

Annual Report of the Dag Hammarskjold Library
at United Nations Headquarters, 1983

I. Introduction

1. In accordance with the 1983 work programme, the Dag Hammarskjold Library continued development of United Nations Bibliographic Information System and completed, in particular, the move from UNBIS I to UNBIS II, a system permitting compatibility between processing of United Nations documents and material acquired for the Library's general collection. The English versions of indexes to proceedings of the four principal organs of the United Nations were computerized for the first time in 1983. Coverage of United Nations documents in the UNDOC database was expanded in 1983 in co-operation with other UN libraries. The growth of the UNBIS machine-readable data bases gave rise to interest in obtaining on-line access on the part of several libraries and governmental organizations. Some technical and policy problems are to be solved before this can be achieved.
2. First practical steps were undertaken in 1983 to implement UNBIS in the United Nations Office at Geneva Library. More details are given in the proper chapter of the report.
3. To facilitate equal treatment of the two working languages of the Secretariat, discussions were begun on possible ways to publish the Indexes to Proceedings in French.
4. In 1983 the Library has to work under austere conditions caused by the discrepancy between the rising costs of library materials and the acquisitions budget. A steady decline in book purchases over the past several years culminated in a virtual standstill in 1983, a situation which affected many activities of the Library.

II. Administration and Management

Co-operation with the Geneva Library

5. Mr. T. Dimitrov, Chief of Acquisition and Cataloguing Section, Geneva Library, visited the Library on 7-11 February and was given an extensive briefing on UNBIS. To implement the UNBIS system in Geneva, Mrs. L. Spicehandler was sent to Geneva on 6-10 June and 5-9 December, and instructed staff of the Geneva Library on UNBIS procedures. The data are entered in Geneva and then transmitted to the New York Computing Service on a direct line for processing. The project is expected to be operational in 1985.

External relations

6. Mr. T. Munetic, Chief of the Network Development Unit of INFOTERRA, UNEP, met with Mr. V. Orlov and Mrs. N. Dusoulier to discuss co-operation between DHL and INFOTERRA. He later briefed some of the professional staff on the scope of the International Referral System for Sources of Environmental Information (INFOTERRA) on 31 March.
7. Mrs. M. Moor, Librarian, Joint Bank/Fund Library, met with Mr. V. Orlov to discuss problems of classification of professional staff of the Bank/Fund Library. They were later joined by Mr. R. Dodd of the Classification Section.
8. DHL continued to be a member of the New York Metropolitan Reference and Research Library Agency (METRO). Courtesy cards were helpful in inter-library co-operation. Its delivery service brought the monthly For Reference newsletter for distribution to all professional staff. Mr. M. Dulka, the Map Librarian participated in organizing the METRO Workshop, "Maps and Atlases in Libraries" and gave participants a tour of the Library.
9. Ms. Tahany El-Erian went on a three-week mission from 23 May to 9 June to organize the archives of the Ministry of Justice in Abu Dhabi (United Arab Emirates).
10. Ms. I. Corotneff participated in a seminar in Bangkok 11-15 December organized for the reference assistants from Asian Information Centres.
11. Ms. S. Stein went to Tunisia 24 August - 2 September to conduct a feasibility study on the computerization of the Archives of the Ministry of Foreign Affairs.
12. Mrs. S. Kleckner, the Legal Librarian, gave a lecture on the "Research methodology and collection development in international law" at a seminar and workshop sponsored by the American Society of International Law in Washington, D.C. on 12 and 13 April.
13. Mr. M. Dulka, the Map Librarian helped the North American Vexillological Association with their October Conference in New York. He was also requested by the SLA Geography and Map Division to be on the local planning committee for the 1984 annual conference to be held in New York.
14. Library materials on Simon Bolivar were selected by Ms. L. Vazquez for a showcase which was prepared to commemorate the bicentennial anniversary of Bolivar's death. The exhibition, organized by the Mission of Ecuador, was on display in the General Assembly Hall for several weeks during July.
15. The League of Nations Archives and Historical Collection Unit in Geneva accepted Mr. V. Orlov's offer of 40 drawers of League of Nations

period newspaper clippings, brochures and pamphlets that had been given to the DHL by the Woodrow Wilson Foundation.

16. In response to a request from the Middle East Institute of Columbia University for Arabic newspaper to be used for a summer course, "Media Arabic", the Library donated discarded issues of Arba 'Tashar October (Democratic Yemen), al-Ahran (Egypt), ad-Dustour and al-Ra'i (Jordan), al-Seyassah (Kuwait) and al-Thawra (Yemen).

17. Mr. Loubser, Chief Librarian, State Library, Pretoria, visited the Library on 9 August. He confirmed that the State Library had begun process of taking over the supply of official publications to the United Nations which had been previously supplied by the Department of External Affairs.

18. Visitors to the Library included:

- Mrs. M. Haimi of the Parliamentary Library of Finland;
- Mr. Th. E. Mlaki, Head of the National Bibliographic Agency in Dar es Salaam, Tanzania;
- Mr. J. Hoover, Chief Librarian at the Columbia University School of Law, his assistant Ms. J. Tracey, and Mr. K. Mckeevar, the Foreign and International Law Librarian;
- Mrs. M. Coates, FAO Library in Washington, D.C.;
- ms. Maria Eugenia Dominguez Valdes of the Map Library of the Chilean Biblioteca Nacional;
- Mr. Dale Ward of the Institute of International Development and Co-operation, University of Ottawa ;
- Ms. Zlmerita de Sousa, Assistant Librarian, Instituto Brasil-Estado Unidos, Rio de Janeiro, Brazil;
- Ms. Bolner, University of Louisiana Library;
- Mrs. E. Gayon from the Fondation nationale des sciences politiques France;
- Mrs. Hickson from Columbia University;
- Mrs. Eleanor Frierson and Mrs. Mary Sandfur from the World Bank;
- Dr. G. Anderla, Consultant for an OECD report on information transfer and transborder data flows;
- Mr. K. Grose from UNEP Library;
- Mrs. Goosens of the Royal Library of Belgium;
- Ms. B. Lozi, System Manager of the Arab League;
- Ms. P. Piguet, Chief, Sales Unit, United Nations Library at Geneva;
- Mr. Susumu Tanaka of the Ministry of Foreign Affairs of Japan;
- Mrs. Mary Miljak, Information Assistant, UNIC, Belgrade, Yugoslavia;
- Mr. Crossey, Africana Librarian, Yale University Library;
- Ms. Victoria Pendleton, Gift and Exchange Librarian, Ohio State University.

