Environment Liaison Centre International

# Where There is no Librarian

NGO Strengthening

Information Sharing

Environment File

Electronic Mail

ECOFORUM Newsletter

MEMBERS Directory

## AN INFORMATION MANAGEMENT MANUAL

# Where There is no Librarian

An Information Management Manual

by
**Edward Waiguru Muya**
Kenyatta University
and
**Dianah Macharia**
Environment Liaison Centre International

ISN 10232
502 92WH

# CONTENTS

# ACKNOWLEDGEMENT

# PREFACE

**N** GOs are considered to be actors in the process of Sustainable Development. In order for them to do this they need to access to relevant information constituting new ideas, experiences theories and practices. But a great deal of this kind of information and others that is irrelevant is mixed up together and is constantly being generated exponentially. There are difficulties experienced whenever NGOs and other users try to access to such information. A system must be created to facilitate fast and easy access to relevant information at the time required. An enabling environment must be created by organising and coordinating such information such that potential users can easily get whatever information they want whenever they want it. Organisation of information should not only enable access to local information but also sharing of information among the NGOs.

In appreciation of her role in capacity holding, ELCI conducted a survey in the South on the "NGO Information Needs" in 1989/1990.

The findings of that survey showed that NGOs required to be assisted in organisation and development of information resources and services. The survey showed lots of NGOs has the information sources and resources which were not being effectively utilized to support their activities. As a first step towards assisting NGOs, ELCI has developed this basic manual to assist in the organisation of the resources, dissemination of information and share what they may be having. This manual is aimed at marginal and grassroots organisations working in the fields of environment and development.

In developing the Manual it is recognised that small NGOs operate under serious staff, financial and technical constraint. Using the data collected during the survey it is possible to identify the NGOs that will benefit from this Manual. Such organisations will be empowered to strengthen their organisational capacities in information management. In particular the manual has addressed selection, ordering, processing, lending circulation preservation and networking. The topics are well illustrated.

# INTRODUCTION

---

**OBJECTIVES**

a) to understand the situation in which a library operates;
b) to understand the functions of a library; and
c) to understand the categories of library users.

---

I nformation is a resource that has been neglected and taken too much for granted. But information should be planned for as much as we plan for water, forests, electricity and land. The development of any nation is increasingly dependent on the know-how of its people. Knowledge and skills are important in development. Information is a resource as fundamental as energy or matter which affects all human activity and as an indispensable, irreplaceable link between intellectual activities.

The whole world is increasingly dependent on information. To be able to keep abreast, one must acquire knowledge and skills.

According to UNESCO, scientific knowledge constitutes an essential resource for the work of scientists. Information is a medium for the education of the future practitioners and a principal reservoir of concept and data to be drawn in for the application to economic and technological development programmes.

Information is viewed as all-embracing involving, interaction of people, individual and society.

It is, therefore, a resource that would be unwise to neglect.

To date:

- increasing shares of nations' budgets are allocated to knowledge production;

- the production of one kind of knowledge, i.e. technology, results in continuing changes in the conditions of goods and services.

The well-developed countries spend more than 40 percent of their Gross National Product on knowledge/information production.

Probably a more stronger argument is that already some nations are in the post-industrial society. Industrial society is primarily dependent on energy and its use for production of goods. The post-industrial is dependent on information utilisation by organising the flow of knowledge. Pre-industrial societies are based on agriculture and the processing of raw materials.

Although information is a resource like other national resources, it is unique in that all others are dependent upon it for their evaluation and utilisation. In other words, all other resources are determined by the state of our information about our physical environment. An item only becomes useful if we know how to use it. Another characteristic is that information is never reduced by its use or even wider sharing but it may gain in the process. As a result of our acquiring certain kinds of information we can affect the structure of society as a whole and even its values. It is, therefore, a strong factor in shaping the future.

---

One can even say that one of the reasons why we have great economic, social, political and educational development gap between the North and South is because of the quality and degree of sophistication of the information available to these countries. Of equal importance is the ability to exploit the available information for development. Hence, the need to acquire and develop the necessary infrastructure to create and acquire, organise, retrieve and disseminate information.

It is necessary, therefore, to remind ourselves that the world today is faced with an information explosion situation. Studies have shown that the size of publications and manpower doubles within a period of 10 to 15 years. In this case, the normal mode of growth is exponential -- meaning that it is growing fast. This state of growth has been maintained for two or three centuries. Exponential refers to the fast rate of growth in the amount of information published annually.

It has been estimated that 2000 books, reports, newspapers, etc., are turned out every minute of the twenty-four-hour cycle with an estimated volume of 1,050 million pages.

(a) This situation causes varying degrees of frustration to those who want information. It is impossible for an individual to read and remember all the literature that has a reasonable probability of use later.

(b) It is impossible for one to process all the literature which may be of value to one for retrieval.

To be able to cope with these preceding problems, libraries have been created to assist in the organisation of information sources and dissemination to facilitate use.

Libraries are organisations that systematically organise information for use. This is done through:

- collection development;
- collection, organisation and retrieval;
- service -- information services;
- management of information;
- user studies -- actual and potential.

