



TO: Mr. Jakob van Heijst
A: Director, DHL

THROUGH: Mr. Frank Nakada
S/C DE: Deputy to the Director, DHL

FROM: Krishna Guha
DE: Officer-in-charge, EMPU, DHL *K Guha*

SUBJECT: Annual Report for the year 1990
OBJET:

DATE: 17 January 1991

REFERENCE: _____

I. Administration and Management

1. Ms. Regine Kowitch-Galatola was transferred to the Acquisition Section as Chief on 1 November 1990.
2. Ms. Krishna Guha was appointed Officer-in-charge of External Materials Processing Unit.
3. Ms. Ying Chao, who was on maternity leave from 23 April-10 August 1990, rejoined the Unit on 14 December 1990.

II. Training and External Relations

1. Three (3) personal computers were installed in the Unit on 13 November 1990. By the end of the year, all the cataloguers had received PC-DOS and SIMPC training.
2. External Materials Processing Unit staff were trained in version 5.0 of the UNBIS retrieval system in February 1990.
3. Ms. Krishna Guha participated as a member of the Specialized Board in Library and Related Work - in the marking of the specialized papers for the 1990 National Competitive Recruitment Examination.
4. Ms. Chang, Director, University of Surinam Library, was briefed on the activities of the Unit on 17 September 1990.

III. Special Projects

1. Ms. Emily Lo, once again assisted the Systems Development Group for 3½ days in July, in the preparation of the UNBIS on-line manual.

2. Ms. Regine Kowitch-Galatola was a member of the Ad Hoc Working Committee on CD Roms and Optical Disks, and the Ad Hoc Committee on Non-Print Material acquired by Dag Hammarskjold Library. Both these committees were established in January 1990.

3. The recataloguing of Non-government Serials for UNBIS continued during the year.

4. Ms. Noriko Gines is a member of the Ad Hoc Working Committee on Serials which was established in January 1990 "to advise ... on the priorities for the Dag Hammarskjold Library work programme 1990 concerning serials".

5. Ms. Inna Batchinskaia has been assigned to the cataloguing of serials since February 1990.

6. The conversion tables for RLIN records which are in MARC format, was prepared by Ms. Noriko Gines. Based on this, the Systems Analyst has written a programme to convert monographic records in RLIN to the UNBIS format. This will enable External Materials Processing Unit to download RLIN records in order to start copy cataloguing.

IV. Attendance in External Materials Processing Unit

Sick leave time taken by some staff members (particularly in the General Service category) is proving disruptive in terms of work flow and demoralizing for the rest of the staff who have to carry the workload.

EXTERNAL MATERIALS PROCESSING UNITMANPOWER ANALYSIS REPORT FOR1 9 9 0I. STAFFINGA. Manpower available

- (1) Man days according to staffing table 3511
 (2) Man days lent to EMPU -

TOTAL MAN DAYS AVAILABLE 3511B. Days lost

- (1) Sick leave 334
 (2) Annual leave 441½
 (3) Other types of
 leaves (Mat., OB) 73½
 (4) Man days lent to
 other sections 21
 (5) Vacancies: P = 2 (effec. 292
 G = NOV.) -

TOTAL MAN DAYS LOST 1162C. Days worked2349D. Effectiveness67%E. Analysis by category:

	<u>Days available</u>	<u>Days lost</u>	<u>Days worked</u>
(1) Professional time	<u>1724</u>	<u>562½</u>	<u>1161½</u>
(2) Clerical time	<u>1787</u>	<u>599½</u>	<u>1187½</u>
T O T A L S:	<u>3511</u>	<u>1162</u>	<u>2349</u>

II. VARIATIONS IN STAFFING TABLE

	<u>Professional</u>	<u>General Service</u>
A. Established posts	<u>8</u>	<u>7</u>
B. Vacancies (effective Nov. '90)	<u>2</u>	<u>-</u>
C. New Total	<u>6</u>	<u>7</u>

EMPU PRODUCTION STATISTICS FOR The YEAR 1990

I. CATALOGUING/SHEFLISTING:

Monographs/Unf. works.....	2428
Serials	1044
Microforms	144

II. FILE MAINTENANCE:

A- CATFILE

1. Proofreading (no. of records).....	3188
2. No. of transactions updated.....	8228
3. Shelflisting added vols.(Monos/Serials).. <td>5089</td>	5089
4. Bookcards/pockets - Markings.....	11, 537 = 7118
5. <u>Jobs:</u> Public cat. on microfc.....	12 j.(192 c.)
Official cat. of microfc.....	12 j.(42 c.)
Mini catalogues:.....	131 j.(156 c.)
Non-cum. listings.....	40 j.(40 c.)
6. Shelflist cards filed.....	3741

B- ATHFILE

1. No. of entries searched.....	3174
2. No. of transactions updated.....	2286
3. NEW NAMES added to Athfile.....	3640
4. Entries revised.....	3425
5. Athfile printouts.....	101 j.(2017 c.)
6. Proofreading (no. of records).....	1654

III. CBI PUBLICATION

Issues submitted JANUARY-DECEMBER 1990 pg. nos. 2683

IV. TRANSFERS, 1651 vols. WITHDRAWALS, 1310 vols.

UNITED NATIONS



NATIONS UNIES

INTEROFFICE MEMORANDUM

MEMORANDUM INTERIEUR

TO: Ms. T. El-Erian, Chief
A: Collection Management Section

DATE: 15 April 1991

THROUGH:
S/C DE:

REFERENCE: _____

FROM:
DE:

S. Stein *Susan Stein*
Collections Librarian

SUBJECT:
OBJET:

Development and Management of the External
Collections: Annual Report 1990

1. Development of the External Collections

a. Blackwell Approval Plan

The Blackwell Subject Profile was expanded primarily in the area of law and economics. A total of 39 descriptors were added to the profile.

The plan is working well and by the end of the year, books were received directly, rather than the bibliographic slips. This is expediting the acquisition of materials.

b. The Monographs Committee

The Monographs Committee held its weekly meetings regularly throughout the year. Statistics available only for the period of January through August 1990.

1990

Monographs approved for acquisition	1,070
Monographs to be obtained by purchase	514
Monographs to be obtained as gifts or through exchange	172
Monographs to be obtained through Blackwell Approved Plan	384
Monographs to be acquired, by language:	

Arabic	3
Chinese	0
English	701
French	195
German	34
Russian	49
Spanish	68

Other languages	20
Monographs requested by substantive offices or reference collections	19

c. Advisory Committee on Collection Development (ACCD)

The Committee meet on 16 July 1990 to discuss the issue of whether the Monographs and Serials Committee should be merged and what its composition should be. No decision were made and the Committee was to have met at a later date but the meeting never took place.

2. Management of the External Collections

a. Visits to Reference Collections

Six on-site visits to Reference Collections were conducted. Extensive discussions were held with the personnel in-charge regarding their informational needs. During the course of 1991, it is planned to complete the visits to the remaining Reference Collections.

in Particularly ambiguous is the relationship of the DHL to these Collections. It is hoped that a report will be prepared in 1991 and it will clarify the needs of the Reference Collections and assist DHL in providing the best possible service to these Collections.

b. Revisions of Statistics Worksheets

The Monographs Statistics Worksheet for the Collection Management Section was revised. New additions include provisions for statistics on the Blackwell Approval Plan and for monographs withdrawn from the Collection.

Annual Report of the Dag Hammarskjold Library, 1990:
United Nations Materials Processing Unit

Processing of United Nations Materials

During the year 1990, regular indexing and input into the data bases proceeded normally. UNDOC issues and most *Indexes to Proceedings* were submitted for reproduction in a timely fashion. However, no Arabic-language indexes could be issued, as the post of library assistant was vacant for nine months. On the other hand, substantial progress was made in clearing the backlog in the Chinese-language operation, with four indexes, including two covering the General Assembly, submitted for reproduction during the course of the year.

During the period under review, filling in gaps in DOCFILE remained a major concern. The project to incorporate sales publications back through 1978 was very far along by the end of the year. At the same time, with the aid of improved programs for identifying missing documents, gaps in General Assembly and Economic and Social Council documentation were basically cleared back to 1982. Some progress was made in filling in Security Council gaps as well.

Retrospective indexing of Security Council resolutions was completed, with revision and data entry under way. By the end of the year, resolutions back through 1965 were available in DOCFILE.

Retrospective editing of DOCFILE records produced in UNBIS I format (prior to mid-1983) was begun, with particular emphasis on updating subject headings. The purpose of the project was to produce a consistent set of records for searchers to access. At the end of the year, records back through 1981 had been edited, but file updating lagged behind, because of shortages of data entry staff.

By agreement with EMPU, as of 1 March, UNMPU assumed responsibility for authority work concerning United Nations bodies, including data entry and updating.

UNMPU staff participated in several Library-wide committees:

- a) Nonprint Media (Junko Sato);
- b) CD-ROM and Optical Disc (Junko Sato, Secretary and Phyllis Dickstein);
- c) Serials (Lorraine Waitman).

By the middle of the year, the effort to fill in gaps in DOCFILE serials took a new turn, which grew out of deliberations in the Ad Hoc Working Committee on Serials. The Library acquired the UNSER (UN system serials) data base. This file was provided by ACCIS, on diskette, as Micro CDS/ISIS records. By the end of the year, these records had been loaded into a PC and copied into a CDS/ISIS file in UNBIS format. The plan is to identify the records which are missing from DOCFILE, update them on the PC and then upload them to the mainframe.

During the year under review, 10,165 documents were indexed for DOCFILE at Headquarters, while 12,555 records, originating in New York and Geneva, were added to the data base. The number of records in DOCFILE exceeded 133,000 by the end of 1990. Maintenance of DOCFILE was greatly facilitated by the introduction of new programs and procedures to update bibliographic records automatically on the basis of changes to Authority File records.

A total of 4,181 documents were indexed in English for the Indexes to Proceedings, while 12,336 records were keyboarded for the Index to Proceedings and Index to Speeches data bases. In addition, 10,890 French-language records were created automatically for the two ITP files. 8,742 documents were indexed for the manually-produced Indexes to Proceedings in Arabic and Chinese.

In addition to the bibliographic data bases, substantial input was made to various other files. 53 descriptors were added to Thesaurus File while 2,026 records were added to Agenda File and 110 records to Series Symbol File. Furthermore, the text of 382 General Assembly, Economic and Social Council and Security Council resolutions were added to Resolution File and 221 voting records of the General Assembly and Security Council were added to the Voting Record File. UNMPU also contributed 803 records to the Authority File.

Co-operation with Geneva Library and UNBIS Network

The UNOG Library continued to process the series it had previously undertaken for DOCFILE: UNCTAD (TD/), Joint Advisory Group on the International Trade Centre UNCTAD/GATT (ITC/AG/), Monographs on Trade Channels (ITC/SMR/), 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 (ST/SG/AC.10/), the Monthly Bibliography (UNOG Library) (ST/GVA/LIB/SER.B/) as well as the following series of the Economic Commission for Europe: General Series (E/ECE/), Committee on the Development of Trade (E/ECE/TRADE/), Inland Transport Committee (E/ECE/TRANS/), 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./) and Meetings of Government Officials Responsible for Standardization (E/ECE/STAND/). A total of 3,122 UNOG records were contributed in the course of the year, of which 1,929 were included in *UNDOC: Current Index*.

System Outputs

In 1990, four quarterly issues of *UNDOC: Current Index* were submitted for reproduction, while the 1989 cumulation was prepared on tape and produced on COM fiche through an outside vendor, Data Fiche Services. 12 *Indexes to Proceedings*, in Chinese, English and French were likewise submitted for reproduction. A special output was also produced from the Index to Speeches file, covering statements made during the General Debate of the 45th session of the General Assembly.

A number of additional computer-generated products were issued, including 23 copies of Series Symbol file printouts and 59 copies of Agenda File printouts. Two *UNBIS Thesaurus* supplements were produced and distributed. Several minicatalogues were also produced, to meet the needs of user departments. UNDP was provided with two cumulative minicatalogues of its Governing Council decisions, incorporating the decisions of its 36th and 37th sessions, respectively. The UNEP Library and its New York Liaison Office were also provided with two minicatalogues, including, respectively, the decisions of its 15th regular and second special sessions.

Staff movements

The following staff movements occurred in 1990:

Yunhua Chen received a probationary contract in January;
Roberta Topacio-Bernales was transferred laterally to UNMPU, 1 February;
Nathalie Leroy departed on mission to Nicaragua, 14 February;
Judith Modeste received a probationary contract in February;
George Charas, selected through Vacancy Management, was placed in the G-5 Checklist Group post and promoted to G-5, 1 March;
Leonor Cala-Garmsen, selected through Vacancy Management, was placed in G-6 ITP post, 1 March;
Yunhua Chen was promoted to G-4, retroactive to 1 March;
Nathalie Leroy returned from mission in Nicaragua, 1 March;
Flora Libay, UNDOC replacement staff, left on 13 March;
Rita Kongwa returned from mission in Namibia, 25 April;
Enriqueta Zagroba, Acquisition Section, was assigned to UNDOC indexing on SPA, 21 May;
Isabelita Arnaldo left UNMPU, 1 June;
Remedios de Jesus, selected through Vacancy Management, was placed in the G-6 data entry supervisor's post, 1 July;
Lionel Clarke, CMS, was assigned to UNDOC indexing on SPA, in July;
Marcell Tawfik, selected through Vacancy Management, was transferred to UNMPU, As Library Assistant, Arabic ITP, 10 September;
Yunhua Chen received a permanent contract, effective 1 October;
Angelina Roa-Montemayor was transferred laterally to UNMPU, 16 October;
Nathalie Leroy was on mission in Haiti, 12-16 December;
Judith Bennett Henry left DHL, 31 December;
Enriqueta Zagroba left UNMPU to return to the Acquisition Section, 31 December.