Depository Libraries

19. One new depository library was designated, the Shanghai municipal library in Shanghai, bringing to three the total of depositories in the People's Republic of China.

20. The list of Member States with no depository libraries remains unchanged.

DHL participation in AIL activities

21. Three DHL staff members held official positions in the New York Chapter Association of International Libraries in 1983: Lilia Vazquez, editor of the Newsletter, Michael Dulka, Chairman of the Hospitality Committee, and Catherine Boivin, Membership Committee.
22. During 1983 the Chapter organized three meetings which were hosted by the Dag Hammarskjöld Library.
23. "International statistical sources" was the topic of the first meeting held on 16 March. Mr. Hugh Brophy, Chief of the Statistical Services Branch of the United Nations Statistical Office and Ms. Joan Cherry, editor of the Index to international statistics published by the Congressional Information Service in Washington, D.C., were the two guest speakers.
24. Ms. Edith Ward of the United Nations Centre on Transnational Corporations, was the speaker of the second meeting held on 1 June. Her topic was: "Reference sources for company information: directories".
25. At the last meeting held on 9 November, Mrs. Dianne Gardner, International Documents Librarian at the Pattee Library of the Pennsylvania State University and Mr. Michael Hopkins, Librarian of the Pilkington Library of the University of Technology at Loughborough, United Kingdom talked about "International documents: how to acquire and control them".

Co-operation with the Training and Examination Service

26. The annual seminars on the Utilization of the Dag Hammarskjöld Library, under the programme of training organized by OPS Training and Examination Service were held on 29 March (General Non-UN Collection, TR-Q-6) and 26 April (United Nations and Specialized Agency Collection, TR-Q-7).

Competitive examinations

27. Library staff again participated in the competitive examinations for promotion from G to P. Mrs. N. Dusoulier was a member of the Central Examination Board. The Specialized Board of Examiners was comprised of Ms. C. Boivin, Mrs. K. Einola, Mrs. M. Hoffman, Mrs. B. Kjolstad- Erlandsson, Mr. C. Momah, Ms. S. Stein, with Mrs. R. Kongwa, Deputy-Chairperson, Mr. J. Fuchs, Chairperson. The five librarian posts in the UN system were awarded to the successful candidates, two from DHL (Ms. W. Marx, Ms. K. Levinson), one from A&M(OGS), Ms. N. Caldwell, one from CEPAL, Santiago, Chile, and one from Rome, Italy.
28. Ms. V. Beck and Mrs. C. Bedford participated in the marking of papers for the 1983 Competitive Recruitment Examinations for Junior Professional Officers.

III. Acquisitions

Acquisitions problems

29. As early as February, all purchasing of new monographs, serials and stock items ceased because of shortage of funds. Searching continued, however, with priority given to those items which could be acquired by gift or exchange. In November, when supplementary funds became available, purchasing resumed though it was not possible to process all the accumulated orders by the end of the year.

30. The Acquisition Section was asked to tabulate subscriptions charged against the Library's budget that go directly to individuals in the Secretariat so that the Departments concerned could be asked to charge these subscriptions against their departmental accounts in the future. The project was a qualified success. Titles that were cancelled or for which the Library was reimbursed totalled \$10,155. A few departments agreed to transfer their subscriptions to their own accounts in 1984.

31. In connexion with the decentralization of record management in AMS staff of A&M/GS/RMS spent two days in May in the Acquisition Section to analyze present record-keeping systems and to recommend new procedures.

United Nations and specialized agency materials

32. The UN and the specialized agencies documents collection grew by 112,633 pieces, of which 92,732 were issued by the UN, and 19,901 by the specialized agencies. A total of 34,285 microforms were received and incorporated into the collection. In 1982, 117,800 documents and the 30,558 microforms were processed, suggesting there is a trend to replace hard copy by microform.

33. In 1983 3,205 pieces were withdrawn from the UN/SA Collection, as compared with 65,206 in 1982, 30,000 in 1981, and 35,216 in 1982, mainly as a result of the major Specialized Agency weeding project which was initiated in 1980 and continued until early 1982.

34. A total of 7,758 claims were sent out as part of the systematic claiming project begun in 1977 and which has resulted in 15,000 claims annually. This year, as the Collection neared completion, the claiming has become a regular, on-going operation.

Monographs

35. About 2,289 monographs were ordered, expending \$53,267.66. Because purchases were made late in the year, monographs accessioned were at a low of 1,584. Because the post of searcher was vacant for several months, items searched were also at a low 1,393.

Non-official serials

36. In 1983, 59 new titles were added to the Non-official Serials Checklist (210 in 1982), of which 13 were annuals (64 in 1982), 45 periodicals (142 in 1982) and 1 newspaper (4 in 1982). 235 annual, periodical and newspaper titles (223 in 1982 and 81 in 1981) were withdrawn.

37. By the end of 1983, the non-official serials checklist included a total of 5,042 records (5,870 in 1982), of which 2,332 were annuals (2,357 in 1982), 2,517 for periodicals (3,310 in 1982) and 193 for newspapers (205 in 1982).

38. Overall receipts of non-official serial issues decreased from 83,446 in 1982 to 76,481 in 1983. The sharpest decrease concerns the annuals. 1,171 in 1983 down from 1,541 in 1982; periodicals receipts decreased from 31,648 in 1982 to 30,502 in 1983 and newspapers receipts from 50,257 in 1982 to 44,808 in 1983.

39. The number of claims sent out for non-official serials decreased from 707 claims in 1982 to 306 in 1983. The sharp decrease is due to the high priority given to the review of subscriptions because of their financial implications. Systematic claiming was done as time permitted.

40. In view of the serious Library budgetary constraints and the consequent necessity to reduce purchases, the review of non-official serials acquired by purchase continued in 1983 with the object of cancelling subscriptions to titles or copies no longer needed. The work was carried out by the Serials Group and recommendations were then considered by the Serials Committee. 292 subscriptions (226 in 1982) were cancelled for a total savings of \$44,483.34 (\$12,234.48 in 1982). 30 subscriptions became direct orders and 4 were converted to non-library orders.

41. The annual review of newspapers received in the Library and acquired by purchase was done in August and September as part of the general subscription review. When two or more titles were received from a country, titles were examined to determine if some titles could be deleted from the collection; when copies were purchased for circulation purposes only, the circulation was examined to determine if the copies could be eliminated. 135 titles for a total of 165 subscriptions were reviewed. A total of 61 subscriptions (43 titles and 18 added copies) were cancelled. No new serial titles were added. The total number of titles in the serials order files was approximately 3,300.