In developing libraries or resource centres we should try and target ourselves to the needs of our users. A survey carried out earlier by ELCI showed that workers in the field of environment require:

- state-of-the art information (situation analysis);
- instructive - "How to" information; for example, better methods of tree-planting
- Repackaged information -- information arranged to suit special interest groups.

The categories of library users fall into the following groups:

- those who directly interact with and manage the environment;
- extension officers -- those who provide guidance to the operators;
- policy-makers who operate at national or regional levels;
- primary information generators -- these are major users and generators of primary information, for example, researchers;
- pressure groups - mainly NGOs and individuals;
- the general public who require information for general use; and
- educators and trainers.

# Revision Exercise

1. State the major functions of a library.
2. Give five major categories of users in your library.



*Figure 1*

*Oh my! Where do I start? She needs to put order among all these*

# INFORMATION SOURCES, ACQUISITION AND ORGANISATION

**OBJECTIVES**

a) Select and order library materials
b) Receive and record
c) Catalogue
d) Classify
e) Store the materials approximately

## The Collection

The collection is the complete stock of books, periodicals and non-book materials. Collection can be of any size or type, but it should be focused in its content on the activity of the institution. The collection must reflect what is happening in the subject area it covers. As relevant new information becomes available, it should be acquired for the collection. This process is called SELECTION.

## The Selection Process

In order to find new library materials, become acquainted with the activities of your institution, speak with people responsible in various fields and get their suggestions. Do not, however, let enthusiasm of some members for their personal interests force you into acquiring materials of limited use or of a recreational reading level. Consult all available specialised bibliographies, acquisition lists, book reviews in periodicals and other selection sources. Request your colleagues or friends who visit other organisations to collect materials for your library or resource centre. Another good way of getting the latest information in a particular field is to either attend or be an observer at conferences, workshops and seminars, by becoming members of some other libraries and professional organisations.

## Types of Library/Information Centres Materials

The materials you will select may be in any of the following forms:

- Books
- Periodicals
- Technical and research studies
- Official documents
- Pamphlets
- Directories
- Microforms

*Non-book materials include films, photographs, maps and slides.*

# Books/Periodicals

Do not hesitate to request catalogues and announcements from major publishers in your field. Some publishers are listed at the end of the book. These are free and must be kept apart from the collection and near your desk where you can refer to them.

Another selection source is found by looking at the announcements, reviews and bibliographies which appear in some of the specialised periodicals which the library receives. A list of some periodicals is included in the appendix; most of these could be obtained free by special request particularly for NGOs from the South.

# Technical Reports and Research Studies

These are very important form of information for your library/information centre, but they are difficult to obtain. They require a lot of 'detective' work on the librarian's part. They are usually provided in a limited number and they are often free, but obtainable only by special request. The difficult problem of acquiring technical reports and research studies is one reason why it is essential to maintain close relations with other librarians/information workers in the same subject field in your own country. It is also necessary to develop contacts with similar institutions outside your country so that reports will be sent to you. Reports are specialised and, therefore, helpful mostly to someone working on the same problem.

They are usually issued by research organisations, special departments of universities, government offices and NGOs.

You should work hard towards getting an enforceable policy from your administration which obliges the organisations' staff members to deposit a copy of any report or presentation paper that they write. This deposit requirement will ensure its safe-keeping and is more efficient than having documents scattered throughout the organisation.

There are essentially two sources for acquisition of reports: materials already in your organisation and being generated by the staff in your organisation; and materials outside the organisation which must be specially acquired. Acquisition from both sources can be equally frustrating and requires an extra effort on the part of information manager/librarian. You would have to be selective to avoid materials that are not relevant to your library.

# Official Documents

These are publications of any country or of the United Nations or of other specialised agencies, national or international. They may either be purchased from their respective printing offices or obtained by subscription on request.

*Pamphlets* are generally available free from commercial companies, government agencies and institutions as a means of circulating news about a technique or a service.

*Directories* are special kinds of books, valuable for addresses and listings of organisations and institutions. They get out of date quickly since addresses and names change; so they should be replaced with newer editions when they are issued.

*Microforms* are reproductions of film of original documents. They are available in microfilm or microfiche form. Both forms require a reading machine because they cannot be read with the unaided eye. Many technical reports are now reproduced in microform because microforms preserve documents published in limited quantities, save space on the library shelves and are cheaper and easier to post when copies are requested.

*Non-book materials* include photographs, maps, slides and films.

# Government Publications

These are publications produced at government expense. They can be issued through the legislature, judiciary or executive. Many of them are a record of government activities. They are the main means of keeping the public informed. They appear in monographs, leaflets or even newspaper reports. Audio-visual materials, for example, films, video, porters and slides, are issued.

# Trade Literature

Trade literature is produced by commercial organisations, particularly industries, and they range from single sheets to multi-volume works. It can be grouped into two: technical and general. The technical one is meant to be used by technical staff, whereas catalogues and other advertising materials are for public use. Their content is usually practical in nature since they are based on practices within the trade.

# Conference and Seminar Papers

Many such papers carry original information, some of which is based on research. They are useful sources of information, whether new or on the current situation.

# Patent and Standards

A patent is a licence authorising one to be the sole manufacturer, seller, dealer of an article within a given period of time. A patent is only enforceable in the country that issues it. Patents carry up-to-date information showing the trend in the particular field.

