(ST/LIB/Ser.B/A.41) (Arabic)

Index to Proceedings of the General Assembly, 41st session, 1986-1987, 1988, vii, 459 p.  
(ST/LIB/SER.B/A.41) (Chinese)

Index to Proceedings of the Security Council, 41st year, 1986, 1988, vi, 123 p. (ST/LIB/SER/B/S.23) (Chinese)

Index to Proceedings of the Economic and Social Council: Organizational, First regular and Second regular sessions, 1986. 1988, vi, 150 p. (ST/LIB/SER.B/E.63) Sales No. C. 87.I.7 (Chinese)

Index to Proceedings of the General Assembly, 42nd session, 1987-1988. 1988, v, 394, ix, 601 p. (ST/LIB/SER.B/A.42), (Part I and Part II) Sales No. E.88.I.16, Parts I and II (English)

Index to Proceedings of the General Assembly, 15th special session, 1988. 1988. 1988, vii, 123 p. (ST/LIB/SER.B/A.43) Sales No. E.88.I.21 (English)

Index to Proceedings of the Security Council, 42nd year, 1987. 1988, xv, 71 p. (ST/LIB/SER/B/S.24) Sales No. E.88.I.11 (English)

Index to the Proceedings of the Economic and Social Council, Organizational, First regular and Second regular sessions, 1987. 1988, XVII, 151 p. (ST/LIB/SER.B/E.64) Sales No. E.88.I.12 (English)

Index to the Proceedings of the Trusteeship Council, 54th session, 1987, 18th special session, 1987. 1988, vi, 51 p. (ST/LIB/SER.B/T.48) Sales No. E.88.I.8 (English)

Index des actes de l'Assemblée générale, 42e session, 1987-1988. 1988, 423, ix, 603 p. (ST/LIB/SER.B/A.42), (Parties I et II) Sales No. F.88.I.16, Parties I et II (French)

UNDOC: Current Index, Vol. 10, no. 1-4, 1988. (ST/LIB/SER.M/85-88)  
Cumulative edition, 1987. 1988, microfiche. (ST/LIB/SER.M/CUM.9)

*b) Special publications*

UNBIS Reference Manual for Bibliographic Description. 1988, viii, 219 p.

Instructions Issued (1988)

UNBIS Instruction No. 33 Use of agenda titles in certain cases regarding Elections and appointments

UNBIS Instruction No. 34 Use of ordinal numbers and abbreviations in field 260 'EDITION'

UNBIS Instruction No. 7/Add.4/Rev.2 General Assembly resolutions and decisions

UNBIS Instruction No. 21/Rev.1 Supplements to Official Records

UNBIS Instruction No. 23/Rev.2 Administrative issuances

UNBIS Instruction No. 23/Rev.2/Add.1 Analysis of Staff Regulations and Rules

UNited Nations Documentation News, No. 8-9

*c) CBI*

CBI, Vol. 18, No. 1-12, 1988 (ST/LIB/SER.K/294-306)

*d) Bibliographies*

United Nations Human Rights Programme, 1984-1987. 1988. Unpublished

Disarmament and the United Nations, 1984-1987. 1988. Unpublished.

Economic development issues and the United Nations, 1984-1987. 1988. Unpublished

In 1989

a) *Indexes to United Nations documents*

Index to Proceedings of the General Assembly, 42nd session, 1987-1988. 1989, vi, 493 p. (ST/LIB/SER.B/A.42 and Corr. 1) (Arabic)

Index to Proceedings of the General Assembly, 15th special session, 1988. 1989, iv, 50 p. (ST/LIB/SER.B/A.43) (Arabic)

Index to Proceedings of the Security Council, 42nd year, 1987. 1989, vi, 133 p. (ST/LIB/SER.B/S.24) (Chinese)

Index to Proceedings of the Economic and Social Council: Organizational, First regular and Second regular sessions, 1987. 1989, vi, 166 p. (ST/LIB/SER.B/E.64) (Chinese)