Official documents

42. The Library of Congress informed the Library that in the future, only one copy of U.S. Government publications will be supplied. Some exceptions may be made to this rule if it can be done without additional cost.

43. All official publications of the South African Homelands (Bantustans) were withdrawn from the checklist after discussions with

Mr. Ozgur (Centre against Apartheid) who stated these publications were of no interest to the Centre.

External materials

44. The review of exchanges continued in 1983, resulting in the cancellation of fifteen exchange agreements.

45. Two major reviews were completed: the Council of Europe and the European Communities.

46. Thirteen reviews were started and are progressing.

Non-Library Accounts

47. Work performed for the non-library accounts increased during 1983. A total of 14,777 items were requested during the year, and with 2838 items remaining unsearched from 1982, the total workload to search in 1983 were 17,615 items, an all time high.

	1983	1982
Items processed (searched)	13,019	10,884
Items ordered	11,088	6,765
Invoices processed	10,548	6,458

The Chinese population projects accounted for 6,000, for which the Chinese Government agreed to pay \$8,000 in overtime.

48. A backlog of 4,596 items to be searched and 2,027 items to be typed remained at the end of 1983.

49. Non-library subscriptions increased from 2,028 in 1982 to 2,272 in 1983.

50. The following dealers visited the Acquisition Section to discuss problems of mutual interest:

- Dr. Knut Dorn, Harrosowitz, West Germany, on 3 March;
- Mr. Alan Block, EBSCO, subscription agent, on 22 September;
- Mr. Drew K. Selvar, Martinus Nijhoff, on 18 November.

IV. Processing of Materials

51. One of the major developments of the UNBIS system in 1983 was the designing of the UNBIS II and the conversion of retrospective data to the new system. A working group consisting of two library staff and one system analyst from EDPISD was organized in January to design the new system and prepare computer specifications. The conversion of CATFILE and DOCFILE took place in April and July respectively. Approximately 40,000 UN document items and 20,000 external material items were converted to the new system by computer. The new system, largely based on the UNISIST Common

Communication Format, will not only ensure compatibility between the two major data bases of the present system but will also lead to improved procedures for input, on line retrieval, production of special bibliographies and data exchange with other agencies within the United Nations system.

52. The series symbol file now incorporates the sessions file and improves automatic production of checklist headings and the table of contents for each issue of UNDOC: Current Index. The authority file also incorporates the various authority files in the Library. At the end of the year the file contained more than 11,000 corporate names.

53. The computerization of indexes to proceedings of the four main organs of the United Nations for 1983 has been finally completed. The printouts of subjects and speech indexes are produced by computer and distributed to the reference desk, and the indexes are compiled by computer.

54. A provisional edition of the UNBIS II reference manual for bibliographic description was issued in May and revised in November. This reference manual replaces the two former UNBIS reference manuals, and incorporate the major international standards developed since 1967, notably the International Standard Bibliographic Descriptions (ISBDs), Unesco's Reference manual for bibliographic description, 2nd revised edition, Anglo-American Cataloguing Rules, 2nd edition (AACR2) and certain codes based on ISO standards. The reference manual presents a standardized outline for the preparation of bibliographic data for input and storage in the UNBIS system.

55. Work continued on the second edition of the UNBIS Thesaurus. The Thesaurus Committee held a number of meetings, approving close to one hundred new descriptors as well as deletions and changes to the Thesaurus File, which were implemented during 1983. Several hundred additional descriptors, established in the course of preparing the Documents File for conversion to the single descriptor system, were approved by the Committee as well.

56. Since the next edition of the Thesaurus will be trilingual, the process of reviewing the French and Spanish versions of the terms to bring them into greater conformity with other United Nations system thesauri was begun, with editorial work completed on the categories of agriculture, international trade, and humanitarian aid and relief. In this connexion, the systems staff assigned to the Library by EDPISD devised new programmes to generate records for non-preferred terms automatically in all three languages, on the basis of the use for references in preferred term records. This new feature should improve both speed and accuracy in updating the Thesaurus File.

57. A preliminary version of the Guidelines for subject analysis was prepared in order to set rules for indexing documents for the UNBIS system. By the use of single descriptors in subject analysis, it is

expected that indexing will be more simplified than the complex co-ordinate indexing system used in the previous system and that more specific indexing approach to the substantive aspects of the documents can be achieved through the use of the UNBIS Thesaurus.

58. During the 38th session of the General Assembly, with the co-operation of the Political and General Assembly Affairs, a project has started to transmit electronically the voting information of the General Assembly resolutions from the General Assembly Hall to the UNBIS data base. The Voting Record File is limited to all the resolutions voted upon by recorded vote in the plenary meetings, and it contains information relating to the voting by individual countries, subject of the resolutions,

draft resolution and resolution numbers, date and meeting numbers. At the end of the session, all the voting records were available for online retrieval.

59. The texts of the General Assembly resolutions for the 38th session are for the first time available on-line in the UNBIS system. Immediately after the text of the resolution is keyboarded on the word processor for printing, in the Stenographic Section, DCS, the same text is transmitted to the UNBIS data base by use of telecommunications. After some minor format changes, the text is stored in the computer for retrieval. Several Missions have indicated their interest in the project, and the Library hopes to input the texts of all the United Nations resolutions from 1946.

60. In order to facilitate on-line retrieval system and input operations, nine additional IBM terminals and three IBM printers, four Wang word processors and two Wang printers were installed in the Library in 1983.

61. In 1983 several changes were introduced to UNBIS publications. In Current Bibliographical Information the old broad subject categories were replaced by those derived from the Administrative Committee on Co-ordination (ACC) programme classification; and an index of serials recently acquired by the Library was added. Also, the subject index replaced the geographical subject index, and the title index was removed from the publication. In UNDOC: Current Index indexing annotations in subject and author indexes were replaced by the titles of documents and the title index now contains all the titles in the checklist

62. In 1983 the Processing and Publications Section improved its operations in spite of numerous staff changes and the UNBIS II conversion. A total of 18,919 new records were processed in the Section and added to the UNBIS data base, bringing the total number of records in the data base to 69,769. Most of the products were issued on schedule during the year, including: (1) computer-produced indexes to the United Nations documents and publications; (2) computerized catalogue to access external materials acquired by the Library; (3) computer-produced shelflist cards; (4) microfiches for the public catalogues; and (5) various mini-catalogues for the reference collections. The Index to Proceedings of the General Assembly, 37th session, was delayed a few months because of computerization of its subject index for the first time.