Standards are concerned with quality and performance of articles and materials. They are issued by many organisations, including governments, companies, trade associations and technical societies. There are different kinds of standards covering codes of practice, dimensions, performance, quality and technologies. Standards facilitate exchange of goods and services, and co-operation in all fields.

# Theses and Dissertations

These are written as a requirement of a university degree, in particular post-graduate. Their main function is to allow candidates to demonstrate their grasp both of subject and research methods. The information they contain is advanced in nature, reflecting an attempt to extend the limits of knowledge in a subject area.

Getting the above literature is usually difficult and frustrating. This is caused by many inhibitions of access and lack of knowledge of what has been produced. They are characterised by:

(a) a wide range of authors, leading to the scattering of publishing sources;
(b) poor bibliographic control;
(c) a wide variety of formats; and
(d) restrictions of access.

Attempts have been made to facilitate access, i.e. proceedings of meetings. These are usually announced by:

-pre-conference documents, e.g., the programme, and the pre-prints;
-post-conference literature, e.g., text of papers delivered.

Other publications that announce their production are:

(a) **index** to scientific and technical conference proceedings. This is a monthly publication and is produced by the British Library. The Yearbook of International Proceedings gives information on the current conferences. The Ulrich's International Periodicals Directory covers meetings and conferences. On the forthcoming meetings, the International Associations, produced by Union International Association, is very useful.

## (b) Patents

Patents are covered by abstracting services, for example, the chemical abstracts. Other abstracting journals are the Food Technology, the Underwater Journal and the Information Bulletin. Patents Licensing gazettes can also be used. The Science Citation Index and the World Patents Abstracts Journal are accessible through the Derwent Publications Ltd. Libraries can subscribe to the International Patent Documentation Centre in Vienna for patent information.

## (c) Government Publications

Most of the government publications are not usually covered by the Legal Deposit. Although the Government Printers issue catalogues, many of them are produced by government departments. They are not sold through commercial bookshops. The best source is the government department. The Government Printer sells a limited number of copies. Getting in touch with specific departments may be the easier way out because with the desk-top publishing it is now impossible to keep track of what is happening in an agency. In Kenya, the National Archives and Documentation and Retrieval Services has been mandated to collect all government publications and then inform the public on their holding through an accessions list.

## (d) Theses and Dissertations

These are available from university libraries where they were submitted. Research in Education on East Africa (Kenya, Tanzania and Uganda) periodical articles, Thesis and Research Paper 1900-1976, produced by the university of Nairobi Library and the Thesis and Dissertations on Kenya: International Bibliography, by J.M. Ng'ang'a, are useful for retrospective searching. At the international level, masters theses submitted to an American university can be traced using the Masters Abstracts by University Microfilms International which covers America and other countries' university doctoral dissertations. It has an index to each volume. Index to the theses accepted for higher degrees for universities of Great Britain and Ireland and Council for National Academic Award is a semi-annual, covering all fields and can be purchased.

## (e) Trade Literature

Trade directories and journals can be utilised to acquire trade literature. You should establish direct contact with the organisations.

**Other useful guides includes:**

The East African Community: Subject Guide to Official Publications, and Kenya: a Subject Guide to Official Publications can be used for retrospective searching. The Kenya National Bibliography occasionally records reports. The Library of Congress Regional Office should be commended for continuing to be up to date through the Accessions List: East Africa, which is more comprehensive in the East Africa region than any other source.

# Acquisitions

Acquisitions is the process by which the library physically secures the items that selections personnel have identified as desirable additions to the collection. While some of these materials are sometimes acquired through gifts, exchanges and donations, other materials are acquired through purchase:

-materials should be obtained as quickly as possible;
-materials should be obtained as inexpensively as possible; and
-there should be accurate reporting on availability and non-availability of materials to those who have selected them.

# Ordering Process

The Librarian/information worker can decide which items may be of interest to staff or receive selected items from staff. Selection of information materials would come from publishers' catalogues, catalogues and book reviews, etc. It would be advisable to route these to staff for selection of adequate materials in various disciplines. For ease of filing, use cards of the same size 3x5 (7.5x12.5 cm) and have each item of information in the same place on the card. An inexpensively printed card is not necessary. The following information should be included on the card: author, title, publisher, year of publication, agency through which it has been ordered, date ordered, etc.

*Figure 2*

## Ordering Record Cards

Under Consideration:

| | |
|---|---|
| AUTHOR: _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ | DATE ORDERED: _ _ _ _ _ _ _ _ |
| TITLE: _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ | DATE RECEIVED: _ _ _ _ _ _ _ _ |
| PUBLISHER: _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ | LIST PRICE: _ _ _ _ _ _ _ _ _ |
| DATE OF PUBLICATION: _ _ _ _ _ _ _ _ _ _ _ _ _ _ | |
| ISBN _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ | ACTUAL PRICE PAID: _ _ _ _ _ _ _ |
| FUND CHARGED: _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ | ORDERED FROM: _ _ _ _ _ _ _ _ |
| RECOMMENDED BY: _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ | PLACE OF PUBLICATION: _ _ _ _ _ _ |

The selected items are entered in the "Book selection cards".

-The details of the materials selected are verified in the publishers' catalogues or whatever source of origin.

-These cards are then separated into two: books already in the stock, and those on order.