External relations

Visitors:

Faith Coleman, Ford Foundation, 23 January;
David Billick, University Microfilms, 3 May;
Victor Babichev, systems analyst, VIC, 4 May;
Elvira Solanes, consultant to UNDP, 17 May;
Richard Hankinson, Popline, 22 May;
Ine Tsai-Meu-Chong, Autonomous University of Suriname, 17 September;
Kevin Grose, UNEP Librarian, 21 September;
Lene Knudsen, Royal Library, Denmark, 9 October;
Magda Guth, UNOG Library, 27 November;
Jeanne Dixon, UNIC, Washington, D.C., 5 December.

Participation in Meetings:

Nathalie Leroy spoke on the Indexes to Proceedings at a UNITAR workshop, 13 February;

Phyllis Dickstein delivered a paper on "Approaches to Indexing UN Documents," American Society of Indexers, 27 June.

Staff Activities

Denise Opperman was selected as a regular member of the Appointment and Promotion Panel.

Co-operation with the Training and Examinations Section

Nathalie Leroy gave orals for the French Language Proficiency Examination, 17 January.

Junko Sato participated in the Board of Examiners for the National Professional Examination (March);

Lorraine Waitman participated in the Board of Examiners for the National Professional Examination (June-October).

Staff Training and Development

Phyllis Dickstein and Junko Sato attended a demonstration of Quantum Access CD-ROM software, 28 March;

Phyllis Dickstein and Vivian Liepa attended a demonstration of LIBMAN Library Management software, Wang Laboratories, 6 April;

Phyllis Dickstein attended Training Service courses in DOS and DBASE IV, 3 and 17 April;

Judith Modeste, Phyllis Dickstein, and Lorraine Waitman attended the exhibitions at the National Online Conference (1, 2 and 3 May, respectively);

Phyllis Dickstein attended the ALA Annual Conference, 23-26 June;

Nathalie Leroy took self-study workshops on DOS and WordPerfect, August;

Nathalie Leroy, Vivian Liepa and Lorraine Waitman took self-study workshops on MVS/XA, using TSO/E and ISPF/PDF, August;

Nathalie Leroy, Vivian Liepa and Lorraine Waitman completed self-study workshops on MVS/XA, Coding Basic JCL, October;

Judith Bennett Henry attended the Training Service course on DOS, 16 October;

Lorraine Waitman attended an Ashton-Tate seminar on DBASE IV, 31 October;

Phyllis Dickstein, Junko Sato and Lorraine Waitman received in-Library RLIN training, October;

Nathalie Leroy and Luz María Nieves received in-Library RLIN training, 30 November;

Vivian Liepa received in-Library WordPerfect training, 6-7 December.

Publications issued in 1990

Indexes to United Nations documents

Index to Proceedings of the General Assembly, 42nd session, 1987-1988. 1990, vii, 522 p. (ST/LIB/SER.B/A.42) (Chinese)

Index to Proceedings of the Security Council, 43rd year, 1988. 1990, vi, 121 p. (ST/LIB/SER.B/S.25) (Chinese)

Index to Proceedings of the Economic and Social Council: Organizational, First regular and Second regular sessions, 1988. 1990, vi, 162 p. ST/LIB/SER.B/E.65 (Chinese)

Index to Proceedings of the General Assembly, 44th session, 1989-1990. 1990, v, 388 p.; ix, 515 p. (ST/LIB/SER.B/A.45, Part I and Part II) Sales No. E.90.I.25, Parts I and II (English)

Index to Proceedings of the Security Council, 44th year, 1989. 1990, xvi, 88 p. (ST/LIB/SER.B/S.26) Sales No. E.90.I.7 (English)

Index to the Proceedings of the Economic and Social Council: Organizational, First regular and Second regular sessions, 1989. 1990, xix, 175 p. (ST/LIB/SER.B/E.66) Sales No. E.90.I.14 (English)

Index to the Proceedings of the Trusteeship Council, 56th session, 1989. 1990, vii, 44 p. (ST/LIB/SER.B/T.50) Sales No. E.90.I.9 (English)

Index des actes du Conseil de sécurité, 44e année, 1989. 1990, xvi, 92 p. (ST/LIB/SER.B/S.26) Sales No. F.90.I.7 (French)

UNDOC: Current Index, Vol. 12, no. 1-4. 1990. (ST/LIB/SER.M/93-96)

Cumulative edition, 1989. 1990, microfiche. (ST/LIB/SER.M/CUM.11)

Statistics of the United Nations Materials Processing Unit, 1990

A. Workload Statistics

Documents Indexed

DOCFILE (Includes analytics)	10165
Indexes to Proceedings:	
Arabic	4697
Chinese	4045
English	4181
Total:	23065

Records added/Pages typed

DOCFILE (Keyboarded records)	9511*
Indexes to Proceedings and Speeches:	
Arabic (pages)	411
Chinese (pages)	971
English ITP (records keyboarded)	6057
English ITS (records keyboarded)	6279
French ITP (records added automatically)	4701
French ITS (records added automatically)	6189

Pages Submitted for Reproduction

UNDOC : Current Index	3178
Indexes to Proceedings:	
Arabic	-
Chinese	1368
English	1451
French	1224
Other+	104
Total:	7325

Support files (records added)

UN Resolutions	382
Voting Records	221
Series Symbol	110
Agenda	2026
Thesaurus	53
Authority	803

B. Major Indicators

Number of indexes published**	12
Minicatalogue issues	2

*Records keyboarded at Headquarters. If UNOG input is included, 12555 records were added to DOCFILE in 1990.

+Two Thesaurus Supplements.

** Includes late 1989 submissions and excludes late 1990 submissions.



INTEROFFICE MEMORANDUM

MEMORANDUM INTERIEUR

TO: Ms. Farida Humaidan
A: External Relations Officer
Dag Hammarskjöld Library

DATE: 31 March 1992

REFERENCE: _____

THROUGH:
S/C DE:

FROM: Lilia Vázquez
DE: Online Services Coordinator
Dag Hammarskjöld Library

SUBJECT: DHL Annual Report, 1990
OBJET:

1. Below is a list of all the activities of the Systems Development Group for 1990. I tried to fit them as much as possible into the format used in the Outline for Presentation of Annual Report, 1990. However, certain items listed below did not fit into the outline. Therefore, I provided other headings.

II. Administration and Management

Co-operation with UNOG Library

Mr. van Heijst visited the UN Library at Geneva to discuss inter alia the UNBIS on CD-ROM project, the microfiche operation, and the Urica system.

Co-operation with the Technological Innovations Programme (TIP)

The SDG had two meetings with the Technological Innovations Programme (TIP) staff. The members of the SDG introduced themselves and spoke on the following topics: Planned Library automation for 1992, training, training facilities, SIMPC course, serials project, downloading from RLIN, introductory PC DOS course, PC workstation installation, PC Token Ring Network, Selective Dissemination of Information

Issues addressed at SDG Meetings:

Use of TIP's Optical Character Recognition Scanner for the Library's Retrospective Conversion Project

Staff movements and re-assignments

Restructuring of the Director's Office: Mr. van Heijst stated that Mr. Nakada would be Deputy Director and that there is one Office of the Director, which Mr. Nakada is part of. The SDG staff belong to the Office of the Director as well. The Chiefs of Collection Management and Reference and Bibliography report to Mr. Nakada. Mr. van Heijst asked Ms. Vázquez to assist him in matters which need to be taken care of, to prepare things, to read reports and take care of correspondence. She

would also take care of informing the staff of library automation and technological innovations. The Director issued a memo to this effect.

Library Automation

The transition from Wang to WordPerfect was completed

Digital Equipment Corporation provided the Library with a diskette which contained a simulated UNBIS online session. It was made specifically for Ms. Vázquez' presentation at the UNITAR-sponsored seminar in Singapore. She later installed it on the Director's workstation and provided a demonstration of the UNBIS simulated online session for the SDG.

UNBIS on RLIN: DHL corresponded with RLG and sent update tapes of DHL records. Ms. Vázquez was designated liaison person with the Research Libraries Group (RLG)

There was correspondence between the Library and ACCIS regarding the ACCIS serials database (UNSER)

Mr. Albert was appointed SDG representative to the New York Task Force on UNBIS on CD-ROM

The PC Strategy Committee was created and Ms. Chan was appointed Secretary of this committee

The Working Group on Non Print Materials was established and Ms. Chan was the SDG representative to this group and Mr. Albert was named alternate

It was decided that installation of software can only be done by Mr. Albert and that software packages not agreed to by the SDG should be forbidden

Room L-350 was assigned for staff of EMPU working on special projects and room L-334 was designated as a training room

The ECLAC CD-ROM was received

Mr. Albert prepared the following documents:

The report from the UNBIS on CD-ROM Committee

Dag Hammarskjöld Library Workstation Profile (19 October 1990, 7 June 1990) containing: User Information of staff responsible for hardware, Hardware Location and Description, Serial Numbers, Software, Mainframe Connection, Furniture, Electric, Etc.

Dag Hammarskjöld Library Workstation Profile Summaries dated 19 October 1990, 17 October 1990, and 15 October 1990 containing: Office, Staff, Location and Installation Date

An informational sheet entitled Installation of Workstations (October 15, 1990) covering electric power, software, service calls, supplies, data security and printing

Dag Hammarskjöld Library Workstation Installation Summary (7 June 1990)

An inventory of computer equipment currently in the Library and projected figures for the next biennium

A sample survey sheet which could be used to monitor response time

A memo detailing how supplies are to be obtained for workstations as well as maintenance procedures

Ms. Chan prepared a status report on UNLIBACQ (24 April 1990)

Ms. Chan reported that the transfer of the server in the Acquisitions Section was completed. She gave training on maintenance and daily backup procedures. She also added other features to the UNLIBACQ system.

Ms. Davies prepared the following:

A brief report on a demonstration of LIBMAN integrated library software (11 April 1990)

Documentation on the UNITERM database

Ms. Vázquez, as Secretary of the Systems Development Group (SDG) prepared the minutes of the meetings. There were 17 meetings in 1990.

The following equipment was acquired and installed:

An internal modem for access to external databases was installed in the PC workstation on the first floor by the General Reference Desk

ADI boxes were installed on the second floor

A CD-ROM drive which was used in the restricted room by the UNBIS on CD-ROM Committee to view sample CD products

12 PCs and printers (replacement) and 5 new workstations

5 replacement mainframe-attached printers

A fax machine was installed in the Director's Office

2 PC workstations were installed in L-334 for training purposes

20 folding chairs for demonstrations

Issues addressed at SDG Meetings:

UNBIS on CD-ROM Committee and CD-ROM DCS Task Force

Proposal for an automated consolidated DHL checklist, submitted by Mrs. von Onesorge-Al Tajir

Cabling for workstations: safety, functionality and esthetics as per suggestion submitted by Ms. Bordcosh

SDG staff availability to respond to ad hoc technical problems in the Library

Security locks for workstations

III. Processing of materials

Library Publications

The UNBIS Users' Manual, the Brief Guide to searching UNBIS and the updated version of the Overview of the Data Bases (in English and French) were published

New Data Bases/Information Products

Mr. Albert set up the Declarations file at the UN/SA Reference Desk

Mr. Albert loaded the UNSER database on a PC in the restricted room and DHL took on the responsibility for maintaining the serials list

Mr. Albert loaded an editing file containing retrieved UN/SA serial records from the UNSER database into UNBIS

V. Service to Users

On-line Services

Ms. Vázquez provided the following on-line services:

Selective dissemination of information (SDI) service. There were 40 profiles which ran on a weekly or monthly basis and were sent to Secretariat staff and staff of permanent missions and other UN offices throughout the year.

Processed 92 ad hoc search requests from UNBIS and external databases

Provided 15 on-line demonstrations of UNBIS, and other external databases

VII. Staff Training and Development

Training

Ms. Davies became the focal point for training

Ms. Chan prepared and taught PC DOS courses

Mr. Albert prepared and taught courses on DOS and SIMPC and Micro ISIS

Ms. Vázquez provided training in RLIN to 19 DHL staff members and UNBIS training for 24 persons from DCS organized through Margaret Hanley.

Ms. Davies provided training in WordPerfect and an UNBIS update training session for Acquisitions, EMPU and Serials

Ms. Davies prepared the following:

A training schedule for in-house library courses which included: courses to be presented (PC-DOS, SIMPC, Micro Isis, WordPerfect, UNBIS and RLIN), course descriptions, a list of the Library staff to be trained in order of priority, the schedule for training listed staff, and a list of Library staff already trained in RLIN as of October 12, 1990 (27)

A memo on training priorities for DHL staff about to use workstations (8 June 1990)

Ms. Davies was appointed SDG representative to the ad hoc committee on UN/SA serials. She and Ms. Gines worked together to provide training for the checklisters

Mr. Albert designed a course evaluation sheet which was used in conjunction with Library training courses

Issues addressed at SDG Meetings:

Train the Trainer course offered by the Training Service

Location and Installation of workstations and training

The Library was represented at the following meetings:

The Director visited the UNOG and the Vienna International Centre Libraries, met with Mr. Pierre Pelou, Ms. Harriet Gabbert, Directors of these libraries respectively, Ms. Celine Walker of ACCIS, Mr. Deborah Avriel of the World Health Organization Library and Ms. Kate Wild, Director of the ILO Library. There was an oral agreement between all of the above on networking among existing databases. Additionally, he visited Austrian libraries and a UN Information Centre

Mr. van Heijst attended the ALA Mid Winter Conference and met with the officers of the Government Documents Round Table

Mr. van Heijst participated in a DPI-sponsored regional seminar for UNIC reference assistants in Nairobi

Ms. Vázquez participated in a UNITAR/UNDP-sponsored Seminar on information technology and networks in government policy making held in Singapore.