63. After conversion, both CATFILE and DOCFILE required an extensive updating. Global changes, record by record updating, and editing from printouts were performed in order to reflect policy changes and new usages. Major changes were breaking up co-ordinated subject headings to single descriptors, linking topical descriptors to geographical names, the deletion of most modifiers after corporate names, replacing indexing annotations by document titles, and linking serials and series titles to their issuing bodies. Because the conversion of the external materials took place earlier in the year, updating of these records was completed before the end of the year.

United Nations materials

64. In 1983 a total of 12,619 United Nations documents were indexed and added to the data base. Nine issues of UNDOC: Current Index and the 1982 cumulative edition with a total of 2,736 pages were submitted for printing during 1983.

65. The English versions of the indexes to proceedings of the General Assembly, the Economic and Social Council, the Security Council and the Trusteeship Council were computerized for the first time and daily printouts were produced by computer. Altogether four issues of indexes to proceedings in English, three issues in Chinese and two issues in Arabic were submitted for publication in 1983.

External materials

66. Two parallel cataloguing operations were performed, one manual for materials in non-Roman scripts, the other computer-assisted for materials in the Roman alphabet. While a total of 6,300 records was input into the data base, a total of 315 titles in Arabic, Chinese, Japanese and Cyrillic scripts were manually processed. A total of 9,661 monographs and serials was shelved during the year.

67. In 1983 thirteen monthly issues of Current Bibliographical Information were published. Besides, a number of computer-generated products were issued on a regular basis. The public catalogue on microfiche was produced in one cumulative issue and five supplements during the year. Minicatalogues in printout form were distributed monthly to reference centres and service points in the Library.

68. In addition, a number of non-cumulative lists, various working tools and special lists were produced on demand.

V. Management of the collections

69. The Advisory Committee on Collection Development met three times in 1983. Its discussions centered on the financial situation of the Library and its implications for the Serials and Monographs Committee.

70. During 1983 the Monographs Committee reviewed a total of 780 titles, of which 763 were approved, and 17 rejected. Of the approved titles, 470 were in English, 51 in French, 22 in Spanish, 202 in Russian, 8 in German, 5 in Chinese and 5 in other languages. Titles requested were 256, and selected 507. Titles to be obtained by purchase were 426, and by gift or exchange 337.

71. The Serials Committee continued to meet weekly and gave special attention to the review of serial subscriptions in multiple copies. A limited number of new titles were approved. The weeding of the collection continued with special emphasis on the holdings of the Statistical Reference Collection, with a view to the implementation of the new policy on statistical materials.

72. The Committee on Acquisition, Processing and Management of the UN/SA Collections, established by DIR/A/41/Add.2, superseded the "Panel on Acquisition, Indexing and Maintenance of UN/SA Materials". Its four members represent the Collection Management Section, the Reference and Bibliography Section and the Processing and Publications Section. The terms of reference of the Committee are: to monitor and review the implementation of the policy governing the development, conversion to microform and derestriction of the UN/SA documents and review the procedures related to checking-in, processing, binding, withdrawal, etc., of the same.

73. Directives and Instructions Issued

Policy Concerning Dictionaries (DIR/A/24, Annex III, Sub-Annex 2.2) 9 May 1983

Selection Guidelines: Dictionaries (INS/CM/1) 9 May 1983

Policy Concerning Statistical Material (DIR/A/24, Annex III, Sub-Annex 4) 16 May 1983

Committee on Acquisition, Processing and Management of UN/SA Collection (DIR/A/41/Add.2) 5 October 1983

74. In the UN/SA collection, 251,516 pieces were filed and shelved. The decline of approximately 20,000 pieces as compared to the previous total of 275,782 for 1982 was mainly due to the new United Nations policy regarding the limitation and the decrease of production of documentation.

75. In the general collection, withdrawals of duplicate or obsolete materials increased from 55,189 pieces in 1982 to 61,090 pieces in 1983. The increase is in part due to the systematic weeding out of the official gazettes collection which was undertaken in November. 3,744 volumes or issues superseded by microfilms were withdrawn and represented 85% of all materials withdrawn.

76. Filing and shelving of periodicals, newspapers and official gazettes decreased from 224,303 pieces in 1982 to 200,011 pieces in 1983.

77. The main UDC and the UNX collections were expanded and more shelves were added to ensure more space for the future. A total of 445 titles were withdrawn.

78. In May the Directive Policy concerning Statistical Material (DIR/A/24, Annex III, Sub-Annex 4), based on the results of the questionnaire circulated to all Branch Chiefs of the Statistical Office in 1981, was issued.

Book sale

79. The Main Stacks Group organized a sale of materials accumulated in the Sale and Gift area. A total of 793 bound volumes, 103 periodical issues and 18 maps were sold for \$629.50. The money was remitted to the Cashier's Office.

Binding activities

80. The number of volumes sent for binding decreased from 5,594 volumes in 1982 to 3,418 in 1983. Of these, 1,900 (55.6%) were pad bound, and 1,518 (44.4%) were sewn bound. The budget allocation for binding of books and documents was \$22,468.25. For the UN/SA collection 1,915 (56%) were bound, non-UN publications 1,481 (43.4%), and 22 volumes (0.6%) for other departments on their own budgets. The total number of periodical issues sent to be bound increased from 5,246 in 1982 (for a total of 724 bound volumes) to 7,103 in 1983 (for a total of 939 bound volumes).

Library use survey

81. Based on the findings of the 1982 feasibility study and the subsequent approval by the ACCD, the Use Survey of the Dag Hammarskjold Library began in January 1983 and was conducted for one four-month period when the General Assembly was not in session (January-April) and for one when it was (September-December). The survey of the periodicals collection was conducted without interruption. The scope of the survey included the Main Collection, Periodicals Collection and Inter-Library Loan.

82. To make the final report as viable a working tool as possible, it was decided to incorporate into it some additional data which was not reflected in the daily tabulations, namely, data on periodicals which were routed immediately after their receipt in 1983 and on monographs which were requested by departments during the year but were not ordered due to the severe budgetary crisis in the Library.