-The new items are approved for purchase.

-The details of the orders are typed on order forms and sent to the bookseller.
Books and invoices arrive together. Then the date the publication was received is recorded and the card is retained in the file until it is catalogued. Details of the orders and receipt are verified and the cards removed from the order file once catalogued.

-It is important to note these changes on the status because you cannot rely on your memory for each title's progress through selection, ordering and receipt.

This should include unique purchase order number; the address; any specific terms that apply to the purchase order, e.g.; cancel titles not shipped within 90 days; complete information for each title ordered; and an authorised signature to show that this is a valid purchase order.

# Receipt of Materials

Materials that have arrived need to be unpacked, sorted, checked against the packing slips invoice and matched with the appropriate library record form. Each book is also checked against the right book ordered--edition, title, author and price. Physical examination of the book is necessary as pages may be blank or missing, one book may be printed upside down.

# Keeping Records of New Acquisitions

### Accessions Register

*Figure 3*
Accession register will include the following:

| DATE ACQUIRED | AUTHOR | TITLE | PUBLISHER | PLACE OF PUBLICATION | DATE OF PUBLICATIONS | ACCESSIONS NUMBER |
|---|---|---|---|---|---|---|
| 3-8- 90 | Mwangi, B. | African Dams | Longman Book Publishers | Nairobi, Kenya | 1991 | 1 |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |

When ordered materials or donations are received, it is recommended that you record them in the order they are received in an Accessions Register. This is a ledger or small notebook (not loose leaf) in which you will record minimum information about each item as it comes into the library. This is for your own record-keeping. Items are not listed in alphabetical order but in the sequence they are received. It is not a tool for library users. No other notations or records will be kept in the register. Everything entered in the register becomes a part of the collection. So you will not want to enter publishers' catalogues, notices of meetings or other items which help you to carry out your various duties and are not part of your collection.

The information that you require to enter into the register is: author, title, publisher, year of publication, supplier, price and accession number. The accession number is a unique number that is given to that particular publication only. In many cases, it is running from 1 to the latest publication received. To the running number is added the year of receipt so that the first number will appear as 92/1. This means that the book was received in 1992 and was the first book in the library. This number will not change but the year will. In 1993 the number recorded will be 93/4, 93/5, 93/6; for 1994 the recording will be 94/7, 94/8, 94/9, etc.

Periodicals and newspapers are accessed or recorded somewhat differently. Many libraries use a cardex file for them. Use cards on which you could write the following information, as displayed in the sample:

*Figure 4*
### Periodical Cardex

| TITLE : | | | | | | FREQUENCY : | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| PUBLISHER : | | | | | | EXPIRATION DATE : | | | | | | | |
| ADDRESS : | | | | | | COST : | | | | | | | |

| YEAR | VOL. | JAN. | FEB. | .MAR. | APR. | MAY | JUNE | JULY | AUG. | SEPT. | OCT. | NOV. | DEC | REMARKS |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |

*Figure 5*   *Cardex*
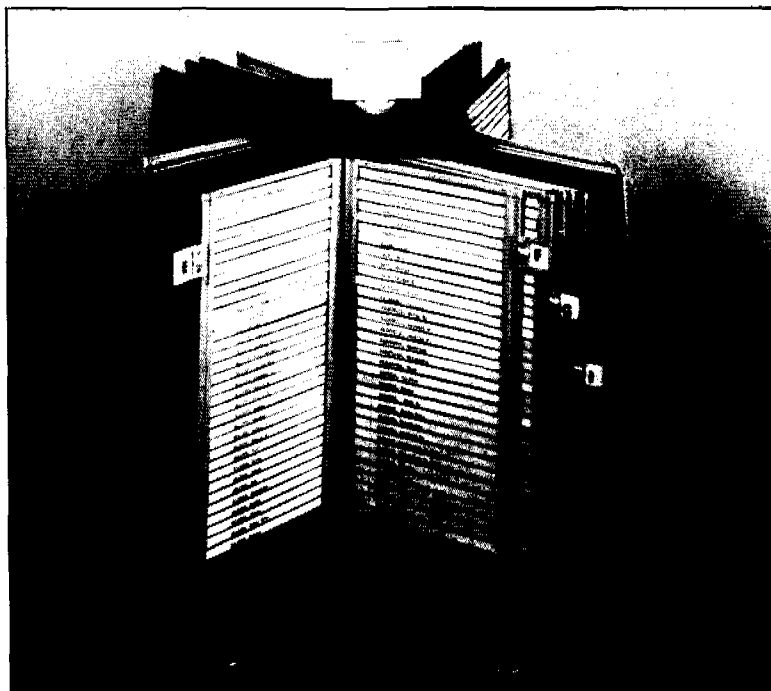
**The relevant information to be recorded from periodicals include:** title of periodicals, newspaper; volume number, issue number price, sequence (how often it is published: daily, weekly, monthly or quarterly).

Use a library stamp and date stamp on the front of periodicals and books when they are received. The library stamp shows that the periodical is the property of the library and the date stamp tells when it was received. On the card, tick the appropriate space for each journal or newspaper received. This is important, since it will be easier to send reminders for missing issues, and to make a complete set of reference and binding.