UNITED NATIONS



NATIONS UNIES

INTEROFFICE MEMORANDUM

MEMORANDUM INTERIEUR

TO: Ms. Tahany El-Erian, Chief
A: Collection Management Section

DATE: 5 April 1991

REFERENCE: _____

FROM: Janina Atkins, Curator
DE: UN/SA Collection

SUBJECT: UN/SA Collection - Annual Report for 1990
OBJET:

I. ADMINISTRATION AND MANAGEMENT

1. Staff movements and reassignments

The following staff movements occurred in 1990:

- a) Mr. G. Zambrano entered on duty on 2 January as a replacement for Mr. A. Aujero who continued to be on UNIFIL mission. He was assigned to the Loan Desk in Room L-260.
- b) Ms. M. Corcho was transferred from the Microfiche Group to the Acquisition Section on 2 January. Her post in the Microfiche Group UN/SA Collection was abolished as part of the DHL retrenchment exercise.
- c) Mr. J. Asfaw, Microfiche Group, was performing duties of the secretary to Ms. T. El-Erian, Chief of the CMS for the period 16 January - 1 June and 1 July - 30 August.
- d) Mr. J. Tatad and E. Temporal were reassigned from the UN/SA Collection Unit to the new Stack and Service Group in the CMS. At the same time the stacks of the 3rd basement were separated from the UN stacks at the 2nd floor.
- e) Mr. L. Clarke returned on 18 June from his one year long UNTAG/Namibia mission. He was reassigned to UNMPU on SPA.
- f) Ms. N. Samoilova, Inter-Library Loan Librarian, was reassigned effective 2 August to the UN/SA Collection as UN/SA Associate Librarian, a newly established professional post.
- g) Mr. J. Semaan entered on duty on 15 October as a replacement for Mr. L. Clarke on SPA to UNMPU. He was assigned to the UN/SA Loan Desk.
- h) Mr. E. Gallo, Microfiche Group Co-ordinator, was on an extended sick leave from 5 September until 31 December. The function of the Microfiche Group Co-ordinator was performed by Mr. N. Miro.

2. External relations: visits and meetings

- a) Ms. J. Atkins attended the 1990 National Online Meeting on 2 May and visited the Exhibits in the special CD-ROM Gallery in which 30 CD-ROM publishers displayed and demonstrated their products.
- b) Ms. J. Atkins visited the UN offices in the Vienna International Centre in June to discuss the problem of Vienna publications gaps in the UN/SA Collection. She claimed hundreds of documents from the Development Division, Division of Narcotic Drugs, Division for the Advancement of Women, UNIDO and IAEA.
- c) Ms. Atkins was appointed to the new Ad Hoc Committee on Serials and Ad Hoc Working Committee on CD-ROM. She prepared a flow chart of the serials operations in the UN/SA Collection and participated in 10 meetings of the CD-ROM Committee.
- d) Ms. J. Atkins visited on 6 December the TNC Library to view Periodicals Collection on Disk, a UMI CD-ROM product, for possible inclusion in the DHL.

Visitors to the UN/SA Collection;

- a) Mr. T. Lindemann, Chief of the Marketing Unit in the Publication of the World Bank visited UN/SA Collection on 23 April and met with the Curator, Ms. J. Atkins. The meeting resulted in improvement of delivery of commercially published World Bank publications and helped to fill the gaps in the World Bank documents in the UN/SA Collection.
- b) Ms. E. Miura of INSTRAW visited UN/SA Collection on 31 July to verify the status of INSTRAW documents in our files. Mr. A. Calderon checked with her the checklist and the stacks and compiled a list of missing documents.

Training and briefings

11 staff members of the UN/SA Collection Unit: Ms. J. Atkins, A. E. Cardona, K. Guillaume, W. Jefferson, K. Kabbaj, N. Miro, E. Payuyo, N. Potookian, N. Samoilova and J. Youssef attended 5 half-day training sessions in PC/MS DOS given by Ms. D. Chan in November 1990.

9 staff members: Ms. J. Atkins, Mr. A. Calderon, Mr. E. Cardona, Mr. K. Guillaume, Mr. W. Jefferson, Mr. E. Payuyo, Mr. N. Potookian, Ms. N. Samoilova and Mr. J. Youssef attended training course in using SIMPC software given by Mr. C. Albert in November and December 1990.

On 3 October, Ms. J. Atkins briefed Ms. L. Knudsen, Librarian of the Royal Library in Copenhagen and a depository of the UN documents, on the operations of the UN/SA Collection and especially checklisting of documents.

Transfer of the UN/SA Collection Unit

The UN/SA Collection Unit was transferred from the CMS to RBS on 27 November.

II. MANAGEMENT OF THE COLLECTION

1. Acquisition

In 1990 the UN/SA Collection increased its holdings in hard copy by 167,247 pieces and by 34,987 in microforms, including microfiche obtained from UNOG (cf 1985: 130,972 hard copy and 15,934 microforms excluding UNOG).

Of the above total, 126,701 documents were issued by the United Nations and 40,546 by the Specialized Agencies (cf 1989: 113,651 by the UN and 17,321 by the SA's). This represents an increase of 13,050 UN documents over the 1989 and increase of 23,225 SA documents over 1989.

This substantial growth of the UN/SA Collection is primarily due to the new "reaching out policy". During the 1990 the UN/SA Collection Unit has established new and invaluable contacts with liaison officers of Specialized Agencies, UN bodies such as UNITAR, UNEP and UNCHS and with distribution points from which in the past, the documents were received only sporadically.

A total of 6,089 UN/SA serials were added to the Collection in 1990 (cf 1989: 7,096). United Nations serials account for 1,980 (cf 1989: 2,288) and Specialized Agencies serials for 4,109 (cf 1989: 4,808).

2. Claims

A total of 10,945 claims were sent out as part of systematic claiming procedure (cf 1989: 9,641).

3. Filing and shelving

A total of 182,216 pieces were filed in the UN/SA Collection in 1990 (cf 1989: 236,369).

4. Relocation of UN Collection

In order to make room for the incoming 1990 UN documents the Loan Desk

Group implemented a special relocation project which involved reshelfing and moving the entire UN Collection in the stacks of the 2nd floor. Documents from 124 cabinet drawers were transferred to the stacks and reshelfed. All the rows of stacks in Room L-260 were relabelled and a guide to the new location was issued.

5. Withdrawals

In 1990, 30,600 documents were weeded out from the UN/SA Collection (cf 1989: 3,150). These were mostly documents collected as extra copies for microfiching. They were verified against our microfiche collection and against our holdings in the stacks and withdrawn when found superfluous.

6. Binding activities

The UN/SA Collection sent 1,176 volumes for binding in 1990 (cf 1989: 1,373). The decrease was due to only one person being assigned to binding operation as compared with two in 1988 and 1 full time person and 1 part time person in 1989.

7. Microfiche conversion

1990 was not a good year for the microfiche operation. There was no certainty as to the future usefulness of microfiching in view of the anticipated use of optical disks. The contract with NCR was extended for 6 months at a time in comparison with 2 years in the past. Moreover, the work of the Microfiche Group had suffered from reduction of staff, incidence of prolonged sickness, reassignments of staff to perform other functions in the Section (for as long as 6 months) and cumulative annual leave. The Co-ordinator of the Group was on sick leave from September till the end of December. As a result of retrenchment the Group lost one post since 1 January 1990. To sum up not a single staff member of the Group worked full time during 1990 and this resulted in diminished production.

Under the programme of selective conversion of UN documents and publications into microfiche performed under contract with NCR 5,722 microfiche masters were prepared in 1990 (cf 1989: 15,934). This corresponds to 3,402 documents microfiched in English (cf 1989: 22,704); 3,021 documents in French (cf 1989: 9,190); 1,664 documents in Russian (cf 1989: 3,035); 1,962 documents in Spanish (cf 1989: 12,287) and 65 bilingual (cf 1989: 4,664). The main task of the Microfiche Group in 1990 was to fill the gaps in UN/SA microfiche collection caused by unavailability of documents at the time of preparation for microfiching.

8. League of Nations clipping file

UN/SA Collection pouched to Geneva 66 boxes of LON pamphlet files stored in the 3rd basement in the DHL and requested by the League of Nations Archives at UNOG. The whole shipment project took 2 months and marked an operational breakthrough in the 10 years old negotiations, proposals and counter proposals on how to transfer this material to Geneva.

9. Books for Romania

In response to the appeal for books by the Director of Central University Library in Bucarest where some half a million volumes were destroyed by fire during the December 1989 events, the UN/SA Collection prepared 11 boxes of publications withdrawn from the Collection and shipped them to Romania in May.

10. UN/SA Intern Programme

Ms. R. Johnson of the DPI Graduate Student Intern Programme worked in June and July in the UN/SA Collection Unit. She was assigned to the serials project and the retrospective documents claiming project. Ms. R. Johnson identified all serials in the UN/SA checklist which are in the UNBIS database and entered the data on checklist cards. She claimed some 500 UN documents from New York, Geneva and Vienna distribution offices.

11. Control files for UNMPU and EMPU

In order to maintain bibliographic and location control over unsymbolized materials sent by the UN/SA Collection for indexing and cataloguing two new separate control files were established. Catalogue cards are stamped with the sent out date and the return date of the documents from either UNMPU or EMPU, and are filed by title in the appropriate files kept in the UN/SA Collection.

12. UN/SA serials inventory

A count of serial titles in all languages in the UN/SA serials checklist was conducted in February 1990. It shows 2,737 titles. Of this total of 865 are UN serials and 1,872 are Specialized Agencies serials.

13. Computer installation

... /

The work station with ADI telephone connection to the mainframe was installed in the L-221 area of the UN/SA Collection on 5 November. The new installation provides the staff of the UN/SA Collection with direct searching capability of the UNBIS database.

14. Military Staff Committee Documents

UN/SA Collection received a gift of 10,383 restricted and confidential documents of the Military Staff Committee. They were sorted out, checklisted and added to the Collection during November and December.

III. SERVICE TO READERS

1. Loans

As of 1 May, the Loan/Circulation operation for the 3rd basement stacks containing all Specialized Agencies collection and part of UN documents was taken over by the Loan Desk staff in Room L-260. The documents stored in the 3rd basement stacks are brought up to the second floor by the members of new Stacks and Service Groups of the CMS and they are loaned from the UN/SA Loan Desk in Room L-260.

In 1990 in the UN/SA Collection, 27,694 loans were requested and 24,395 were fulfilled (cf 1989: 38,930 loans requested and 38,296 loans fulfilled).

Note: Because of the midyear separation of the Loan Desk operation and partial transfer to the Stack Group of the CMS the data for 1990 does not reflect all the transactions performed.

2. Inter-library loan

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

3. Recalls

The UN/SA Loan Desk recalled 1,406 overdue documents in 1990 (cf 1989: 620). These figures represent a 60% increase in number of recalls due to the new procedure performed systematically.

4. Photocopying

In the UN/SA Collection 2,728 photocopies were made for the users in 1990 (cf 1989: 4,782) and 108,555 photocopies were made by the users (cf 1989: 159,304).

5. Materials on display

The UN/SA Loan Desk in Room L-260 exhibit in 1990 89 new publications. Besides, few special exhibits were organized to respond to the current events at the United Nations.

During the 17th special session of the General Assembly on International Co-operation against Illicit Drugs held on 20-23 February, UN/SA Collection Group mounted an exhibit of new publications on drugs.

In March, a new exhibit of the most recent UNITAR publications was put up in the Room L-260.

In April, UN/SA Collection displayed recent publications of the World Bank in connection with the 18th special session of the General Assembly devoted to International Co-operation and Development.

On the occasion of the World Summit for Children (29-30 September) the UN/SA Collection mounted an exhibit of newly received publications and posters of the UNICEF.

IX. Statistics of the Dag Hammarskjöld Library, 1990

A. Workload statistics

II. Acquisitions

UN and Specialized Agencies materials

Hard copy additions	167,247
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Microform additions	34,987
---------------------	--------

Newspaper subscriptions

Renewals

Cancellations

Serials checklist records	6,089
---------------------------	-------

Unofficial

Claims processed

Non-official serials

Official serials and orders

UN/SA materials

10,945

Serial additions

New titles added

Titles withdrawn

Serial issue receipts

Unofficial

Annuals)

Periodicals }

Newspapers)

III. Organization of the collections

Binding - volumes prepared and sent 1,176

Withdrawals

Serials

Periodicals	)	
Newspapers	)	By Title
Official Gazettes	)	By Volume

Documents and monographs

UN/SA collection 30,600*

Main collection

Filing and shelving

UN/SA collection (incl. LoN/WW) 182,216

Periodical collection

Main collection

*Mostly UN documents collected as extra copies for microfiching and not needed any more.