83. The mid-term status report and the six-month progress report on the survey of the periodicals collection clearly indicate that, once finalized, the results of the survey will indeed meet the original purpose, i.e., to serve as an effective working tool for those persons responsible for selection, de-selection, budgetary allocations and redeployment of staff resources.

84. The final report on the survey will be supplemented by sub-reports on the Main and Periodicals collections and should be read in conjunction with them. All are scheduled to be issued in 1984.

85. Under the programme of selective conversion of the United Nations documents and publications to microfiche performed under contract, material for 14,727 microfiche masters and 20,738 duplicates were prepared. After transferring the preparation of titles from the microfiche contractor to the Library, the turn-over time and the cost of the microfiche were reduced considerably.

86. It was brought to the attention of DHL that ISO International Standard 5466: Practice for the storage of processed safety photographic

film (published in 1980) mentions that microfiches or microfilms of different nature cannot be stored together. While DHL in co-operation with NCR produces only silver-halide microfiches, Geneva Publishing Service produced diazo microfiches for documents issued in Geneva between 1973-1977. Silver fiches release thiosulfates and sulphur which is damaging for the diazo fiches and diazo fiches releases ammonia which produces microfiches in the UN/SA Collections have been pulled and filed in symbol order in separate drawers, while arrangement for their replacement with silver-halide microfiches from Geneva is being negotiated.

VI. Service to readers

87. At the Main Loan Desk the total number of requests processed for 1983 was 14,433, 21.6% less than in 1982. Respectively, the number of the fulfilled requests was 12,581 for 1983 and 16,480 for 1982. The decrease in the above statistics was also observed in 1982 against 1981. The gradual decrease of the requests at the Main Loan Desk in the recent years could be explained by the wider services provided by the Reference Collections.

88. A review of loan desk records showed 411 missing book records; the backlog of recalls was completed resulting in 4,927 recalls.

89. Interlibrary Loan The total number of transactions for interlibrary loan was 1,342 about 21.4% lower than in 1982 (1,708). The number for fulfilled requests, however, remained as high as in 1982, i.e. 700 for 1983 and 715 for 1982. Materials loaned to outside libraries increased from 239 in 1982 to 259 in 1983. The New York Public Library continued to be the main partner for inter-library loan service.

90. Use of UN/SA materials continued to increase. Loans requested were 67,823 in 1981, 69,639 in 1982 and jumped to 76,094 in 1983. Also, loans fulfilled in 1983 were 74,578 compared to 66,502 in 1981 and 68,407 in 1982. The UN/SA loan desk successfully recalled 2,385 overdue documents, 300 more than in 1982. However, the number of readers who used the UN/SA loan desk was 21,404 in 1983, a decline of approximately 8,000 from 1982. The total number of UN/SA serials routed to staff members was 253, up from 218 in 1982.

91. Periodical, newspaper and official gazettes loans increased from 58,715 items in 1982 to 63,213 items in 1983. Recalls decreased from 4,146 in 1982 to 3,694 in 1983, almost similar to the 1981 figure (3,659).

92. Circulation of non-official serials issues decreased from 55,878 in 1982 to 47,328 in 1983. Statistics on the number of non-official serial titles circulated in 1983 were as follows: annuals: 436; periodicals: 1,557; newspapers: 81. The total came to 2,704 with 524 names in the circulation file.

92. The review of subscriptions including verification of circulation records begun in January 1982 has since become a regular procedure. The circulation request form was revised and an instruction sheet for the

recipients was added to the new form. This curbed new requests and helped somewhat with changes in office numbers, etc. In addition, special memoranda were sent to officials re-assigned to new positions, asking them to review the list of materials sent to their predecessors. In order to keep the routing records up-to-date, the information circular Appointments, Promotions and other Staff Changes is systematically verified against the circulation records. The relocation of various United Nations offices to the DC2 Building begun in June was monitored. Because the United Nations Telephone Directory comes out at infrequent intervals, arrangements were made for the Serials Group to receive the internal computer generated directory which allows the Library staff to update the routing records systematically.

94. At present these measures ensure the appropriate control of circulation records. However, there is little or no control once journal issues are in circulation. In some libraries, each issue is returned to the library by each individual user, checked in and sent to the next person on the circulation list. Dag Hammarskjöld Library does not envisage implementing such a system for lack of staff resources. For the same reason, the issues are not checked-in when they finally come back from circulation.

95. Unavailability of issues while in circulation, has been frequently aggravated by the fact that issues were retained in other units, for indexing or other purposes. The proposal for the circulation of photocopies of tables of contents instead of the periodical issues (for titles circulating to the Bibliography Group) had as its objective to make the issues available in the Reading Room, at the time the articles appeared indexed in the Current Bibliographical Information.

96. Although beginning in 1977, steps were taken in the Serials Group to implement the project, it was abandoned in 1981. Instead in 1980, duplicate copies of some journals were acquired to alleviate the most pressing needs. This is obviously an option that the Library can no longer afford.

97. In August a study of past and present problems related to circulation, the results of measures taken over the years and new proposals were incorporated into a study, Status Report on the Circulation Service.

98. The report dealt with factors tending to break down the circulation system, such as too many names on routing slips, too many titles circulated to some staff members (some over fifty, and the highest one hundred nineteen titles), leaves, missions, misplaced issues, delays in forwarding to the next recipient, unofficial loan to colleagues, unreliable messenger service, and lack of unified overall clearance procedure for the United Nations system.

99. These obviously are beyond the Library's control. Their solution lies in the enforcement of the existing rules and regulations rather than in the introduction of new ones. The administrative issuances regarding regulation and limitation of circulation, even the recommendations of the Auditors, for that matter, appear to be of no avail. Attempts were made to seek co-operation of the users in keeping down their requests but in most cases they were supported by their respective departments claiming "special circumstances" and "need to know".

Loan system

100. A representative from the McBee Company made a presentation of a manual keysort loan system which, after study, was deemed inapplicable to our needs.

Library passes

101. Library passes continued to be issued to outside users with discretion and after careful screening of the candidates. In spite of a stricter application of the written policies at year's end, exceptions had to be made in several instances. A new policy including more detailed guidelines for the admission of outside readers is scheduled to be prepared in 1984. The number of passes issued this year decreased to 1,109 from 1,349 in 1982.

New materials on display

102. At the Main Loan Desk, 65 new publications were displayed in 1983. The small figure accounts for the new budget restriction DHL experienced in 1983. 117 new books and documents were displayed in the UN/SA Collection in 1983, an increase of 14 pieces from 1982. The total number of periodical and newspaper issues displayed in the Periodicals Reading Room decreased from 22,392 in 1982 to 21,444 in 1983.