Index to Proceedings of the General Assembly, 43rd session, 1988-1989. 1989, vii, 388, ix, 524 p. (ST/LIB/SER.B/A.44), (Part I and Part II) sales No. E.89.I.10, (Parts I and II) (English)

Index to Proceedings of the Security Council, 43rd year, 1988. 1989, xv, 88 p. (ST/LIB/SER.B/S.25) Sales No. E.89.I.5 (English)

Index to the Proceedings of the Economic and Social Council, Organizational, First regular and Second regular sessions, 1988. 1989, xviii, 165 p. (ST/LIB/SER.B/E.65) Sales No. E.89.I.14 (English)

Index to the Proceedings of the Trusteeship Council, 55th session, 1988. 1989, vii, 27 p. (ST/LIB/SER.B/L.49) Sales No. E.89.I.6 (English)

Index des actes de l'Assemblée générale, 43e session, 1988-1989, viii, 408, ix, 526 p. (ST/LIB/SER.B/A.44, (Parties I et II) Sales No. F.89.I.10, Parties I et II (French)

Index des actes de l'Assemblée générale, 15e session extraordinaire, 1988. 1989, vii, 129 p. (ST/LIB/SER.B/A.43) Sales No. F.88.I.21 (French)

UNDOC : Current Index, Vol. 11, no. 1-4. 1989. (ST/LIB/SER.M/89-92). Cumulative edition, 1988, 1989, microfiche. (ST/LIB/SER.M/CUM.10)

b) *CBI*

CBI, Vol. 19, No. 1-12, 1989 (ST/LIB/SER.K 307-318)

c) *Others*

Preliminary List of Serials in UNBIS : Part I - Serials Recorded in the Non-Governmental checklist. 1989. 469p. Unpublished

List of Frequently Requested Periodicals available in the Dag Hammarskjöld Library on the Environment. 1989. 9p. Unpublished

List of Newspapers Currently Received in the Dag Hammarskjöld Library. 1989

List of depository libraries receiving United Nations material, 1989, 42 p. (ST/LIB/12/Rev.8)

## IX. STATISTICS OF THE DAG HAMMARSKJÖLD LIBRARY, 1988 - 1989

### A. WORKLOAD STATISTICS

#### I. Processing

##### UN materials

<u>Documents Indexed</u>	<u>1988</u>	<u>1989</u>
DOCFILE (included analytics)	9767	9869
Indexes to Proceedings:		
Arabic	5016	2493
Chinese	5200	4668
English	5038	3467
Total:	25021	20497
<u>Records added/Pages typed</u>		
DOCFILE (Keyboarded records)	9704*	9264**
Indexes to Proceedings and Speeches:		
Arabic (pages)	593	720
Chinese (pages)	563	541
English ITP (records keyboarded)	6107	4392
English ITS (records keyboarded)	7755	4591
French ITP (records added automatically)	3495	3738
French ITS (records added automatically)	6229	5600
<u>Pages Submitted for Reproduction</u>	<u>1988</u>	<u>1989</u>
UNDOC : Current Index	3084	3301
Indexes to Proceedings:		
Arabic	473	555
Chinese	586	236
English	1445	1249
French	1045	1090
Others	263+	93++
Total:	6896	6524
<u>Support files (records added)</u>		
UN Resolutions	448	369
Voting Records	418	319
Seriesl Symbol	125	124
Agenda	1812	2168
Thesaurus	122	49
Authority File	4362	3489
<u>Microfiche</u>	<u>1988</u>	<u>1989</u>
Master produced by contractor	15921	15934
Duplicate produced by contractor		

\*Records keyboarded at Headquarters. If UNOG input is included, 12717 records were added to DOCFILE in 1988. \*\*IF UNOG input is included, 12226 records were added to DOCFILE in 1989.

+Reference Manual for Bibliographic Description and one Thesaurus Supplement. ++Two Thesaurus Supplements and one corrigendum.