IV. Service to readers

Loans

Main Loan Desk

Periodicals

UN/SA

27,694

Interlibrary loan requests processed

(Data is for CMS - no break-down for UN/SA)

Interlibrary loan requests received from

Outside libraries

DHL official users

Interlibrary loan requests fulfilled

Secretariat clearances processed

Periodicals circulated or routed

UN/SA

236

Non-official

Display of new material

Newspapers and periodicals)

Monographs)

UN/SA materials

89

Recalls

1,406

Reference questions - CMS

Photocopying services (copies made) 5,538

Copied for users

Periodical collection)

Main collection)

UN/SA collection 2,728

Copied by users

Periodical collection)

Main collection)

UN/SA collection 108,553

Prints from microforms

UNITED NATIONS



NATIONS UNIES

INTEROFFICE MEMORANDUM

MEMORANDUM INTERIEUR

TO: Ms. T. El-Erian, Chief
A: Collection Management Section

DATE: 6 May 1991

REFERENCE: _____

THROUGH:
S/C DE:

FROM: Askale Mulugeta *Askale*
DE: Collection Management Section

SUBJECT: CMS Statistics - 1990
OBJET:

Please find attached the statistics for the Collection Management Section for the year 1990.

Claims processed

Non-official serials	1,480
Official serials and orders	
UN/SA materials	10,945

Serial additions

New titles added	149
Titles withdrawn	57

Serial issue receipts

Unofficial	
Annuals)	1,045
Periodicals)	28,185
Newspapers)	44,400
	74,530

Claims processed

Non-official serials	1,480
Official serials and orders	
UN/SA materials	10,945

Serial additions

New titles added	149
Titles withdrawn	57

Serial issue receipts

Unofficial

Annuals	)	1,045
Periodicals	)	28,185
Newspapers	)	44,400
		74,530

III. Organization of the collections

Binding - volumes prepared and sent	1,176
UN/SA Collection	1,176
External Collection	774
Withdrawals	

Serials

Periodicals	)		
Newspapers	)	By Title	3,411
Official Gazettes	)	By Volume	26,991

Documents and monographs

UN/SA collection	30,600*
Main collection	

Filing and shelving

UN/SA collection (incl. LoN/WW)	182,216	
Periodical collection	}	
Main collection		
Gazettes		
Newspapers		

*Mostly UN documents collected as extra copies for microfiching and not needed any more.

Loans

Main Loan Desk

Periodicals 37,149

UN/SA 27,694

Interlibrary loan requests processed 1,532

Interlibrary loan requests received from 1,090

Outside libraries

DHL official users

Interlibrary loan requests fulfilled

Secretariat clearances processed 1,446

Periodicals circulated or routed

UN/SA 236

Non-official 42,112

Display of new material

Newspapers and periodicals) 19,794

Monographs) 89

UN/SA materials

Recalls 1,406

Reference questions - CMS	6,922
Photocopying services (copies made)	5,538
Copied for users	
Periodical collection)	N/A
Main collection)	
UN/SA collection	2,728
Copied by users	
Periodical collection)	
Main collection)	136,099
UN/SA collection	108,553
Prints from microforms	680

UNITED NATIONS



NATIONS UNIES

INTEROFFICE MEMORANDUM

MEMORANDUM INTERIEUR

TO: Ms. T. El-Erian, Chief
A: Collection Management Section

DATE: 7 May 1991

REFERENCE: _____

THROUGH:
S/C DE:

FROM:
DE:

Mary Cherif
Serials and Loan Librarian, CMS

SUBJECT:
OBJET:

Annual Report 1990

I. Administrative Changes

1. Effective 1 May 1990, a major administrative change was necessary to accommodate personnel changes effected by the retrenchment exercise. With the agreed termination of Mr. F. Ibarria, and the absorption into the Library of the Secretariat staff members, Ms. P. Bannerjee and Ms. K. Fucci, the Director re-organized the staffing and responsibilities of the Collection Management Section as follows:

Ms. M. Cherif, formerly Serials Librarian, was assigned as Serials and Loan Librarian with overall responsibility for Non-governmental Serials operations, Main Loan Desk operations, Inter-library loan operations, and Stacks operations for all stacks - UN/SA and non-UN/SA, in the 1st, 2nd and 3rd basements of the Library.

The composition of the Serials Group remained the same, with Ms. V. Molina continuing as Co-ordinator.

The Director designated two additional groups, the Loan Desk Group and the Stacks Group. The Co-ordinator of the Loan Desk Group is Ms. P. Bannerjee who is assisted by Ms. K. Fucci and Ms. R. Kaczmarska. Ms. Bannerjee also serves as inter-library loan assistant. As Ms. Samoilova, the professional librarian who formerly served as Inter-Library Loan Librarian, was transferred to the UN/SA Collection, also at this time, the inter-library loan procedures had to be redesigned to ensure professional direction and supervision for all transactions by the Serials Librarian.

Mr. A. Aalto was appointed as Co-ordinator of the Stacks Group assisted by Messrs. O. Baretto, M. Rose, J. Tadad and E. Temporal. Because for the first time these staff were servicing both UN/SA and non-UN/SA collections, each had to be trained in areas new to them.

II. Operations

2. The Serials and Loan Desk operations are operating smoothly, but comments must be made on the stacks operations. These comments relate to the lack of staff assigned thereto. In previous years there were three staff members assigned to the Mail Operations and Periodicals Stacks (1st basement); four staff members assigned to the Main Stacks/Gazettes (2nd basement); and two assigned to UN/SA Stacks (3rd basement) - a total of 9. Although loan desk activities for the 1st and 3rd basements are no longer involved, there has been added the time-consuming necessity of delivering from the 3rd basement to the 2nd floor materials requested from these stacks through the UN/SA Loan Desk. (Formerly staff members went directly to the 3rd basement for needed material). Consequently, due to this rather spartan crew, continued absenteeism, and training needs, the existing (official gazettes) and inherited (UN/SA material) backlogs have been growing at an alarming rate. In the UN/SA stacks alone over 6,000 items are shelved monthly and in the remaining stacks areas over 7,000 items are shelved monthly - yet, because of the large quantities added and borrowed regularly backlogs cannot be cleared. As a matter of fact, a special overtime project initiated by the UN/SA Curator during my summer leave, failed to make a dent in the backlog.

3. Another critical situation concerns photocopying services. Despite the tremendous volume of copying done by library staff and library patrons, the entire group relies on one photocopy machine which constantly breaks down due to excessive and improper use. The time that could be saved by the staff (especially those in the Serials Group) waiting for library patrons to finish their photocopying would pay for the cost of at least two additional machines within one month! Additionally, the machine in our possession does not even have a collator so the multi-page weekly newsletters photocopied for circulation have to be manually collated - another waste of time which could be better spent elsewhere.

4. On the bright side, a personal computer was installed at the loan desk enabling staff to access UNBIS. Yet, because the connection to UNBIS is through an asynchronous digital interchange rather than a coaxial cable, it disconnects if not used within a ten minute period. So by the time the loan desk staff reconnect to UNBIS to retrieve a call number for a patron, the patron could have gone up stairs and down. Because it is such an indispensable service for the loan desk to render, it is sincerely hoped that at some point a coaxial cable could be installed. In the meantime,

the Serials Librarian computer-generated alphabetical and subject lists of serial titles in UNBIS - these tools help tremendously in both quickly identifying call numbers and in answering the perennial question 'What kind on serials do you receive on?' This computer also allows access to RLIN which is indispensable for inter-library loan operations.

5. At the non-governmental serials checklist, the percentage of titles recorded in UNBIS is approaching 100%. Staff are now involved in cleaning out all dead files and investigating problems. A new procedure for unsolicited serial titles was initiated during the year. In the past, if a stray, unsolicited issue of a serial arrived in the Library and was found to be of interest, it would be sent for processing and then a letter would be sent requesting future issues. Now, no unsolicited material will be sent for processing until it has been ascertained, either by a written reply to our request or the receipt of a subsequent issue, that future issues will be supplied on a regular basis.

6. Rather than wait and do a systematic check of all records, the checklists made a concerted effort to pull records for same day claiming when the receipt of the latest issue alerted them to non-receipt of the previous. This effort is reflected in the increase of claims from 917 in 1989 to 1,480 in 1990. (The even higher figure for titles claimed in 1988 - 1,624 - was necessitated to a large extent by the mail room thefts which plagued the Library at that time. Current claims are due strictly to non-receipt).

7. Throughout the year, Ms. Molina, the Serials Group Coordinator, continued to clear library subscription invoices for the Acquisition Section. Besides expediting payment for those serial titles found to be in good order, her participation was especially useful in ensuring that invoices were not processed for material which was in fact never received or received on an erratic basis only. Nevertheless, delays in final processing of invoices continued to occur and caused numerous disruptions in subscriptions.

8. Having been appointed as English-language Serials Selector as well as co-ordinator of serials selections, a more cohesive effort in serials selection was initiated by the Serials Librarian. Throughout the year the Serials Committee approved a total of 249 new titles for acquisition. At the recommendation of the Ad Hoc Committee on the Acquisition of Non-Print Materials, the Director placed a moratorium on the acquisition of all CD-ROMs until future notice.

9. There are now 4,522 records at the non-governmental serials checklist (2, 230 annuals and 2, 292 periodicals); 182 newspapers are being received; and 388 staff members are receiving serials on circulation.

10. In January 1990, the Serials Librarian was appointed to the Ad Hoc Committees on Serials in the DHL and the Ad Hoc Committee on the Acquisition of Non-Print Material by the DHL and served as Chairperson and Secretary, respectively throughout the year and drafted reports from the committees to the Director as appropriate.

B. Major Indicators: 1990

2. Additions to the collections

(a)	Items processed and added to the collections	
(1)	documents/publications of organization in the UN system	
(2)	documents/publications of non UN system (serials, newspapers, annuals)	74,530
(b)	Items withdrawn from the collections	
(1)	UN system	
(2)	Non UN system	26,991
(c)	New periodical titles received	149

3. User services

(a)	Reference queries	6,922
(b)	Loans	37,149
(c)	Interlibrary loans sent	1,090
(d)	Circulation of periodicals (issues routed)	42,112
(e)	Copying services (By Users):	136,099

IX. Statistics of the Dag Hammarskjold Library, 1990

II. Acquisitions

UN and Specialized Agencies materials

Hard copy additions

Microform additions

Newspaper subscriptions

Renewals

Cancellations

Serials checklist records

Unofficial (includes newspapers)

4,704

Claims processed

Non-official serials	1,480
Official serials and orders	
UN/SA materials	

Serial additions

New titles added	149
Titles withdrawn	57

Serial issue receipts

Unofficial

Annuals)	1,945
Periodicals)	28,185
Newspapers)	44,400

74,530

III. Organization of the Collections

Binding volumes prepared and sent 774

Withdrawals

Serials and Monographs

Periodicals	)	By Title	3,411
Newspapers	)	By Volume	26,991
Official Gazettes	)		

Documents

UN/SA collection

Filing and shelving

UN/SA collection (incl. LoN/WW)

Periodical collection	)	
Main collection	)	166,579
Gazettes	)	
Newspapers	)	

Service to Readers

Loans

Central Loan Desk

Main Loan Desk)

Periodicals)

37,149

UN/SA

Interlibrary loan requests processed

1,532

Interlibrary loan requests fulfilled

1,090

Secretariat clearances processed

1,446

Periodicals circulated or routed

UN/SA

Non-official

42,112

Display of new material

Newspapers and periodicals)

Monographs)

UN/SA materials

19,794

CMS

Reference questions - CMS	6,922
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Photocopying services (copies made)

Copies for users

Periodicals collection)	N/A
Main collection)	
UN/SA collection	

Copies by users

Periodical collection)	136,099
Main)	Only 1 xerox machine
	L-1B-10

Prints form microforms	680
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TO: Mr. Frank Nakada, Deputy Director
A: Dag Hammarskjold Library

DATE: 7 May 1991

REFERENCE: _____

THROUGH:
S/C DE:

FROM: T. El-Erian, Chief
DE: Collection Management Section

SUBJECT: Collection Management Sectiona, Annual Report 1990
OBJET:

I. ADMINISTRATION AND MANAGEMENT

1. Co-operation with the Department of Technical Co-operation for Development (DTCD)

Ms. Tahani El-Erian, Chief, CMS was on DTCD mission to Town Planning Department, Abu Dhabi, United Arab Emirates, from 11 May to 1 June 1990 to advise on the establishment of an automated information system.

2. CONSULTATIONS

On 29 March 1990 Ms. Tahani El-Erian, Chief, CMS met with Mr. Norman Williams, Sales Representative, University Press of America, discussed the declassified U.S. security files available in microfilm. Also Susan Stein, Collection Librarian, CMS and Brenda Brooks, Order Librarian, Acquisition Section were present in the meeting.

3. Staff Movements and Re-assignments

The following staff movements and re-assignments occurred in 1990:

Effective 1 January 1990: Ms. Margaret Corcho was re-assigned from Microfiche group, UN/SA Collections/CMS to Tops/Acquisition Section; Mr. Guillermo Zambrano was re-assigned from External Collection Loan/Stacks group, CMS to UN/SA Collections Loan Desk/CMS; Ms. Katherine Myla Silangcruz Temporary Secretary, CMS (since July 1990) re-assigned to Secretary Director's Office; Ms. Brenda Flor, Secretary, CMS was on loan (July-December 1990) to replace the Administrative Assistant, Director's Office; Ms. Edenia Genille was re-assigned from RBC to Secretary, CMS for the period of one week 29 January to 2 February 1990 and Ms. Asfaw Jember, Microfiche group, UN/SA Collections/CMS performed the duties of secretary, CMS from 16-26 January and from 5 February to 16 May and

from 2 July - 10 August 1990.