It is advisable to select only a few important periodicals for binding every two years or so. These could be kept for reference. The remaining journal should be scanned and important articles pulled out and clipped into subject files and the rest sent to people who need them or discarded. The exercise of scanning could also be carried out on receipt of periodicals and important articles photocopied for subject files. The collection once catalogued/indexed is useful for current information and could be used for selective dissemination of information by compiling bibliographic lists.

*Paper clippings:* These are parts of newspapers and periodicals with information to keep. They can be pasted on a paper with the newspaper's name and date and subject heading, and then filed appropriately in subject files.

# Cataloguing and classification:

### The Card Catalogue

The catalogue serves as a guide to the contents in the library. It consists of cards in drawers and every card contains information about the titles in your collection. By consulting your card catalogue you and your reader will know what is in the collection and, within the collection, what is available on specific topics (see sample below).

### Types of Card Catalogue

A *divided Catalogue* is a catalogue where the author and title cards are filed alphabetically, but in separate drawers or trays.

*Dictionary Catalogues* have all entries in one file whether these are entries by author, title subject or series.

Card Catalogue is one of the most important tools in a library. It gives the complete information about a document. It contains :
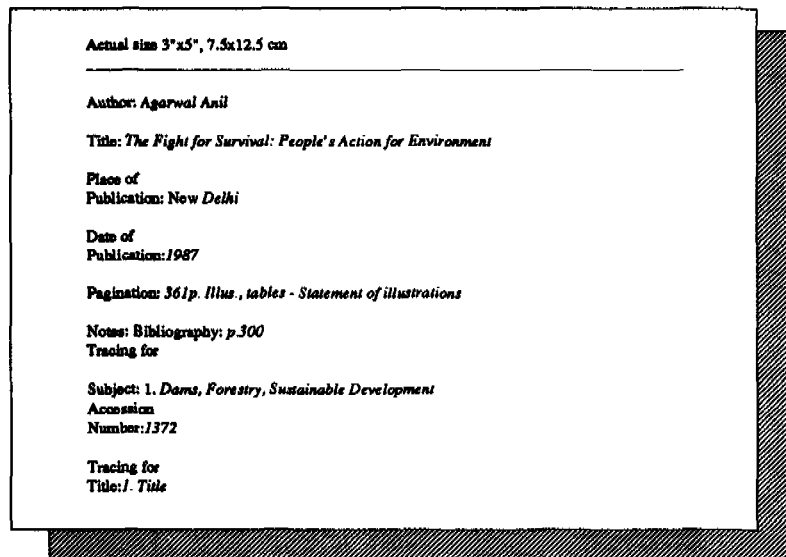
1. Title and subtitle;
2. Author or editors;
3. Publisher and address date of publishing;
4. Year of publication;
5. Number of pages;
6. Price (if necessary);
7. The accession number; and
8. The classification number/subject heading.

The catalogue cards could be typed or written by hand in 5"x3" cards and could be arranged alphabetically in cardboard boxes or in a catalogue cabinet with guide cards.

## How to catalogue

Cataloguing is the method of transferring onto a card or a form information which will help the user to find a document by a title, author or subject. An example of a main entry card is given below according to the Anglo-American cataloguing rules.

### Figure 6

Actual size 3"x5", 7.5x12.5 cm

Author: *Agarwal Anil*

Title: *The Fight for Survival: People's Action for Environment*

Place of
Publication: New *Delhi*

Date of
Publication:*1987*

Pagination: *361p. Illus., tables - Statement of illustrations*

Notes: Bibliography: *p.300*
Tracing for

Subject: 1. *Dams, Forestry, Sustainable Development*
Accession
Number:*1372*

Tracing for
Title:*1. Title*

## Cataloguing Elements

1. *Author:* The person or corporate body responsible for the creation of the content of the work. A corporate body is an organisation that is or group of persons who are identified by a particular name. Typical examples of corporate bodies are associations, institutions, government agencies, non-governmental organisations.

2. *Title:* The name given to the document. Sometimes it can be difficult to find this in some publications.

3.*Edition:* When the material is in book form this information indicates the timeliness of the edition you have. More recent editions will contain revised and updated information.

4. *Imprint:* The place of publications, the name of the publisher and the date of the publication. This is different from the PRINTER, although in some cases the printer is also the publisher. Look first for the publisher, and if there is no publisher, then you can assume the printer is the publisher. Reports and dissertations generally do not have imprints.

5.*Physical Description:* The number of pages, number of volumes, etc. This is where the physical details of a document are noted. Illustrations, maps and charts are mentioned here.

6.*Notes*: If the title does not fully describe the contents, this is the place to put a contents note or to describe unconventional characteristics of the material and information which does not fit into any other specific place on the card.

*7.Tracings:* Each catalogue entry (card) includes a record or a tracing of all the other entries (cards) produced for the same document.

*8.Call Number:* The number by which you can "Call Up" the items, find it on the shelf. This same number appears on the book or document and on the catalogue cards for that particular book or document.

While cataloguing you should look at the material carefully so that you learn as much as possible. This is called scanning the document.
Do not be discouraged if you have trouble at first. Cataloguing cannot be learned quickly. Be consistent with how you refer to the elements and where they are recorded.