## External materials

CBI		
Monographs	1577	2355
Serials	483	638
Journal Articles	2493	2886
Microforms	7	1
Records added to database		
Manual operations:		
Arabic	1217	1522
Oriental		3
Manually processed records		
Shelflist cards produced (computer and manual)	7780	2282
Transfers of non-UN materials	703	922
Withdrawals of non-UN materials	3873	3877

## II. Acquisitions

UN and Specialized Agencies materials:		
Hard copy additions	116105	130972
Microform additions	*52572	15934
Newspaper subscriptions		
Renewals		
Cancellations		
Serials checklist records	6489	7096
Unofficial	13987	4004
UN/SA	6489	7096
Claims processed:		
Non-official serials	1624	917
Official serials and orders		
UN/SA materials	7423	9641
Serial additions:		
New titles added	107	54
Titles withdrawn	211	37
Serial issue receipts:		
Unofficial		
Annuals	2984	2524
Periodicals	25718	28170
Newspapers	33919	33324

\*36,651 microfiche masters (ECE and UNCTAD documents) were received from Geneva. DHL produced 15,921 masters.

A) DHL Acquisitions	<u>1988</u>	<u>1989</u>
<b>1. <u>SEARCHING</u></b>		
(a) Backlog of selected/requested titles as at 1 January	625	557
(b) Requests from selectors	1311	2652
(c) Requests from others	718	474
(d) Total (b + c):	2029	3126
(e) Total no. of selections/requests/backlog (a+d)	2654	3683*
(f) No. of selections/requests searched:	2109	2603
(g) Unsolicited monographs/serials searched	2963	4166
(h) Unsolicited monos/serials pending searching at 31 December (Approx)	640	-
<b>2. <u>ORDERING:</u></b>		
(a) No. of titles ordered	947	1788
(b) No. of ordered titles received	1132	1084
(c) No. of titles ordered but subsequently cancelled	181	117
(d) No. of titles ordered but not received by 31 December	102	-
<b>3. <u>EXPENDITURES</u> (as at end of calendar year):</b>		
Monographs:	\$ 88,599.89	\$ 73,939.63
Serials:	\$405,210.99	\$384,877.21
Microform:	\$ 9,324.16	\$ 11,491.35
Stock items:	<u>\$ 8,859.78</u>	<u>\$ 3,141.00</u>
TOTAL:	\$511,993.92	\$473,449.19
Total expenditure for 1988/89 biennium (as at December 1989):		<u>\$985,443.11</u>
<b>4. <u>GIFT/EXCHANGE:</u></b>		
(a) Number of arrangements		
Government/IGO	95	95
NGO	731	731
(b) Number of monographs added	1221	1222
(c) Number of serial titles in checklist:	10869	11050
(Government/IGO)	(10448)	(10261)
(NGO mono-serials):	(421)	(789)
(d) New serial titles added to checklist:	379	184
(Government/IGO)	(369)	-
(NGO)	(10)	-
(e) Serial issues received	92793	107810
(Government/IGO)	90632	106459
(NGO mono-serials)	2161	1351
(f) Serial issues added to collection	68151	76090
(Government/IGO)	(67860)	(75880)
(NGO)	(291)	(210)

\*These figures include duplications which are usually eliminated during searching.

(g) Serial issues routed	41924	34070
(Government/IGO)	41591	(34063)
(NGO)	(333)	(7)
(h) Serial issues claimed	551	1302
(Government/IGO)	(408)	(12601)
(NGO)	(143)	1421
(i) Titles withdrawn (Serials/monographs)	734	2170
(Government/IGO)	(458)	(170)
(NGO)	(276)	-

**B. Non-DHL Acquisitions** 1988 1989

a. *DTCD projects*

1. SEARCHING:

a) 1988 backlog in searching		
(includes "miscellaneous")	6826	( 7391)
b) 1989 requests for searching:	3553	( 4527)
Total:	<u>10379</u>	( 11918)
c) 1989 titles searched:	7688*	( 5192)
d) 1989 titles pending searching:	3271	( 6826)