Effective 1 February 1990, Ms. R. Topacio-Bernales, Serials Group/CMS was re-assigned from CMS to UNMPU/TOPS.

Effective 1 May 1990: Ms. Askale Mulugeta was re-assigned from DAM/OPPBF/Management Advisory Service to DHL for the functions of Secretary, CMS; Mr. Frank Ibarria, the Co-ordinator, External Collection Loan/Stacks Group/CMS was granted agreed termination; Mr. A. Aalto was assigned the functions of "Co-ordination" of a new "Stacks Group", CMS and he became responsible for the Mail Room operations, photocopying services and operations related to the Stacks on 1st, 2nd and 3rd basements; Mr. O. Barreto and Mr. M. Rose were re-assigned from the External Collection Loan Desk/CMS to the new Stacks Group, CMS; Mr. J. Tatad and Mr. E. Temporal were re-assigned from the UN/SA Loan Desk/CMS to the new Stacks Group/CMS; Ms. Preeta Bannerjee was re-assigned from DAM/OGS to CMS/DHL for the functions of the "Co-ordinator" of the new "External Collection Loan Desk Group" and the Inter-Library Loan operations; Mr. Katherine Fucci was re-assigned from DAM/OPPBF/Treasury to CMS/DHL for the functions of the new External Collection Loan Desk Group; Ms. Mary Cherif, Serial Librarian/CMS, her functions expanded to include the supervision of the two new groups in CMS: External Collections Loan Desk Group and Stacks Group and; Ms. N. Samoilova, Inter-Library Loan Librarian, was re-assigned to the newly created professional functions in the UN/SA Collection Group/CMS (resumed her new duties upon her return from home-leave in August 1990).

Effective 1 June 1990, Mr. Cal Nascimento, External Collection Loan Desk/CMS resigned and left the Organization.

On 18 July 1990, Mr. N. Miro, Microfiche Group/CMS was re-assigned to the UN/SA Loan Desk/CMS until 31 October 1990 and Mr. M. Beauchemin was re-assigned from External Collections Loan Desk/CMS to UN/SA Loan Desk/CMS and he resigned/left the Organization on 19 October 1990.

On 12 September 1990, Mr. Ion Dinka entered on duty at the External Collections Loan Desk/CMS until 31 December 1990.

On 18 September 1990, Ms. A. Gustafik entered on duty at the UN/SA Loan Desk/CMS until 31 December 1990 and Ms. R. Mandira entered on duty at the UN/SA Loan Desk/CMS until 31 October 1990.

On 15 October, 1990, Mr. J. Semaan entered on duty at the UN/SA Loan Desk/CMS until present.

On 27 November 1990, the UN/SA Collection staff were transferred from CMS to RBS.

II. OPERATIONS (see Annex A for Statistics)

1. Development and Management of External Collections (Annex B)
2. Serials Operations and Stacks/Loan Services (Annex C)
3. Development and Management of the UN/SA Collections (Annex D).



TO: The Staff of the Library
A:

DATE 20 September 1991

REFERENCE: _____

THROUGH:
S/C DE:

FROM: Jakob Van Heijst, Director
DE: Dag Hammarskjöld Library

A handwritten signature in dark ink, appearing to read 'J. Van Heijst'.

SUBJECT: Developments in the library field and their possible
OBJET: implementation in the DHL

1. This is in reference to my memorandum to you, dated 29 May 1991, on The Developments with respect to the Interdepartmental Task Force on the Library, in paragraph 6 of which I mentioned:

"... taking also into consideration that the preparatory phase of the restructuring of the DHL should start, I would like to create an internal DHL ad hoc Working Committee comprised of a maximum of ten staff members."

"The Working Committee should report on the main developments in the library and documentation world in general, especially what the impact of such developments is on a special library such as the DHL. The report should be based on literature study and other evidence."

"The Working Committee should continue - most probably in two subcommittees - to study consequently two matters and to report on those: (a) what should be taken into consideration for the advice on the Tier II standard, and (b) what the needs and the available possibilities are for training of the DHL staff (Professional and General Service Staff)."

2. The staff members who volunteered to take part in the Working Group, and I had a very fruitful discussion on how to set-up the workprogramme. We agreed to divide the workload over two subcommittees. For the composition of the Group as a whole and also for that of the two Subcommittees I refer to the memorandum of Ms. Leroy, chairperson of the Working Group. Subcommittee I took the responsibility to present a paper. Its Report on recent developments in the library field and their possible implementation in the Dag Hammarskjöld Library is herewith released to you for discussions. I gratefully acknowledge the enthusiasm and competence displayed by the Subcommittee membership in fulfilling this difficult task. We all owe our gratitude for presenting this Report for discussions within the Library. I am convinced that the Interdepartmental Task Force on the Library will also welcome the Report very much.

3. As I indicated in my above-mentioned memorandum, the restructuring of the DHL has now to be undertaken. Four stages should be identified:

(a) internal discussions on the developments in the library field and their possible consequences for the DHL (hopefully these discussions will lead to a consensus on the essentials);

(b) my presenting an overview of the proposals which were earlier sent to me (proposals which possibly will be readjusted as a consequence of the discussions meant sub (a);

(c) my submission of the restructuring proposal to the officials involved and the Interdepartmental Task Force;

(d) the approval and finally the implementation of the final decision.

4. I'll inform you, after the Chiefs' meeting to be held, on the timetable of meetings to discuss the Report, as meant sub 3 (a).

5. I inform you that Subcommittee II is drafting a proposal for Tier II classification standards for professional librarians.

6. Thank you for your attention.

c.c.: Interdepartmental Task Force on the Library

UNITED NATIONS



NATIONS UNIES

INTEROFFICE MEMORANDUM

MEMORANDUM INTERIEUR

TO: Mr. Jacob van Heijst
A: Director
Dag Hammarskjöld Library

16 Sept.

DATE: _____

THROUGH:
S/C DE:

REFERENCE: _____

FROM: Nathalie Leroy, *Nathalie Leroy*
DE: Dag Hammarskjöld Library

SUBJECT: Submission of the Report on Recent Developments in the
OBJET: Library Field

1. One of the Committees of the Working Group you established in 1991 has concluded its work. The mandate of this Committee was to survey recent developments in the library field and to submit a report. This report is attached: Report on Recent Developments in the Library Field and their Possible Implementation in the Dag Hammarskjöld Library.

2. The second Committee is drafting proposed Tier-II classification standards for professional librarians. This Committee will meet until the end of October 1991.

3. The composition of the Group was as follows:

Chairperson: Nathalie Leroy
Vice-Chairperson: Lorraine Waitman
Secretary: Ramona Kohrs

	<u>Reporting Committee</u>	<u>Tier-II Committee</u>
Chairperson	Nathalie Leroy	Lorraine Waitman
Secretary	Ramona Kohrs	Noriko Gines Nancy Caldwell
Members	Anna Banchieri Alvaro Calderon Carol Davies Rita Kongwa Luz-Maria Nieves Lilia Vazquez	Reinhild von Rima Bordc Rita Kongwa Nathalie Leroy

REPORT ON RECENT DEVELOPMENTS IN THE LIBRARY FIELD AND THEIR POSSIBLE IMPLEMENTATION IN THE DAG HAMMARSKJÖLD LIBRARY

INTRODUCTION

A Working Group was established within the Dag Hammarskjöld Library (DHL). The mandate of the Working Group was twofold. A first Committee was asked to survey developments in the library and information world and to examine what the impact of these developments could be on DHL. A second Committee was charged with drafting classification standards for Professional librarians, which will lead to the Tier-II standards for this occupational group.

The present report is the result of the work of the first of these Committees. It will consider the original mandate of DHL, the recommendations of the Joint Inspection Unit (JIU) report of 1984, and the proposed medium-term plan for the period 1992-1997. It will compare these to the present situation in the library. In Part II, a presentation of major developments in the field will be made. Part III will examine how these developments may be implemented in DHL, and recommendations to this end are included.

I: THE DAG HAMMARSKJÖLD LIBRARY

A: MANDATE, RECOMMENDATIONS....

1. THE MANDATE OF THE UNITED NATIONS LIBRARIES

a) Users

In 1949, the General Assembly described the library's basic responsibility in A/C.5/298 as follows: "The Library's primary function is to enable the delegations, Secretariat and other official groups of the Organization to obtain, with the greatest possible speed, convenience and economy, the library materials and information needed in the execution of their duties."

It further stated that: "The services of the Library will also be made available... to the specialized agencies, accredited representatives of mass media of information, international governmental organizations, affiliated non-governmental organizations, educational institutions, scholars and writers... Service to the public... must necessarily be subordinated to the service needed by the United Nations".

The United Nations Library is therefore a special library serving the needs of a specific clientele.

b) Provisions for the collections and services were also made "Services will be based on a collection of library materials, systematically selected from all countries, organized and administered for easy use. They will be provided through reference and information facilities, reading rooms, book and periodical circulation, departmental branches, bibliographical, indexing and abstracting services, and through direct access by readers to the library collection."

"In the formation of these collections the emphasis will be on service and on immediate usefulness, not on accumulation and preservation. In most fields no attempt will be made to assemble comprehensive collections or to build up collections for purposes of general historical research and the Library must continuously discard material which is no longer useful to it."

"Apart from documents and publications of the League of Nations, the United Nations and the specialized agencies, in which field the Library will undertake to achieve completeness, the selection of material to be acquired will be guided (1) by its usefulness to the United Nations and (2) by the extent to which needed materials are satisfactorily available elsewhere."

"If the Library is to be restricted to a compact collection of largely current materials it will have to avail itself to the fullest possible extent of the bibliographic resources of other libraries."

c) Coordination of library facilities

"It is the policy of the United Nations Library to promote the coordination of library work in the United Nations and the specialized agencies so far as feasible, through the exchange of information, publications and staff; through cooperative selection, indexing and cataloging; and through establishment of a union catalog and register of research and bibliographical activities."

2. THE JOINT INSPECTION UNIT REPORT OF 1984

In 1984, the Joint Inspection Unit undertook a survey of libraries in the United Nations system. A report was published on the results of this survey, entitled *Cooperation between and management of libraries of the United Nations system* (A/39/299). The JIU made a number of remarks and recommendations which applied to all the libraries of the United Nations system.

a) The "information revolution": general remarks on the field and on the actual situation in UN libraries. The JIU compared the "information revolution" which had taken place in the library world to the existing situation in libraries of the UN system and expressed concern over the failure of the libraries to keep up with their counterparts.

Para. 9: "In 1948, an International Advisory Committee of Library Experts reported to the United Nations (A/C.5/222) that it should have "a library service of the most advanced type", with adequate and competent staff, compact and useful collections, modern and productive methods, and active inter-library and inter-agency coordination to provide economical and responsive services to Secretariat, delegations and other users. Thirty-six years later, however, the Inspectors are concerned that the systems' libraries are isolated from each other and, in many cases, from new developments in the international library community and in information technology."

Para. 11: "Leadership within most of the individual libraries has often been rather traditional and custodial. Much greater emphasis has been placed on organizing and maintaining a collection of materials than on ensuring responsive information services to users."

b) Systems and cooperation

The Inspectors insisted on the concept of systems and cooperation as essential to the proper management of the libraries of the UN system.

Para. 3 "In a 1982 resolution on information systems (1982/71), the Economic and Social Council (ECOSOC) cited information as "one of the most valuable resources at the disposal of the United Nations system." ECOSOC emphasized the need to facilitate developing country access to these information systems, and the importance of coordinating and harmonizing them from the perspective of needs of users at the national level".

Para. 44: "Contemporary thinking in the library profession worldwide stresses "library systems rather than separate libraries"... The main avenue for improvement lies in cooperative actions in acquisitions, in information tools, in use of these collections and tools, in greater scope of services to users, and in the progressive creation of a network of libraries of the United Nations system."

Para. 74: An inter-library panel needs to be set up "What is needed is a regular consultative procedure, involving all heads of central libraries... to serve as a focal point for more systematic inter-library improvement actions."

Para. 108: "The systems approach to modern library services requires basic changes in library management. The libraries should become themselves "systems-oriented", through parallel efforts to strengthen linkages with other relevant units and organizations while also developing a complete cycle of internal management processes and programmes."

c) Users approach

The Inspectors also emphasized the importance of the users.

Para. 109: "The overall library structure of an organization should be the one that most efficiently and effectively serves users."

Para. 120: "More emphasis is needed in "outreach"... The passive assumption that users already know what the library has to offer and will express any needs as they arise may well lead to considerable misunderstandings on both sides, and to library operations which users find less and less relevant to their needs."

As a conclusion, the Inspectors insisted on the importance of new technologies.

Paras. 141 and 142: "New information technology, combined with the changing nature and needs of library users, is already redefining the traditional functions of the library, and may bring much greater changes in the future. The 1980s are leading toward knowledge-based systems providing access to different levels of substantive information assembled by experts in a given field. This requires new kinds of librarians able to facilitate and adjust to constant technological change.

Computer technology has largely been used in libraries to improve internal library productivity. Now, however, the emphasis is beginning to shift to new computer and telecommunications technologies, and intellectual tools to analyse, store and disseminate information which the libraries can use to provide new and improved services to users."