The following sample cards are related to the main entry card shown earlier on as example:

**Figure 7**



*Tracings*

In addition to the first five items on the card -- author, title, etc. -- you will notice numbered tracings at the bottom of the card. These tracings indicate the additional cards filed in the catalogue, which are exact copies of the author card except that different headings are added for each of these tracings.
Free tracings are possible for the sample book:

1. Sustainable development (subject descriptor)
2. Forests (subject descriptor)
3. Dams (subject descriptor)
4. The Fight for Survival: People's Action for Environment (the title)
5. India (geographic descriptor)
The tracings on the bottom of the card are a record of the additional cards for the book. The purpose of tracing is:

a) to indicate the additional cards to be made;
b) to show which cards have to be removed if the work is later withdrawn, or which have to be corrected, if necessary, at a later date; and
c) to give the user an idea of the content of the work;

## Assigning Subject Content

After documenting the bibliographic information on the title page, you will then assign the DESCRIP-
TION or subject headings that describe the subject content. You will do this because the majority of users
will need a subject guide to your collection. In order to accomplish this you will have to assign
*DESCRIPTORS* that best describe the contents of the work. Do not limit yourself to the title of the
document. Read the table of contents. The introduction usually refers to the most meaningful chapters
or paragraphs of the material at hand. You will then scan the material for this relevant information. This
scanning is different from the scanning you did for cataloguing purposes.

## DESCRIPTORS

After scanning and getting an idea of the subject content, you will choose appropriate descriptors which
characterise the subject content. Descriptors or subject headings are the terms by which an item can be
located when its content is described. They come from a special authorised list called THESAURUS.

## THESAURUS

This is a standardised vocabulary that defines the descriptors and makes clear the relationship among
them. It obliges the cataloguer/indexer to use always the same descriptor to designate the same idea. For
example, you must use "Urban Development" everytime that descriptor is called for. Do not use "Urban
Development" one time and "Urban Growth" another time. Thesaurus will have explanations of "scope
notes", "narrow terms", and "broad terms", which are all aids for your descriptor selection. Proper
selection of descriptors from a thesaurus helps you to store information and then later to retrieve it.

*Figure 8*

Class No.

Author.................................................................................................................

Title (including subtitle).................................................................................

................................................................................................................................

................................................................................................................................

Edition...................................................Publisher..........................................

................................................................................................................................

Date of Publication................................Pages................................................

## Making and Processing Catalogue Cards

It would be helpful to have already made catalogue cards so that you don't forget the elements to be entered like the one above. These draft slips would be kept until all the complete set of catalogue cards is made.

Produce cards like the one in the section on cataloguing procedures for author, for title and for each of the tracings or descriptor cards. Each card will have a different heading, depending on where it is to be filed but the complete information will exist on every card.

## CLASSIFICATION

Classification is a technique by which books are arranged on the shelves in a logical sequence according to their subject content or geographic concern.

ALA Glossary of Library Terms defines classification as:

a systematic scheme for the arrangement of books and other materials according to a subject or form. It is, therefore, the assigning of books and other materials to the proper places in a system.

Each classification scheme uses a notation to show its particular arrangement and grouping of concepts and the notation acts as an efficient shorthand. A classifica-



*Figure 9     Materials received must be systematically sorted*

tion scheme has three main components. The main part is the schedule which is a list of concepts arranged in a particular order. The order tries to indicate relationships between subjects. The second component is the notation which is a code that keeps items in the desired order once they have keen classified. Finally, a classification scheme is provided with an index, and is used in two ways:

a) to arrange information items on shelves and/or in filing cabinets; and

b) to arrange the catalogues.

Overall, it assists librarians and users in locating materials.

Each book or other library materials should be assigned a call number. This number should appear in the book as well as on the catalogue card. On the book, the call numbers appear on the lower spine and, on the catalogue, they appear on the upper left corner *(Fig 8 shows where to put the call number)*.

The number assists the library in giving order to the arrangement of books on the shelf and secondly provide a tool for locating, lending and replacing books. Because of this, each call number should be unique. No two books should be assigned the same call number. If such a situation arises, then there will be confusion in arranging and locating books.

The call number has two main parts:

a) the classification number (class number), which is assigned from the subject of the book; and
b) the second part, known as book number, is based on the author of the book.

Additional parts of the call number may be based on title, edition, date of publication or volume.

The classification number is chosen from classification schedules, thereby providing for the orderly arrangement of all subjects. The classification number and the book number are called call number.

## IN THE IDENTIFICATION OF CLASS NUMBER, USE THE FOLLOWING RULES:

a) class by subject and then by form;
    e.g., a dictionary (form) of energy (subject) terms;

b) in literature, class first by the language originally used by the author, then by the form and/or by period;

c) books which treat two subjects should be classed in the first subject treated unless a greater portion of the book is given to other subjects.

d) books which treat three or more subjects are addressed in the general subject of which all three are a part;

e) books which treat three or more subjects which have no larger subject are classed in the general class; and

f) if one subject modifies another subject, class in the subject modified;
    e.g.   Pressurisation of Population in Urban Areas;
          class in population;

g) if the choice is between subject and place, class by subject
    e.g.   i) Industrialisation in Africa
          Subject (Industrialisation).
     ii) Environment Issues in India
        Subject (Environment).

h) if the choice is between further subdivision by subject or division by place, prefer further division by subject;
    e.g.   Computer-aided Learning in Venezuela
          (Learning-Computer aided-Venezuela);

i) in borderline cases, consider the purpose of the author in writing or the use which will be made of a book in your collection in assigning a number.