Photocopying

103. There was a sharp increase in the number of photocopies made at the photocopying machine located in the Periodicals Reading Room; the total number went up from 154,188 copies in 1982 to 183,277 copies in 1983.

104. Photocopies in the UN/SA Collection reached 21,093 in 1983 which represented an increase from 19,911 in 1982. The unavailability of retrospective documents and the delay in the delivery of current documentation from the Documents Distribution Section continued to necessitate the greater dependence of delegates and staff on UN/SA photocopying services.

105. The UN/SA microfiche enlargements of documents in 1983 declined to 1,175 from 2,467 in 1982. All photocopying machines were replaced by new ones in September.

Reference services

106. The total number of reference queries handled by the Section declined slightly from 57,851 in 1982 to 57,220 in 1983. The breakdown by reference points was as follows:

	<u>1982</u>	<u>1983</u>
Documents Reference	28,700	27,856
General Reference	15,767	16,553
Legal Reference	7,231	7,311
Statistical Reference	3,189	2,823
Map Reference	2,964	2,677

107. A shortage of qualified staff servicing the UN/SA Reference Desk continued to be a problem, partially caused by the loss of one post and the loan of another out of the Department.

108. A terminal for on-line access to the UNBIS data bases was installed near the General Reference Desk and two terminals and a printer in the UN/SA documents reference area.

Statistical Reference Collection

109. In June, the Department of International Economic and Social Affairs moved from the Secretariat Building to new quarters in the DC2 building. The Statistical Reference Collection, which serves the Department, also moved to spacious new quarters on the 11th floor. Service was fully resumed by September.

Map Reference Collection

110. Six states dominated map and name reference queries: Lebanon, Thailand, Democratic Kampuchea, Iran, Iraq and Grenada. Extensive work was also done in connection with the dispute between Chad and Libya: an annotated cartobibliography of maps in the collection was compiled for the Legal Office. Geographic descriptions of various aspects of the Strait of Hormuz were also prepared for the Legal Office. The gazetteer collection was reorganized, and efforts were made to improve the Library's Map Exchange program. A series of map displays to heighten an awareness of the collection was initiated on the Library's ground floor; the response was satisfying and productive. The Map Librarian underwent a training period in UN documents reference work and spent several hours each week assisting at the UN/SA reference desk.

Legal Reference Collection

111. The Legal Collection received a large amount of old United Nations documents sent by the Office of Legal Affairs to be incorporated in the collection.

112. The Legal Librarian assisted the Office of the Legal Counsel in getting all air law conventions and regulations during the Korean airline crisis; getting all legal instruments of interest during the Grenada and Cyprus crises; and in doing legal research in the progressive development of international law.

Departmental reference collections

113. Liaison with departmental reference collections continued throughout the year. The annual listing of these collections was issued in its second revision and briefing of newly-appointed reference collection staff was conducted, as necessary.

114. At the request of the Division, the holdings of EDPISD were organized and catalogue cards were prepared.

Directives and instructions issued

115. List of Reference Collections and Liaison Staff at Headquarters, as of January 1983 (DIR/US/2/Rev.3) 17 January 1983

On-line services.

116. An on-line services co-ordinator was appointed in October, in the Office of the Chief of Users' Service, to research the uses of commercial and internal databases in the Library, train in online retrieval, and promote its use through demonstrations to Secretariat and Mission staff. In the following months the professional staff of Reference and Bibliography Section was scheduled for training by the co-ordinator in UNBIS search techniques on the CATFILE and DOCFILE.

117. In May the New York Times Information Bank (NYTIB) became a service of Mead Data Central on its NEXIS system. The Library converted to this system and experienced an interruption in service of some three months. The number of queries for the year on NYTIB and NEXIS was 82 in comparison with 116 in 1982.

Directives and information tools issued:

NEXIS online search service policy (DIR/US/3) 31 October 1983

NEXIS contents and Dag Hammarskjold Library holdings

(DIR/US/3/Add.1) 18 November 1983.

Bibliographies and information tools

118. The list of newspapers currently received by the Library in 1983 was prepared with 181 titles from 110 countries; in 1982, the list included 194 titles from 115 countries.

119. The preparation of the indexes to the judgments of the United Nations Administrative Tribunal, Cases 231-300 in English and French were completed and submitted to the Legal Office.

120. The Statistical Reference staff continued to issue and distribute regularly its two awareness lists: a) Publications received: selected list and b) Trade publications. A monthly list of the new recurrent publications and monographs received in the Statistical Collection was prepared regularly for inclusion in the Newsletter of the Statistical Office.

121. The Legal Reference staff compiled the bibliography of 1982 to be included in the Juridical Yearbook.

122. Contributions to the Booklist column in the UN Chronicle were made by a number of librarians during the year, including Ms. V. Beck, Mr. M. Dulka, Ms. M. Farrell, Mrs. B. Kjolstad, Ms. R. Von Ohnesorge, Ms. N. Leneman, G. Leo, Ms. L. Vazquez and Mrs. E. Ward (CTC).

VII. STAFF TRAINING AND DEVELOPMENT

123. The Library was represented at the following meetings:

- a) IFLA general conference in August, which was attended by the Director, Mr. Orlov.
- b) Special Libraries Association, 73rd annual Conference, New Orleans: Mr. J. Fuchs.
- c) National Online Meeting, 1983, sponsored by Learned Information Inc., publishes of the Online Review, New Jersey, 11-14 April: Ms. L. Vasquez.
- d) American Foreign Law Association (AFLA), 14 September: Ms. S. Kleckner.
- e) Symposium on the Law of the Sea, St. John's University, New York, 24 September: Ms. S. Kleckner.
- f) ALA mid-winter conference, San Antonio, Texas: Mrs. J. Atkins.
- g) Seminar, "Microcomputers in the library" sponsored by HOLUG and HILOW, Ardsley, New York on 6 April: Ms. C. Boivin, Mr. I. Schwartz, Ms. O. Tolstikova and Ms. Z. Ucer.
- h) Elizabeth Ferguson Library seminar, "Library automation: computer searching methods": Mrs. K. Guha, Ms. R. Kowitch, Ms. F. Libay and Mrs. L. Waitman.
- i) Demonstration of an automated serial system offered by Blackwell Technical Services, Great Neck, on 28 April: Ms. C. Boivin.
- j) Demonstration of the Xerox 8010 Information System: Mrs. O. Wang.
- k) Association of International Libraries, New York Chapter (see paras. 21-25).