3. PROPOSED MEDIUM-TERM PLAN FOR THE PERIOD 1992-1997: MAJOR PROGRAMME IX. CONFERENCE SERVICES. PROGRAMME 39. CONFERENCE AND LIBRARY SERVICES

The basic mandate of the Library and the recommendations of the JIU report are supplemented by the Proposed medium-term plan for the period 1992-1997 (A/46/6). The plan prescribes what course of action should be followed by the Secretariat in every Department. Subprogramme 5 of Programme 39 pertains to the libraries, and the following course of action is requested:

"The rapidly changing needs and increased prospects and possibilities in the information sector require that United Nations libraries continue a process of internal organizational restructuring and professional reorientation. The subprogramme's principal aim is to enable the libraries of the United Nations to function as a network of cooperating information centres within a wider framework of cooperation with the libraries of other organizations of the system, on one hand, producing and processing data, and on the other, supporting delegates, missions, Secretariat staff members and researchers from outside, in their needs for documentary and factual information.

During the course of the medium-term plan period:

a) User-oriented cooperation will be strengthened between the libraries of Headquarters, Geneva and Vienna

and with the libraries of other duty stations... Various measures, including possibilities for staff rotation within and among libraries of the United Nations system, will be pursued in this context;

b) A network of library information services of the United Nations system as a whole will be organized in close cooperation with the organizations involved. [It should be] increasingly feasible to share efforts and to exchange information among the libraries in the interest of the users system-wide. Such cooperation will be the subject of periodic meetings of the heads of libraries concerned;

c) Improved coordination with other international libraries, as well as more extensive use of non-United Nations services, will be pursued;

d) Necessary cooperation will be pursued with the United Nations archives, especially to harmonize technological processing....

e) The United Nations will promote access to its unrestricted information by bodies and persons outside the Organization, within the limits of the mandate of the United Nations library network;

f) The libraries... [will update] information facilities and [provide] professional training for librarians to ensure the availability of library information at depository libraries and United Nations information centres throughout the world;

g) A coherent long-term programme of technological innovation will be carried out in respect of storage, retrieval and dissemination of United Nations information, as well as in respect of the management of library procedures;

h) A dedicated system for integrated management and information for United Nations libraries will be installed, following a coherent plan and through cooperative preparations. It will be based on commercially available software and dedicated minicomputers at Headquarters and at Geneva, with batch transfer of the cataloguing and indexing data of the Geneva library to Headquarters. Such a library automation system, with adequate documentation and networking facilities and with an integrated approach to the various library management procedures, such as ordering, cataloguing, indexing, serials check-in, stock control and loans, is necessary for the enhancement of the UNBIS retrieval system. Reference tools, such as Indexes to Proceedings of the Security Council 1950-1963 and United Nations reference sources, will be issued by means of suitable output programmes;

i) Appropriate linkage will be established between the dedicated library system and the Integrated Management Information System of the United Nations....

j) As part of the introduction of the optical disc system for storage and retrieval of documents, measures will be taken to enhance UNBIS, which will be used for full indexing to facilitate retrieval of documents;

k) In order to minimize possible additional storage requirements for documents and publications and to preserve historical material, it is planned to transfer older documents to optical disc storage, requiring a corresponding retrospective conversion of non-machine-readable library data."

B: PRESENT SITUATION

In the following paragraphs, we have tried to make an assessment as to how the UN library at headquarters measures up to its mandate and to the various JIU recommendations.

1. MANDATE

a) Users

Users groups have not changed but expanded, the system of United Nations Information Centres (UNICs) and Depository Libraries having grown tremendously.

Although the library does not directly service the users of these depository libraries or information centres, it provides reference and bibliographic tools which enable librarians and users to carry out research on UN activities. In addition to the printed material currently provided, access to bibliographic databases is allowed for - UNDOC is now available via RLIN, which means to a larger public. Finally, with the upcoming

publication of CD-ROM products which will be available commercially, the library will attract a more universal clientele.

What is the impact of an expanded clientele on the library ? There is a greater need for quality control. Librarians, whose work has been made easier by automation, will need to use the time made available to enhance the quality of the products (e.g. filling the gaps to ensure completeness of the collections on electronic media, cleaning-up of files...) or even create new products.

b) Collection and Services

Since the creation of the Organization, the areas in which the Organization is active have expanded tremendously to include very technical subject fields. New organs, Committees or Commissions have been created with various mandates: Racial Discrimination, Disarmament, Human Rights, Women, Narcotic Drugs, Effects of Radiation, Nuclear Energy, Outer Space, Climate, the Environment are but examples of the variety of subjects the library now needs to provide information and material on. This entails a necessary specialization of librarians. The number of Member States has increased. This has led to handling materials in new languages, as well as dealing with more documents in additional official languages.

Two collections have been developed according to the original mandate:

- a collection of all the documentation produced by the Organization as well as a selection of documents published by the Specialized agencies;
- a collection of non-UN materials.

What may not have been anticipated in 1949 is the large amount of materials a) which the Organization itself would publish, thus acting as information producer and b) which would be the result of the "explosion of information" with the evergrowing publishing activity.

The management of the two collections requires different approaches. Operations for the selection and acquisition of material are different for each collection. The former has to achieve completeness: all the documents need to be processed and stored in order to ensure bibliographic control of the Organization's documentation. The continuous expansion of the production of United Nations documents has made it necessary to undertake a pilot project on the optical storage of documents. For the collection of non-UN materials, a specific limit has been set on the volume of the collection - which means that the collection needs to be controlled, discarding material becomes a necessity, and strict criteria for the selection of the materials have to be set, in terms of quality, cost....

c) Coordination of library facilities

Efforts have been made to develop cooperation in certain areas such as the production of the UNBIS database - which provides for a union catalogue - which is shared between New York and Geneva, but a lot remains to be done to ensure real coordination of the system of library facilities and information systems which exist within the United Nation system.

2. THE JIU REPORT

Seven years after publication of the JIU report, the library is still isolated. A more aggressive cooperation policy needs to be started to reach out to more libraries, system-wide. The inter-library panel has not been created, and there is no cooperation system-wide.

The "information revolution" described by the JIU has finally reached DHL. The Proposed Medium-term Plan includes many ambitious programmes which will utilize the most modern library techniques:

- UNBIS is well past the experimentation stage. It has already undergone changes towards a more user-friendly approach;
- A CD-ROM is at the planning stage;
- By 1991, an optical disc storage system will be implemented;

- An integrated library system is in the process of being selected;
- The library is connected to RLIN, and copy cataloguing is being done. However, the situation does not yet match the level of development envisaged by the Inspectors. Some of the recommendations are repeated in the Medium-term Plan as projects.

II. RECENT DEVELOPMENTS IN THE LIBRARY AND INFORMATION SCIENCE FIELD

Libraries worldwide have been faced with the same "explosion of information" which DHL has had to handle. They gradually have moved on from being mere repositories of materials to becoming information/documentation centres. This has led to the creation of information tools, in printed form and later on in electronic form. Over the last two decades major developments have taken place in the library world.

A) Bibliographic Utilities (See Annex 1)

Sharing of resources has become a key concept in libraries. Evidence of this has been the creation and development of bibliographic utilities, such as OCLC (1967), UTLAS, RLIN. Networks of libraries have been created with each library taking on the responsibility for the cataloguing of specific materials. This way, not all the materials owned by the library needed to be processed, each library thus benefitting from the work performed by the other participating libraries in the network. These networks have been made possible by the creation in the 1960s of standards for the interchange of data (MARC, Machine-Readable Cataloging). Networks have led to the possibility to download data and do copy cataloguing. This has resulted in lightening the work of cataloguers, allowing them more time to do quality control work or process more material.

B) Standards (See Annex 1)

The sharing of records by libraries participating in a network has necessitated the establishment of new standards. Standards have facilitated consistency of data but their use is not yet universal. They are developed at the national level and it is difficult for institutions to agree on common formats which would be acceptable to everyone, even within the framework of the International Standards Organization (ISO).

The development of exchange formats has been central to the process of library automation. MARC is the most widely used exchange format but it is not universal. American and European practice differ and a number of MARC formats exist.

Standards for bibliographic description have been established, the International Standard for Bibliographic Description (ISBD) with its versions for monographs (ISBDM), serials (ISBDS)...

To facilitate on-line retrieval, common command languages (CCL) are being developed, but again in concurrent operations by the US National Information Standards Organization as well as ISO.

A new development in this area is that of Open Systems Interconnection (OSI), which provides a framework for the development of standards. "Open" is used to suggest that if two systems conform to appropriate standards they will be open to each other. In this way systems from different vendors will be able to communicate more easily. Another dimension of this has been the creation of distributed systems in which separate requirements could be met separately. The integration of operations in which various requirements are met from different vendors will clearly benefit from an "open" computing environment.

C) Library integrated automated systems

Library integrated automated systems are the one major innovation of the last decade and libraries are all gradually acquiring such systems. Some libraries have already reached the "migration" stage - which is the

process of changing or significantly updating automated library systems.

Integrated systems have rapidly developed, most of them produced in North America, such as GEAC, MINISIS, URICA, MULTILIS, NOTIS, BOOKSELLERS, INNOVAC, CLSI. They provide for the management of libraries in all their operations: acquisitions, serials, catalogues, loans and circulation, and selective dissemination of information.

Most systems are "turnkey", which provides for close cooperation between vendors and libraries and good maintenance and supporting services. However, buying in a system entails buying a standard off-the-shelf package - local development paths, extensive customisation and in-house extension and adaptation will be difficult. Integrated systems are currently being challenged by proponents of distributed systems, on the basis that they "represent a single point of failure, [their failures] may be difficult to harmonise with a particular library's requirements and can be difficult to upgrade... A major advantage of distributed systems would be that separate requirements could be met separately - freeing the library from a long embrace with a single supplier for all of their system requirements..."

D) On-line databases and CD-ROMs (See Annex 2)

The 1970s have been marked by the development of on-line bibliographic databases. They have been challenged in the 1980s by the arrival of CD-ROMs. Both have offered to libraries access to additional bibliographic resources. They suppress the need for a library to actually process material which is already referenced in an existing database or CD-ROM. This has led libraries to maintain collection of material referenced in these bibliographic resources, in order to provide access to primary information.

Problems linked to databases are as follows:

- access. On-line databases can only be accessed via telecommunication networks. This means that a universal access is not always available.
- cost. Telecommunication costs and connection time, which have to be taken into account and might reduce the use.
- difficulty of retrieval procedures. The Common Command Language (CCL) will offer a standard search command interface for the public, which when finalized most systems would adopt as a universal standard. Its final adoption as a universal standard is being prevented though by the concurrent development of such a common command language by the International Standards Organization.

Their main advantage though is the fact that they offer the most current version of a bibliographic product, since they are updated on a continuing basis.

CD-ROMs present versions of on-line databases on compact discs, as well as dictionaries, bibliographies, catalogues. They offer the following advantages over databases:

- they can be accessed locally, without having to use telecommunication networks;
- the cost involved is a one-time operation. Users can feel free to spend time over their research without the pressure of connection costs. Subscription costs usually provide for updates;
- some CD-ROMs provide the full-text of materials;
- they are end-user oriented. They are user-friendly as opposed to the majority of databases the access to which still needs to be done by trained information specialists.

E) OPACs

On-line Public Access Catalogues have been developed to replace manual card catalogues in libraries. They provide for traditional access by author, title and subject, but offer a number of additional access points such as limiting a search by date or language of publication. They are intended for the end-user and therefore are extremely user-friendly. They are typically part of larger integrated library systems. Their development has created a demand for currency of data and content enhancement. These aims are not compatible and

currency has been given priority. However, content enhancement has been widely requested since the introduction of OPACs: examples of content enhancement include records enriched with an abstract or contents pages or book indexes.

The development of OPACs has demonstrated a great demand for subject searching. The trend is towards their enhancement in that direction as well as their connection to other automated systems which would provide for remote access to individual OPACs. Other enhancements include links to in-house systems, access to circulation and status information, document ordering and reservations.

F) Expert systems

Expert systems, an outgrowth of artificial intelligence research, are computer systems which contain the knowledge and simulate the behaviour (problem-solving, decision-making, explaining) of human experts in a narrow domain. They consist of a knowledge base, an inference engine and an explanation module. A highly interactive user interface allows the user to supply data related to his problem, ask the appropriate questions and demand explanations for the solution provided by the system. Even though expert system shells which can be run on IBM or IBM-compatible PCs are available on the market, the development of expert systems is expensive and a number of problems (crashes, automatic knowledge acquisition) still need to be solved. Expert systems can best be implemented in domains for which precise rules exist.

Since 1984, a number of expert systems have been developed for library applications in reference, indexing, cataloguing and on-line retrieval. (See Annex 3)

G) Organization and management

Triggered by technological advancements, a number of developments have taken place in library management and organization. Library automation has had an impact on the staff. It has not reduced but contained library staff, redirecting human resources to direct patron services. Services have been expanded and enhanced. Training has become a necessity and is an on-going operation. As automation has reached all the areas of libraries, it is the entire staff who needs training.

Library automation has sometimes led to new organizational structures.

Restructuring is undertaken primarily to create a framework for an information service which fully exploits the potential of new technologies. There is no ideal structure for all libraries. Libraries differ in their specific objectives, in their users and their situations and must be shaped and reshaped in order to arrive at a flexible framework for their particular needs.

Technical Services

Most of the literature on library organization and automation focuses on technical services and collection management. In libraries where integrated library systems have been implemented the tendency has been to integrate within technical services those functions that are encompassed by the automated system. These include Cataloguing, Processing, Acquisitions and sometimes Centralized circulation control. Computerization makes it possible to create one record common to the acquisitions process and the cataloguing function.