2. ORDERING:

a) 1989 titles ordered:	9449*	( 6179)
b) 1989 titles searched but not ordered as of 31 Dec. 1989:	-	( 1102)
c) 1989 orders cancelled (as a result of unavailability, e.g. Out of Print):	87	( 236)
d) 1989 titles ordered, not received and had to be claimed:	185	( 277)

b. *"Miscellaneous" requisitions (i.e. by Departments and offices other than DTCD or DHL)*

1. SEARCHING:

a) 1988 backlog in searching: included in DTCD backlog		
b) 1989 requests for searching:	683	( 465)
c) 1989 titles searched	623	-
d) 1989 titles pending searching:	60	-

2. ORDERING

a) 1989 titles ordered	621	-
b) 1989 titles searched but not ordered:	2	-
c) 1989 orders cancelled:	55	-
d) 1989 titles ordered but not received and had to be claimed	54	-

\* Include 79 titles searched and ordered for "miscellaneous" requisitions.

Note regarding "Miscellaneous" Requisitions: With the exception of the number of requests received, other statistics were mostly not separately recorded for "miscellaneous" requisitions before 1989.

### III. Organization of the collections

	<u>1988</u>	<u>1989</u>
Binding - volumes prepared and sent		
Non-UN/SA Collections	181	915
UN/SA	1505	1373
Withdrawals		
Serials and monographs		
Periodicals            ) by Title	821	2428
Newspapers           ) by Volume		
Official Gazettes    )	41576	29494
Documents and monographs		
UN/SA collection	1990	3150
Main collection		
Filing and shelving		
UN/SA collection (incl. Loan/MW)	182135	236369
Periodical collection	35770	-
Main collection	38167	-
Official Gazettes	1218	135217
Newspapers	<u>50860</u>	
Total:	308150	371586

### IV. Service to readers

	<u>1988</u>	<u>1989</u>
Loans		
External Collection:*		
Main Loan Desk and	26727	37699
Periodicals Loan Desk	40378	38930
UN/SA	7092	4782
Interlibrary loan requests processed	1227	1245
Interlibrary loan requests fulfilled	762	818
Secretariat clearance processed	1023	917
Periodicals circulated or routed		
UN/SA	N/A	N/A
Non-official	35405	41144
Display of new material		
Newspapers and periodicals	10368	11670
Monographs		
UN/SA materials	N/A	N/A
Recalls		
UN/SA materials	620	575
External collection	<u>2169</u>	<u>3896</u>
	2789	4471

\*See Report re: Merging

\*\*Because of attention given to weeding of periodicals stacks, regular attention could not be given to weeding from Main Collection

Reference questions - UN/SA	7092	6267	
Reference questions - CMS	11579	8156	
UN/SA Loan Desk	7092	6267	
Photocopying services (copies made)			
<i>Copied for users</i>			
Periodical collection	22687	20013	
Main Collection	8064	17614	
UN/SA	3429	4782	
Total:		34180	42409
<i>Copied by users</i>			
Periodical collection	190268	89623	
Main Collection	78921	89158	
UN/SA	153813	159304	
Total:	423002	338085	
Prints from microforms	1665	1731	

#### B. MAJOR INDICATORS: 1988-1989

	<u>1988</u>	<u>1989</u>
<b>Resources available</b>		
(a) Staff <u>1/</u>		
(1) professional <u>1/</u>	65	65
(2) non professional <u>2/</u>	87	87
(b) Expenditures		
(1) library materials <u>2/</u>	\$510,830.53	\$473,449.19
(2) other <u>4/</u>		
<b>Additions to the collections</b>		
(a) Items processed and added to the collection <u>5/</u>		
(1) documents/publications of organization the UN system <u>6/</u>	116105	130972
(2) documents/publications of non UN system <u>7/</u>	65011	66373
(b) Items withdrawn from the collections <u>8/</u>		
(1) UN system <u>6/</u>	1990	3150
(2) Non UN system <u>7/</u>	45449	33371
(c) New periodicals titles received <u>9/</u>	107	54