For the purpose of classification, the tables divide subjects into:
   i) main classes, e.g., science;
   ii) classes are then divided into divisions;
e.g., chemistry as a division of science;
   iii) divisions have sections;
e.g., industrial chemistry;
   iv) further divisions of sections and subsections are called subdivisions.

One of the well-known classification schemes is called Dewey Decimal Classification.

It is divided into *ten* main classes as follows:

   **000**   Generalities
   **100**   Philosophy and related subjects
   **200**   Religion
   **300**   Social Science
   **400**   Language
   **500**   Pure Science
   **600**   Technology (Applied Science)
   **700**   The Arts (Music and Recreation)
   **800**   Literature
   **900**   History, Geography and Biology

Dewey Classification Scheme has got an index to help in locating numbers. A number should not be assigned from the index only, but also the tables.

The Dewey provides a table of standard subdivisions which can be applied. These are ten like the main classes and only preceded by one zero.

   .   **01**   Philosophy
   .   **03**   Dictionary Encyclopaedia
   .   **05**   Serial of
   .   **06**   Organisation and Society of
   .   **08**   Collection or anthology of
   .   **09**   History or local treatment

Dewey also provides for geographic subdivisions.

In assigning a number, look at the class division and section. A subject, "Additive Drugs in Africa", should be checked in the index under social problems. The schedules provide further subdivision if required.

Once a number is found in the schedule, a decision has to be made on whether further subdivision is needed in place, time or physical form. Place can be added to work numbers directly by the use of 09 indicator. The area table numbers are taken from the area tables listed in volume one of the classification scheme. Similarly, numbers can be broken down by a physical form approach, covering, for example, encyclopaedias, yearbooks or films. These physical forms are indicated in table one of the common subdivisions and are preceded with a zero, hence 01.

# IN-HOUSE CLASSIFICATION OF LIBRARY MATERIALS

Technical reports and other similar documents are easier to place on the shelves in the order of their accession number. If you do not have an adequate classification scheme for handling your documents you could use the following method:

1. use your accessions register number as the call number;
2. shelve the documents by accession number; and
3. if necessary for your users, divide these reports by organisation or by country to which the reports/ documents relate.

If you have a number of reports which are all from the same organisation, you might want to place them together in a box file or an area designated, for example, "Ecology". With this section the documents would still carry their accession number under "Ecology" and the box would be labelled to include the numbers on the documents it contains.

In connection with your shelving, if you want to designate different countries rather than organisations, you can use codes established by the International Standards Organisation. A copy of this list is provided at the appendix. If the document is about Kenya, it would be labelled "KE", followed by the accession number as it appears in the register.

From a survey carried out by ELCI in 1990, it was established that most of the small NGOs do not have adequate staffing to spend lots of time in the library, classifying or carrying out other library activities. Because of this, this manual recommends a simple in-house schedule which can assist in arranging materials as well as retrieving documents.

The schedule divides the subject of environment into 25 subdivisions. Each subdivision is divided into various sections as seen from the user's point of view. The emphasis here is the terminologies that environmental experts would use in requesting for materials.
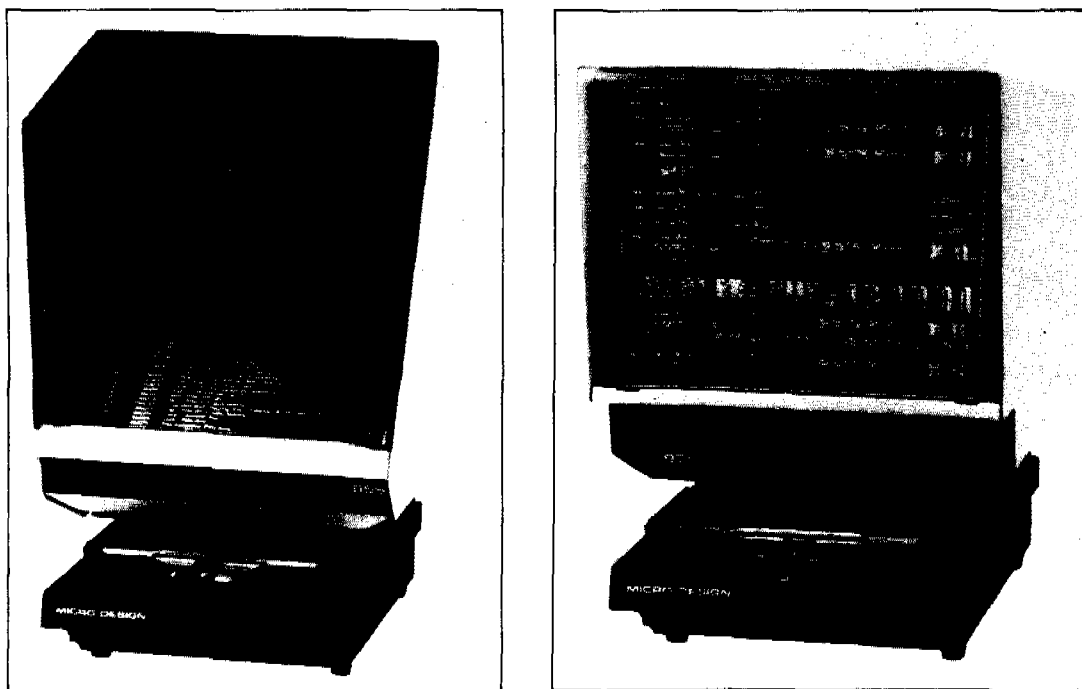