Systems

According to the literature many research and medium-sized libraries have no Systems Department per se. Rather Technical Services include systems operations. Some articles indicate that in large libraries savings from Technical Services staff reductions may have been more consumed by the emergence of systems departments.

Collection Management

It is evident from the various articles on collection management that more and more importance is being placed on this aspect of librarianship. However, there is a debate as to where, within the organization,

Collection Management really belongs. Some believe that Collection Management belongs with Technical Services operations and give as an example the ability of selectors to perform pre-order searching through the integrated library system. On the other hand, proponents of the integration of Collection Management services with Public Services give as examples the following:

- 1- that Reference and Subject Departments tend to keep careful records of requests that are unfilled and of interlibrary loan (ILL) transactions. This information is invaluable for collection development purposes.
- 2- that Collection Management staff with their knowledge of the bibliography of various fields, their examination of the library's collection and of collection evaluation techniques would enhance public service programmes.

Two interesting articles actually propose organizational models and charts for library structure. They both acknowledge the fact that there is no ideal library structure, but within a given context the model they propose can be custom-tailored to the specific needs of a library in its unique situation. An abstract of these articles is in Annex 4, but we retained here the structure they propose.

The first one proposes a new library organization in three components, based on the three typical functions a library needs to perform to ensure its mandate: acquiring information, processing (or organizing) information and disseminating information.

Component 1 handles information in various formats; it will deal with greatly diversified collections and other physical expressions of information. Although most of its activities will focus on traditional printed materials, it will handle information available on-line, on microfiche, on CD-ROM, and in other formats as well. Component 2 designs access systems; it will be concerned with files related to the information carriers, including the structure of electronic information files, and with establishing electronic connections among objects and files. The functional component that evaluate needs and delivers programs and services, component 3, will have the most user interaction on a day-to-day basis and will have information users as its primary focus. This component, for example, will develop the user profiles that are integrated into information retrieval systems and will provide the data and analyses needed to develop A1 applications for libraries. Most of the library's professional staff will be deployed in this area of the operation.

The second model is divided into six major divisions: acquisition; organization; collections; interpretation; collection use; administration.

III. FUTURE DIRECTIONS FOR DHL

In summarizing what the impact of recent developments as described above can be on the DHL, the specific mandate of the DHL as the library of an international organization must be borne in mind.

The library has to ensure bibliographic control of the Organization's documentation (in its capacity as information producer) as well as provide access to general information available in external publications (in its capacity as information collector). In these two capacities the DHL plays a role which could be compared to governmental or parliamentary libraries and documentation centres, maybe even in some respects to national libraries, as well as to libraries of other international or regional organizations. Additionally, the importance of languages has to be stressed. Users differ greatly from the general user of public or even academic libraries. Responsibility to the user is also of a different kind.

A: Users

As stressed in the literature, a greater awareness of users' needs is essential. Work in the library should be

organized in order for information to be available to the end-user in the most efficient, direct way. Users should be the main consideration when planning changes in operations. All the operations should strive to provide answers to information needs without the user having to be involved or even made aware of the actual process which was necessary to make the information available to him. This means the production of user-friendly CD-ROM products and further improvements to UNBIS.

User surveys would help to identify new users' needs and evaluate existing products. A Users Committee should be established which would help monitor collection development. And users' needs should be anticipated, products should be created in anticipation of these needs, not as the result of a request. For example, bibliographies should be compiled in advance in areas in which major conferences are held.

After an assessment of users' needs, collections and services can be improved. As a result of the survey of developments in the library and information field we have seen that:

- a) progress has been made in the processing of information:
 - bibliographic utilities have reduced the need for original cataloguing;
 - expert systems assist the librarian in cataloguing and indexing, as well as information retrieval;
 - integrated systems simplify the operations and reduce the repetitiveness of tasks;
 - standards have helped to enhance consistency of data.
- b) more external bibliographic resources have become available with the development of on-line databases and CD-ROMs. This reduces the need to process external material in-house.

What impact will these developments have on the DHL ?

B: Collections

a) The UN as information collector: external material collection

As stated in the literature, libraries are evolving from the concept of in-house collection building to the concept of fulfilling the needs of users. This means that the in-house collection might actually decrease or that its growth might slow down and that on the other hand, the stress will be placed on providing access to more external sources of information. In turn, this will affect the reference services and the delivery of information. Collection development is definitely given a large role in spite or maybe because of the trend of reducing in-house collections. This trend is in keeping with the recommendations of the original mandate to make full use of external resources and to limit the expansion of the collection. Subprogramme 5 confirms this policy.

. Collection development and management

- RLIN should be used to monitor the need to acquire a document, to assess if material is needed or not according to its availability through ILL, as spelled out in the mandate.
- A systematic evaluation of the collection should be undertaken in order to verify whether it meets users' needs.
- Reference librarians should be more involved in collection development. As the privileged link with users, reference librarians should provide a feed-back on what is known of users' needs through their requests. Data should be kept as to the queries of users, the result yielded by retrieval performed on various in-house and external systems. This data could be valuably interpreted by collection management librarians and alert them of gaps in the collection. In the same way, a survey of interlibrary loan requests would help make decisions on what material appears to be indispensable in the collection.
- Indexing staff who analyse the documents of various UN bodies and who are therefore familiar with their work should also participate in selection.

More importance should be given to material selected by language. Language collections should be developed and language librarian posts could be created for all official languages, as is the case already for the Arabic collection. These posts could combine functions, such as collection development and production of tools (specialized bibliographies, SDI...).

. Cataloguing

Bibliographic utilities should be used on a larger scale. One could envisage linking to available national bibliographic databases worldwide. DHL should become a full member of the remaining bibliographic utility (probably OCLC, see Annex 1) using it for copy cataloguing and retrospective conversions and contributing both DOCFILE and CATFILE with their unique collections to the utility.

b) The UN as information producer

The optical disc storage system which will be implemented in early 1991 will have a real impact on the UN documents collection.

The library has to make sure to play an active role in the implementation of the system. In the report of the Secretary-General (A/C.5/45/58), a number of recommendations have been made with a description of their impact on various divisions of the Department of Conference Services, but the library per se is not included.

Already the project plans to do primary indexing at the level of the title of the document, the agenda item number, the date, the symbol. The danger exists that the users will grow used to accessing information using these access points, and not the subject indexing that UNDOC currently offers. The priority is really going to be the enhancement of UNBIS. A stronger coordination of indexing policy will need to be implemented.

C: Services

a) Information products

As a result of an assessment of users' needs, an evaluation of existing products needs to be made through the means of questionnaires which could be sent to UNICs, depository libraries, Secretariat, delegations, etc). An in-house evaluation can also be done by librarians (interviews with Sections/Units heads about services provided now and possible improvements).

Products should be compared to external sources and see whether they duplicate or overlap. There should be a reassessment of the need to continue a product and see whether it could not be replaced by more user-oriented products (for example examine the possibility of replacing CBI by specialized bibliographies on a specific topic). SDI should be expanded to include reference to external database sources.

New products could be prepared:

- Information tools and products should be based on CD-ROM technique, offer exhaustivity, easy access, added value (ITP type);
- Establish a factual database which would create a link between all the agenda of a main body, thus enabling retrospective retrieval throughout the sessions, using the agenda item number of the current session as access point.
- Offer a factual CD-ROM which would include ITP and ITS, RESFILE, VOTEREC. A link between ITP and RESFILE should be established for subject retrieval of information;

b) Reference services

In order to facilitate users' access to information by providing users with a single access point for information, the merging of the UN/SA and General reference desks might be looked into.

On-line databases and CD-ROMs

In keeping with recommendations of the mandate (also repeated in subprogramme 5) the library should avail itself more of external bibliographic resources.

Access should be provided to more CD-ROMs and on-line databases. Currently, the following are available:

- at the general reference desk (all reference librarians are trained in its use) NEXIS which provides full-text information from newspapers, periodicals, wire services and other international or national files covering politics, business, economy and current information;
- in the Legal library LEXIS is available, the legal part of NEXIS.
- DIALOG is another service provided by DHL, but only through the on-line coordinator.

Access to DIALOG could be expanded, either by training all general reference librarians, or through the purchase of the CD-ROM version (DIALOG OnDisc). DIALOG could even replace NEXIS, since it now includes several full-text files of newspapers.

Connection to other databases could be considered: DATASTAR which includes EEC documents, the EEC in-house database (CELEX) could be very useful at the general reference desk. It would definitely be more economical to purchase CD-ROMs which would be also searchable directly by the end-user.

The library has to play an active role in the acquisition of CD-ROM products, and centralize them, rather than having UN Secretariat Departments acquire those they need and thereby limiting their use. The library needs to ensure that information resources are shared Secretariat-wide through LANs or other means. This would be in keeping with the JIU report recommendation that the library coordinate information services.

Document delivery is going to be improved with the implementation of the optical storage system. The staff who will be relieved from performing certain tasks relating to document delivery will have to be reassigned to new functions in order to provide even wider and enhanced services. One could think of retrospective conversions projects, or the development of new information products. With general automation the work of the staff is not going to be reduced, but facilitated. The quality and interest of this work is going to be improved.

D: Restructuring

Library automation (above all integrated library systems) and other innovations in the library and information fields have led to rationalized library operations, to new functions and working practices (both for professional and non-professional library staff) and to new organizational structures. The trend is to redeploy staff from shrinking departments, such as acquisitions, cataloguing and collection maintenance, to expanding departments, such as user services, collection management and systems development, and to provide access to information rather than expand collections.

A job analysis should be conducted in DHL which would show where work performed is redundant or overlaps with the functions in other units. Units will have to be consolidated or reorganized according to the results of this evaluation, taking into account all the new developments in the field. Staff will not be reduced but redeployed. The new organizational structure should be functional and flexible, allowing for staff rotation and the combination of functions...

Some of the areas where changes will occur in the near future and affect staffing levels and organization are as follows:

- 1) With the implementation of the integrated library system, less staff will be needed in acquisitions, cataloguing, circulation, serials.
- 2) Acquisitions and Cataloguing should merge as functions overlap.
- 3) Cataloguing has become less labour-intensive through copy cataloguing.
- 4) The optical disk project will lead to a reduction of support staff in stacks.

- 5) Upgrading UNBIS and developing new information products will make retrospective conversion projects necessary. Temporarily, additional staff will be needed in Indexing and Cataloguing for this purpose.
- 6) Collection management should have more staff to constantly evaluate and improve the collection (build up language collections, cooperative collection development).
- 7) User services should have more staff to constantly access user needs, evaluate services, provide more bibliographic instruction (UNBIS and other databases or CD-ROMs), develop service branches.
- 8) System Development will need more staff to organize/ provide access to more external databases and to plan and manage a future UN library system.
- 9) Efforts to share resources through ILL should be strengthened. ILL should be coordinated at the professional level.

Recommendations

A number of recommendations were made during meetings of the Committee and they affect different areas of the library. The Committee felt that the study of developments in the library field should be an ongoing process. For this purpose, a standing committee should be established to discuss possible improvements of library services in DHL and to make recommendations.

Bibliographic utilities

1. DHL should become a full member of the remaining bibliographic utility (probably OCLC) using it for copy cataloguing and retrospective conversions and contributing both Docfile and Catfile with their unique collections to the utility.
2. When choosing an integrated library system, the DHL should make sure it is as compatible as possible with other systems, and that it will allow the DHL to establish future direct links through OSI/LSP to other on-line systems.
3. The DHL should be the leading agency in creating a linked UN library system including the libraries and information centres of the specialized agencies and the regional offices.
4. DHL should establish on-line links to libraries that offer substantial support with their collections (such as the New York Public Library) for improved ILL, for possible cooperative collection development, and for electronic document delivery.
5. DHL should acquire CD-ROM catalogues, as far as available, from those libraries/information centres that have strong collections in those fields that the UN is concerned with. Special ILL and document delivery arrangements should be made with those libraries. DHL should also make its catalogues available on CD-ROM.

Expert systems

1. When upgrading UNBIS to function as an OPAC, use of a retrieval expert system should be considered.
2. Could a reference expert system comparable to POINTER (federal documents) be developed for UN documents?
3. Investigate if expert systems would be helpful at DHL reference desks (ready reference to treaties, constitutions, directories, collective biographies), in indexing (indexing consistency), cataloguing and training.
4. Create a simple expert system (in Micro-Isis?) for classing, linking UNBIS descriptors to classification numbers, to improve consistency.
5. Train library staff in this field.

United Nations library system / Cooperation with Secretariat...

- The library should centralize and organize information services in the UN; cooperation with other libraries of the system should be improved;
- Share resources and expenses;
- Raise funds from other departments;
- Liaison officer/office to be in constant contact with the departments in Secretariat, as well as with the Missions;

- Network of libraries at one duty station;
- Organize annual meetings of United Nations libraries;
- Produce indexes and brochures in more languages;
- Actively inform users of available services;
- Provide country reports (comparable to the Office for Research and Collection of Information, ORCI).

Training

- Create the function of training coordinator;
- Promote training in advanced library developments, both in-house and externally; training programme should include visits to progressive/advanced libraries;
- Promote rotation of staff (as recommended in subprogramme 5 for the period 92-97); this could be done within DHL and among UN system libraries.
- Cooperate with UNITAR.

Management

- Improve marketing of services;
- Functions to be added: training coordinator, public relations, marketing, user relations.
- Improve the cooperation between sections within the library (for example, making sure to match retention policy and indexing policy, CBI referencing articles which are not kept).