Library degrees

124. Ms. Wendy Marx received her library degree from C. W. Post College.

VIII. BIBLIOGRAPHY FOR 1983

(a) Indexes to United Nations documents

Indexes to proceedings of the General Assembly, 37th session, 1982-1983. 1983 xxxii, 414 p. (ST/LIB/SER.B/A.36). Sales no. E.83.I.23.

Index to proceedings of the General Assembly, Ninth emergency special session, 7th emergency special session (2nd part), Twelfth special session, 1982. 1983. vii, 66 p. (ST/LIB/SER.B/A.35). Sales no. E.83.I.15.

فهرس أعمال الجمعية العامة: الدورة السادسة والثلاثون ١٥ أيلول/سبتمبر ١٩٨١ - ٢٠ أيلول/سبتمبر ١٩٨٢

Index to proceedings of the General Assembly, 36th session, 1981-1982. 1983, vi, 420 p. (ST/LIB/SER.L/10).

فهرس أعمال الجمعية العامة: الدورة الاستثنائية الطارئة التاسعة ٢٩ كانون الثاني/يناير - ٥ شباط/فبراير ١٩٨٢؛ الدورة الاستثنائية الطارئة السابعة (الجزء الثاني) ٢٠ نيسان/أبريل - ٢٤ أيلول/سبتمبر ١٩٨٢؛ الدورة الاستثنائية الثانية عشرة ٧ حزيران/يونيه - ١٠ تموز/يوليه ١٩٨٢

Index to proceedings of the General Assembly - 9th, 7th (part II) Emergency Special Sessions and 12th Special Session, 1982. 1983. v, 60 p. (ST/LIB/SER.L/11).

大会会议记录标题索引: 第9届紧急特别会议, 第7届紧急特别会议 (第2期会议), 第12届特别会议, 1982年。 1983年。 v, 60页
Index to proceedings of the General Assembly, Ninth Emergency Special Session, 7th Emergency Special Session (2nd part), Twelfth Special Session, 1982, v, 60 p. (ST/LIB/SER.J/32).

Index to proceedings of the Security Council, 37th year, 1982. 1983. vi, 72 p. (ST/LIB/SER.B/S.19). Sales no. E.83.I.11.

安全理事会会议记录标题索引: 第37年, 1982年。 1983年。 v, 94页
Index to proceedings of the Security Council, 37th year, 1982. 1983. v, 94 p. (ST/LIB/SER.J/30).

Index to proceedings of the Economic and Social Council: Organizational, First regular and Second regular Sessions, 1982. 1983. viii, 81 p. (ST/LIB/SER.B/E.59). Sales no. E.83.I.13.

经济及社会理事会会议记录标题索引: 组织会议, 第1届和第2届常会, 1982年。 1983年。 v, 100页
Index to proceedings of the Economic and Social Council: Organizational, First regular and Second regular sessions, 1982. 1983. v, 100 p. (ST/LIB/SER.J/31).

UNDOC: Current Index, Vol. 4, no., 10; ; Vol. 5, no. 1-8. 1983. (ST/LIB/SER.M/40-48).

- Cumulative edition, 1982. 1983. 3 vols. (ST/LIB/SER.M/CUM.4, Vol. 1-3)

(b) Bibliographies, reading lists, etc.

(Titles marked * are for internal distribution only)

* Africa and the United Nations: a selective bibliography of English and French publications. January 1983. 11 p. Unpublished; typewritten

A select bibliography on succession of states in respect of state property, archives and debts. 8 February 1983. 34 p. (ST/LIB/SER.B/39)

* Legal aspects of foreign investments. February 1983. 39 p. Unpublished; typewritten

* Military research and development 1979-1982: a selective bibliography. February 1983. 41 p. Unpublished; typewritten

* International law and freedom of communication for official purposes, 1961-1982: a selective bibliography. March 1983. 10 p. Unpublished; typewritten

* Relations between South Africa, the Frontline States and other neighboring states, 1977-1982: a selective bibliography of English language publications. April 1983. 27 p. Unpublished; typewritten

* Military research and development, 1982-1983: a selective bibliography. July 1983. Unpublished; typewritten

List of periodicals available in the Dag Hammarskjöld Library on political and economic developments in Africa, Asia/Pacific and the Far East, Caribbean and Latin American, and on Sino-Soviet and Sino-US relations. July 1983. 16 p. Unpublished; typewritten

* Legal aspects of apartheid: a selective bibliography of books and articles and United Nations documentation in English, 1978-1983. October 1983. 10 p. Unpublished; typewritten

* The role of American Jews in the development of Israel: a selective bibliography of books and articles. November 1983. 6 p. Unpublished; typewritten

Legal bibliography of the United Nations and related intergovernmental organizations. February 1983. 1025 entries. To be included in the United Nations Juridical Yearbook, 1983 (ST/LEG/SER.C)
*

Publications received: selected list - Statistical Reference, Nos. 1-49, 1983. Unpublished; photocopied

* Trade publications list - Statistical Reference, Nos. 1-20, 1983. Unpublished; photocopied.

(c) Other publications

Current Bibliographical Information. Vol. 12, No. 12, Vol. 13, No. 1-12, (ST/LIB/SER.K/234-245).

(d) Publications on United Nations documentation and on United Nations Libraries

Orlov, Vladimir Nikolaevich, *Serving the United Nations: The Dag Hammarskjöld Library*. Wilson Library Bulletin. 57(8) 1983: 640-645.