### Users' services

(a)	Reference queries <u>10/</u>	85132	82919
(b)	Loans <u>11/</u>	67105	76629
(c)	Interlibrary loans sent <u>12/</u>	762	818
(d)	Circulation of periodicals (issues routed) <u>13/</u>	35405	41144
(e)	Copying services <u>14/</u>	426431	342877
(f)	Briefings and tours <u>15/</u>		
	(1) No. of tours/briefings	60/50	55/38
	(2) No. of participants	320	502
(g)	Training		
	(1) No. of days	10	6
	(2) No. of participants	18	10

### Bibliographic services (Publications/Issued)

(a)	Accession/awareness lists <u>17/</u>		
(b)	Bibliographies (Manually prepared)	-	-
	(1) On demand/ <u>ad hoc</u> bibliographies <u>18/</u>		
	(i) number of bibliographies	2	-
	(2) Published bibliographies <u>19/</u>		
	(i) number of bibliographies	2	-
(c)	Indexes <u>20/</u>		
	(1) number of index issues*	14	15
	(2) number of mini catalogues issues	3	3

### Processing of materials

(a)	Number of new records added to the data base <u>22/</u>		24943**
(b)	Computer-produced products		
	(1) public catalogues in microfiche	12	12
	(2) mini catalogues	3	3
	(3) SDI	30	45
	(4) shelflist cards	7780	2282

\*Includes late 1987 submissions and excludes late 1989 submissions.

\*\*number of records added to the database for 1988-1989

## Note to Major Indicators

1. Total for each category of staff expressed in staff years.
2. Non-professional includes general service, manual, local recruits, etc.
3. Comprises total costs for library materials: books, serials, microforms, maps, binding, supplies, etc.
4. All other costs including equipment, contractual services, printing, travel, etc.
5. Comprises materials shelved or otherwise added to the permanent collections of the Library. (Unshelved but permanent items at Headquarters Library include maps and UN/SA documents). Each physical item is counted: monograph volumes, serial bound volumes, UN/SA documents separate or bound volumes, map sheets, fiche pieces, film rolls, etc., with the total reported. Periodical articles processed for inclusion in bibliographies are counted under 2(a). Workload figures, e.g., titles catalogued or classified, are not reported as such but rather converted to items processed under 2(a).
6. A current list of these organizations is appended.
7. Besides commercially published materials, includes documents and publications of non-governmental and intergovernmental organizations (e.g., OAS, OECD, European Community) as well as of governments.
8. Withdrawn - materials from 2(a) are withdrawn from permanent collection. Excludes material in 2(c).
9. Number of new periodical titles added to the collections (newspapers, journals, etc.) in the current year. If later bound they are then counted under 2(a).
10. Includes number of queries handled irrespective of the mode of the request, or of the mode of response and source(s) consulted. Thus it covers in-person, by telephone and written requests responded to in any mode, by the use of traditional and/or automated sources.
11. Covers materials loaned to patrons from the Library's collections.
12. Covers materials loaned from the Library's collections, to libraries other than branches or collections of the same organization.
13. Covers materials routed from check-in points to official users including Library staff. Count only the initial routing of each issue (not the number of persons on the routing list, no matter whether the issue is cycled through the Library between patrons or not).
14. Comprises total number of pages photoduplicated for Library patrons or the number of pieces of a microform duplicated as a user service (excluded pages/pieces for administrative or internal use).
15. Includes individual and group briefings, staff orientation tours, class groups, etc. The number of occurrences and the number of persons are both recorded.

16. Includes internes and mission personnel trained, staff members of other libraries, etc. The number of days and the number of persons are recorded.  
Number of lists/issues published.
17. Number of lists/issues published.
18. These unpublished bibliographies are normally typewritten, hectographed, photocopied reading lists, on demand bibliographies, etc. Includes the number of such lists and the total number of bibliographical entries.
19. Covers the number of published bibliographies and the total number of items entered.
20. Includes the number of indexes published and the number of documents covered. Indexes are counted separately by official language or multilingual. Counts for cumulations are to be excluded.
21. Number of all other publications, e.g., library handbooks, annual reports, etc.
22. Machine readable records from various computer files.