Collection management and acquisitions

- Consult RLIN/OCLC in collection management; cooperation between collection development and interlibrary-loan;
- Establish a Users Committee;
- Cooperative collection development and collection management in future UN library system;
- Electronic transmission of orders to suppliers through systems like GEAC (integrated library system);
- Monitoring of collection.

Annex 1

Bibliographic utilities and linked systems

Bibliographic utilities are among the world's largest and most intensively used computer-based information services. They function as union catalogues and national bibliographies and contain bibliographic, authority and holdings data as well as thesaurus files. Member libraries and institutions receive acquisitions and cataloguing support and search them to provide reference and interlibrary loan and for cooperative collection management and cooperative preservation efforts. Especially through the exchange of cataloguing data between individual libraries and the bibliographic utilities the workload for original cataloguing has been greatly reduced.

Since the creation of the Online Computer Library Center (OCLC) in 1967, today the largest bibliographic utility with more than 12,000 institutional members, a large number of bibliographic utilities has been created worldwide, most of them in North America (OCLC, Research Libraries Information Network, Western Library Network, Utlas), Northern Europe (the Scandinavian countries, the Netherlands and Great Britain) and Australia. Three bibliographic databases exist in Latin America (Chile, Mexico, Venezuela). Many countries are trying to develop national bibliographic databases (France, Germany, Spain, Portugal). A regional bibliographic database is being developed in the Caribbean. Efforts to exchange data and to cooperate on an international basis are increasing: OCLC is loading UKMARC and Canadian MARC records into its database, has more than 80 members in Europe (among them five national libraries) for shared cataloguing and interlibrary loan and is cooperating with libraries in China, Taiwan, Korea and Japan. Both OCLC and RLIN are able to process vernacular cataloguing data in Chinese, Korean and Japanese, so that MARC records in these languages can be loaded into the bibliographic utilities.

Whereas OCLC has established many international contacts, RLIN has developed a number of specialized subject and service databases, among them the Geoinformation Project, a database of spatially-referenced data (satellite images, aerial photos, cartographic material), and Conspectus online, a tool which assesses the collection strengths of RLIN members in 6,500 subject areas.

Recently, a number of significant changes in the usage of bibliographic utilities among North American libraries have been observed. Most of these changes were brought about by the implementation of local integrated library systems and on-line public access catalogs (OPACs). Libraries now use a variety of bibliographic utilities; they transfer bibliographic data during the acquisition phase; more original cataloguing is done on the local system, as basic cataloguing data are readily available from acquisitions; they strive to improve cataloguing quality and productivity while shifting many functions to lower levels of staff; and they no longer see tapeloading as a timely method for data exchange.

In the near future we will probably see the following developments concerning the bibliographic utilities in North America:

1. The existing bibliographic utilities will consolidate into one national database with OCLC taking over the RLIN databases and their special programmes.
2. The remaining utility will have to restructure its files to provide for more flexibility, cost effectiveness and workflow efficiency. It will have to cope with a wide variety of local data and conventions; it will have to handle all MARC formats (and probably others, if data are exchanged internationally) and be able to convert detailed data from local systems into more general data appropriate for exchange. Data exchange between the utility and its members needs to be standardized and simplified. Exchange procedures have to be fast, direct, economical, workflow efficient, and transparent to the user in order to encourage local systems to make their data available to the utility for resource sharing.

3. The bibliographic utility will exist alongside smaller networks of libraries/information centres which will cooperate closely in terms of collection development, ILL and document delivery.
4. A strong, well-organized utility will be a highly valuable bibliographic information service, both for national and international bibliographic data. It will continue to provide acquisitions and cataloguing support, facilitate retrospective conversion projects (which will increase due to the installment of more and more OPACs) and co-operative collection development (through its Conspectus online), and produce CD-ROM versions of its files (such as WLN's LaserCat).

Linked systems are considered to be the library and information systems model for the 90s and beyond. In a linked system, the OPACs or even the integrated library systems are directly accessible to all member institutions (including the bibliographic utility) and data can be exchanged from computer to computer. Standards organizations, most prominently the International Standards Organization (ISO), the telecommunication industry, vendors of computer systems and user groups, including libraries, have developed the Open Systems Interconnection Reference Model (OSI), a globally agreed framework for the design of computer systems required to interoperate. OSI will improve resource sharing among libraries on an international scale and it will enable faster, more effective data exchange. The worldwide interest in and the support for OSI are great: nine countries (e.g., Canada) are developing OSI-based services for the transfer of bibliographic data, for information retrieval and for interlending. IFLA endorses the further development of OSI and promotes its adoption by its members through the Universal Dataflow and Telecommunications core program.

While OSI offers great opportunities to the international library community, a number of severe problems need to be addressed. Telecommunication services and the compatibility of computer systems as well as the compatibility of bibliographic records need to be improved (IFLA promotes Universal Bibliographic Control International MARC). The recent development of the Linked Systems Protocol (LSP) addresses the problem of different command and search languages. LSP, also referred to as Z39.50, is a standard for inter-computer communication developed by the US National Information Standard Organization (NISO). It permits connecting OPACs to each other and it permits searching other libraries' OPACs and the bibliographic utilities through a single interface. OCLC and RLIN have implemented LSP to report authority data to the Library of Congress. It is estimated that the direct exchange of bibliographic data via LSP will be possible in about five years.

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Annex 2

On-line databases and CD-ROMs

a) On-line databases

In the field of electronic information, the development and the growth of on-line databases have been remarkable. Virtually every major publication is represented on-line in thousands of sophisticated bibliographic, abstract, textual, directory and numeric databases. Users and librarians with the help of powerful personal computers can now work entirely with on-line retrieval systems. According to Database magazine, the 80s were the age of accumulation and the 90s will be the age of access, where users will discover faster, easier, and more powerful ways to get information. Some of the new developments in this area include full text databases which can be browsed; many new information packages of related information; more graphics and images; increase in magnetic and optical storage technology; increase in centralized databanks; more powerful and sophisticated computer software and hardware, as for example the NeXT computer with its erasable optical storage, high resolution monitor and excellent sound, the EasyNet which provides a unified logon, database selection, gateway connection, search and download process; and the evolution of the end-user who will be better prepared to understand the development of automation in the field of information.

b) CD-ROMs

After 5 years in the market, CD-ROMs have changed the panorama of the on-line bibliographic world and have revolutionized the information field. According to CD-ROM Librarian over 1 million CD-ROM players have been sold worldwide and nearly 1,500 CD-ROM products have been put in the market. Most users are satisfied with the ability of CD-ROM to make large amounts of data accessible at a low cost. The accessibility of CD-ROM technology has also been enhanced by networking systems that can merge any number of CD-ROMs into a local area network (LAN). In this way, all microcomputers on a network can gain access to CD-ROM- based information. The use of CD-ROM catalogues has succeeded with projects for union catalogues of regional libraries and consortia. Expectations for the continued growth of the industry look to new types of CD-ROM products and fresh approaches to applying the technology to spur the growth of the 1990's. Predictions for the future include 3.5 inch CD-ROM drives and discs, portable players, and PCs that come with installed drives. The 90's will also likely witness market expansion in databases which combine text, graphics, full-motion video and sound, the works of multimedia applications.

Annex 3

Expert systems

Expert systems, an outgrowth of artificial intelligence research, are computer systems which contain the knowledge and simulate the behaviour (problem-solving, decision-making, explaining) of human experts in a narrow domain. They consist of a knowledge base, an inference engine and an explanation module. A highly interactive user interface allows the user to supply data related to his problem, ask the appropriate questions and demand explanations for the solution provided by the system. Even though expert system shells which can be run on IBM or IBM-compatible PCs are available on the market, the development of expert systems is expensive and a number of problems (crashes, automatic knowledge acquisition) still need to be solved. Expert systems can best be implemented in domains for which precise rules exist.

Since 1984, a number of expert systems have been developed for library applications in reference, indexing, cataloguing and on-line retrieval.

1. Reference

Reference expert systems give directional information, ready reference and do simple subject searches. They come in when reference librarians are busy or not available, they free reference librarians from repetitive questions to spend more time on complicated, extensive searches. Examples include:

-ANSWERMAN and SQUAREF (National Agricultural Library), POINTER (Lockwood Library, State University of New York, Buffalo), which gives reference to US federal documents, MEDSTAT (National Library of Medicine), Refsearch (College of Information Studies, Drexel University, Philadelphia) etc.

2. Descriptive Cataloguing

Cataloguing expert systems with AACR2 as the knowledge base and with a linkage to an electronic publishing system or an optical scanning system can perform simple cataloguing and determine access points. OCLC is experimenting with this in its Automated Title Page Cataloging Project. Assisted by an expert system, simple cataloguing could be done by paraprofessionals, freeing cataloguers to do more challenging work.

3. Indexing

Indexing expert systems provide interactive computer assistance to indexers. The knowledge base contains the thesaurus and the indexing rules of the institution. The system then alerts indexers of mistakes and omissions and it can improve indexing consistency. Examples include MedIndEx (National Library of Medicine) and BIOSIS.

4. On-line retrieval

In this area expert systems function as search intermediaries. They facilitate searching on-line databases and OPACs by helping the user to formulate the correct search strategy. The knowledge base would incorporate record structures, search commands and the indexing policies of the institution. EP-X (Environmental Pollution Expert) of the Industrial and Systems Engineering Department, Ohio State University, is an example for a retrieval expert system.

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Organization and management

The Model Research Library: Planning for the Future (published in *The Journal of Academic Librarianship*, vol. 15 (1989), no.3) proposes a new library organization in three components, based on the three typical functions a library needs to perform to fulfill its mandate: acquiring information, processing (or organizing) information and disseminating information.

"Component 1 handles information in various formats; it will deal with greatly diversified collections and other physical expressions of information. Although most of its activities will focus on traditional printed materials, it will handle information available on-line, on microfiche, on CD-ROM, and in other formats as well. Component 2 designs access systems; it will be concerned with files related to the information carriers, including the structure of electronic information files, and with establishing electronic connections among objects and files. The functional component that evaluate needs and delivers programs and services, component 3, will have the most user interaction on a day-to-day basis and will have information users as its primary focus. This component, for example, will develop the user profiles that are integrated into information retrieval systems and will provide the data and analyses needed to develop AI applications for libraries. Most of the library's professional staff will be deployed in this area of the operation.

Generally, staff who are involved in handling information in various formats and in designing access systems will be centralized, while those involved in delivering and evaluating programs and services will be dispersed, functioning in "service clusters" close to the main user groups. The results of this more user-sensitive information "system" will be products and services that are more readily measurable and highly visible since they will be targeted at specific groups of users."

Further comments elaborate on user services, collections, facilities and staffing. The following are stressed as essential: anticipation of user needs, development of new and customized services, delivery of faster, more convenient access to bibliographic information and physical forms of information, irrespective of location.

"The library's human resources will focus on service to users... They will:

- create databases and other information products for both individuals and groups of users;
- work with others in the institution to make these databases commercially available...;
- deliver documents in many formats;
- transform information from one format to another;
- evaluate the validity and relevance of information;
- package information to suit the user, including conversion of format or "container" when needed;
- provide instruction to ensure information literacy;
- serve as consultants on the design of databases and the management of information files and resources;
- identify and adapt external information services to meet local needs."

"The value of a library will not be measured by the size, depth, or breadth of the collections owned but rather by its ability to provide access to information in all formats. Bibliographic access systems and digitization will continue to improve, expanded by whole-text retrieval and in-depth access to materials not in machine-readable form. This improved access will permit more on-demand acquisitions, dispersed access to primary and secondary sources in different formats, and... wide-spread realization of coordinated collections and preservation efforts among institutions. Organization and preservation functions will rely heavily on shared expertise, networked systems, and cooperative efforts."

Up the beanstalk: An evolutionary organizational structure for libraries (in *American Libraries*, July-August 1990)
After describing the existing organizational models, the authors state that the functional organization appears to be the most lasting and consistent method. They then propose a model which is based on several assumptions:

- 1- access will equal acquisitions, that is, "the emphasis moves to fulfilling the needs of users rather than simply building larger collections".
- 2- "the OPAC will contain records for all library materials... Beyond book, it will include bibliographic citations for journal articles and for access services... Libraries must also anticipate that there will be more information available in electronic format".
- 3- "Libraries will be forced to change their attitude of permanency towards serials. Serials will be acquired as they are needed, not because they were needed at some point in the past".

The model is divided into six major divisions:

1- Acquisition:

- buying (all purchase of information, includes bibliographic verification);
- borrowing (includes interlibrary-loan activity);
- leasing of information (includes handling licensing agreements).

2- Organization:

- creation and maintenance of bibliographic records;
- responsible for the integrity of the bibliographic files;
- authority control and original and copy cataloguing.

3- Collections:

- management of all collections (all formats are included, special collections and archives also);
- selection of material (intellectual decision of what is added to the collections);
- preservation aspects (binding, physical processing, security of material);

4- Interpretation:

- reference (identification of information sources to respond to inquiries, including the identification of items not owned by the library);
- instructional services (local orientation and creation of tools and instructions in the use of the library and its resources);
- branches.

5- Collection use:

- responsibility for use of all library material, regardless of format or location;
- circulation (stack circulation, document delivery, interlibrary lending, reserve, shelving, stack maintenance).

6- Administration:

- budget, buildings, equipment, personnel, automation, library development.

As a conclusion, the authors emphasize the fact that "Services must be addressed from the point of view of the user, not the staff... The proposed structure removes the format organization and moves almost solely to a functional structure, which brings about more centralization of activities". As a result, "the staff must have a much broader range of knowledge to handle the operations."