IX. Statistics of the Dag Hammarskjold Library, 1983

A. Workload Statistics

	<u>1982</u>	<u>1983</u>
I. <u>Acquisitions</u>		
UN and Specialized Agencies materials		
Hard copy additions	117,800	112,633
Microform additions	<u>30,558</u>	<u>34,285</u>
Total:	148,358	146,918
External materials		
Acquisitions by purchase	2,485	1584
Gift and exchange receipts	4,855	1,036
Official documents receipts	<u>93,456</u>	<u>74,236</u>
Total:	100,796	86,136
Newspaper subscriptions		
Renewals	166	102
Cancellations	7	61
Serials checklist records		
Unofficial	5,870	5,042
Official	<u>19,446</u>	<u>1,984</u>
Total:	25,316	15,026
Exchanges		
No. administered	521	512
Reviews completed	63	31
Exchange established	3	6
Exchanges cancelled	8	15
Exchanges proposed	15	6
Claims processed		
Unofficial serials	709	306
Official serials and orders	1,415	1,773
UN/SA materials	<u>14,093</u>	<u>7,558</u>
Total:	16,217	9,637
Non-Library Processing (UNDP etc.)		
Items processed (searched)	10,884	13,019
Items ordered	6,765	11,088
Invoices processed	6,458	10,548
Serial additions		
New titles added	387	437
Titles withdrawn	467	544

<u>Acquisitions</u> (continued)	<u>1982</u>	<u>1983</u>
Serial issue receipts		
Unofficial		
Annuals	1,541	1,171
Periodicals	31,648	30,502
Newspapers	<u>46,012</u>	<u>44,802</u>
Total unofficial:	79,201	76,475
Official	<u>93,456</u>	<u>74,236</u>
total serials:	172,657	150,711
Expenditures		
Books	55,622	69,622.35
Serials	287,227	349,402.12
Microfilms	4,592	4,027.52
Orders placed	3,500	1,196

II. Processing

UN Materials

Computer produced indexes (UNDOC: <u>Current Index</u>)		
Index pages submitted for reproduction	3,336	3,184
Records added to data base	12,638	12,619
Shelflist cards computer-produced	6,628	3,769
Manually produced indexes		
Pages submitted	1,214	744
Microfiche		
Masters produced by contractor	15,486	14,727
Duplicates produced by contractor	61,944	20,738

External materials

Current Bibliographical Information		
Computer-produced records	8,579	6,300
Manually produced records	<u>943</u>	<u>315</u>
Total:	9,522	6,615
Monographs and serials catalogued		
Computer-produced records	3,954	6,300
Manually produced records	<u>385</u>	<u>315</u>
Total:	4,339	6,615
Volumes shelved	10,585	9,661

III. Organization of the Collections

	<u>1982</u>	<u>1983</u>
Binding - volumes prepared and sent	5,594	3,418
Catalogue cards reproduced	12,169	3,105
 <u>Withdrawals</u>		
Serials		
Periodicals	14,762	18,583
Newspapers	39,081	32,573
Official Gazettes	1,382	9,934
 Documents and books		
UN/SA collection	35,216	3,205
Main Stacks	<u>7,659</u>	<u>621</u>
Total:	98,100	3,650
 <u>Filing and shelving</u>		
UN/SA collection	275,782	251,516
Periodicals stacks	224,283	200,011
Main stacks	<u>106,697</u>	<u>48,685</u>
Total:	606,762	470,212

IV. Service to readers

Loans		
Main Loan Desk	16,480	12,541
Periodicals	58,715	63,213
UN/SA	68,407	74,578
Statistical Reference	5,100	4,317
Legal Reference	<u>3,698</u>	<u>4,733</u>
Interlibrary loan processed	1,708	1,342
 Interlibrary loan requests received		
Outside libraries	484	331
DHL official users	1,118	1,011
Interlibrary loan requests fulfilled	715	700
Library passes issued	1,349	1,109
Secretariat clearances processed	2,4458	1,480
 Periodicals circulated or routed		
UN/SA	322	253
Official	38,553	33,986
Unofficial	<u>59,955</u>	<u>41,061</u>
Total:	98,830	77,300

IV. <u>Service to readers</u> (continued)	1982	1983
Display of new material		
Newspapers and periodicals	22,392	21,4444
Books	350	65
UN/SA materials	<u>105</u>	<u>117</u>
Total:	22,845	21,616
Reference services		
Reference questions		
Collection Management Section	11,213	26,800
UN/SA Documents Reference	28,700	27,856
General Reference	15,767	16,m553
Map Reference	2,964	2,677
Legal Reference	7,231	7,311
Statistical Reference	3,189	2,283
Acquisition Section	<u>1,922</u>	<u>1,950</u>
Total:	70,986	85,430

B. Major Indicators: 1983

1.	<u>Resources available:</u>		
	(a) Staff <u>1/</u>	157	
	(1) professional <u>1/</u>	67	
	(2) non professional <u>2/</u>	90	
	(b) Expenditures		
	(1) library materials <u>3/</u>		466,452
	(2) Other <u>4/</u>		282,500
2.	<u>Additions to the collections</u>		
	(a) Items processed and added to the collection <u>5/</u>		321,063
	(1) documents/publications of organiza-		
	in the UN system <u>6/</u>		146,918
	(2) documents/publications of		
	non UN system <u>7/</u>		172,705
	(b) Items withdrawn from the collections <u>8/</u>		64,916
	(1) UN system <u>6/</u>		3,205
	(2) Non UN system <u>7</u>		61,711
	(c) New Periodical titles received <u>9/</u>		437
3.	<u>User services</u>		
	(a) Reference queries		85,430
	(b) Loans <u>11/</u>		159,622
	(c) Interlibrary loans sent <u>12/</u>		239
	(d) Circulation of periodicals (issues		
	routed) <u>13/</u>		77,300
	(e) Copying services <u>14/</u>		185,852
	(f) Briefings and tours <u>15/</u>		
	(1) No. of tours/briefings	70	
	(2) No. of participants	1,000	
	(g) Training		
	(1) No. of days	20	
	(2) No. of participants	128	

4.	<u>Bibliographic services (publications/issued)</u>	
	(a) Accession/awareness lists <u>17/</u>	69
	(b) Bibliographies	
	(1) On demand/ <u>ad hoc</u> bibliographies <u>18/</u>	
	(i) number of bibliographies	11
	(ii) number of entries	1,500
	(2) Published bibliographies <u>19/</u>	
	(i) number of bibliographies	2
	(ii) number of entries	2,220
	(c) Indexes <u>20/</u>	
	(1) number of index issues	4
	(2) number of documents indexed	12,619
	(d) Other publications <u>21/</u>	5

Notes 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 includes maps and UN/SA documents). Each physical item is counted: monograph volumes, serial bound volumes, UN/SA documents separates or bound volumes, map sheets, fiche pieces, film rolls, etc., with the total reported. Periodical articles processed for inclusion in bibliographies are counted under major indicator No. 4 below. Those articles catalogued as separates and added to the permanent collections are included 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. Include 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 the Library patrons or the number of pieces of a microform duplicated as a user service (exclude 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.
17. Number of lists/issues published.
18. These unpublished bibliographies are normally typewritten, hectographed, photocopied reading lists, on demand bibliographies, etc. Include 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.