*Figure 10*    *Front and rear projection of Microfiche Readers*

**How to use the in-house classification scheme:** In the recommended classification scheme the code is derived from the subject and author of the document. It puts into consideration the subdivision (Agriculture), the section (Agroforestry) and the author or title. A book on agroforestry is within the broad term "Agriculture" for example.

**Agroforestry in Africa: a Survey of Project Experience by Paul Kerkhof.**

Agriculture is given *"Agr"*, Agroforestry *"For"*, and the author's surname Kerkhof 'Ker'. This is given as Agr/For/Ker. Whereas the first two codes are given, it is left to the various libraries to allocate the author's mark. This is shown by taking the first three letters of the surname. This will vary from one book to another because different books will generally have different authors. This provides for a facility to avoid confusion while shelving. The rules for classification are given earlier in this section.

Once the code has been decided upon it should appear on the top left corner of the catalogue card and the spine of the book.

## A SAMPLE IN-HOUSE CLASSIFICATION SCHEME

## SUBJECT SUBDIVISIONS

| AGRICULTURE AND FISHERIES (AGR) | CODE |
|---|---|
| Agroforestry | Agr For Di |
| Pesticides and Pest Management | Agr Pes Mu |
| Fertilizers | Agr Fer |
| Agricultural Products | Agr Pro |
| Agriculture and Food Policies | Agr Pol |
| Organic Farming | Agr Org |
| Sustainable Agriculture | Agr Sus |
| Livestock | Agr Liv |
| Market Gardening | Agr Mar |
| Conservations | Agr Con |
| Agriclimatology | Agri Cli |
| Conferences | Agr Cof |
| Research | Agr Res |
| Apiculture | Agr Api |
| Aquaculture | Agr Aqu |
| Irrigation | Agri Irr |

### ATMOSPHERE (ATM)

| | |
|---|---|
| Climate | Atm Cli |
| Conservation | Atm Con |
| Ozone Layer | Atm Ozo |
| Research | Atm Res |
| Statistical Information | Atm Sta |
| Conferences | Atm Cof |
| Global Warming | Atm Glo |

## BIOSPHERE (BIO)

| | |
|---|---|
| Natural Resources | Bio Con Res |
| Nature Conservation | Bio Con Nat |
| Wildlife Conservation | Bio Con Wil |
| Conservation | Bio Con |
| Research | Bio Res |
| Statistical Information | Bio Sta |
| Genetic Resources | Bio Con Gen |

## BIOTA (BTA)

| | |
|---|---|
| Conservation | Bta Con |
| Fauna | Bta Fau |
| Vertebrates | Bta Fau Ver |
| Amphibians | Bta Fau Ver Amphi |
| Birds | Bta Fau Ver Bir |
| Fish | Bta Fau Ver Fis |
| Mammals | Bta Fau cer mam |
| Reptiles | Bta Fau Ver Rep |
| Invertebrates | Bta Fau Inv |
| Insects | Bta Fau Inv Ins |
| Flora | Bta Flo |
| Flowers | Bta Flo Flw |
| Tees and Forests | Bta Flo Tre |
| Research | Bta Res |
| Statistical Information | Bta Sta |

## DEVELOPMENT (DEV)

| | |
|---|---|
| Economic Development | Dev Eco |
| Employment | Dev Eco Emp |
| Industries | Dev Eco Ind |
| Regional Development | Dev Eco Reg |
| International Economic Development | Dev Eco Int |
| Environment and Development (includes co-development) | Dev Env |
| Development Policy | Dev Pol |
| Research | Dev Res |
| Rural Development | Dev Rur |
| Statistical Information | Dev Sta |

## DISASTERS (DIS)

| | |
|---|---|
| Earthquakes | Dis Qua |
| Floods | Dis Flo |
| Forest Fires | Dis Fir |
| Storms | Dis Sto |
| Volcanic Eruptions | Dis Vol |
| Conferences | Dis Cof |

## ECOLOGY (ECO)

| | |
|---|---|
| Biological Processes | Eco Pro |
| Human Ecology | Eco Hum |
| Conservation | Eco Con |
| Research | Eco Res |

## ENERGY (ENE)

| | |
|---|---|
| Nuclear Energy | Ene Non |
| Nuclear Accidents | Ene Non Acc |
| Non-Renewable Sources of Energy | Ene Non |
| Crude Oil | Ene Non Oil |
| Natural gas | Ene Non Gas |
| Petroleum | Ene Non Pet |
| Solid Fuel | Ene Non Sol |
| Uranium (non-breader) | Ene Non Ura |
| Renewable Sources of Energy | Ene Ren |
| Biomass | Ene Ren Bio |
| Geothermal | Ene Ren Geo |
| Hydroelectric | Ene Ren Hyd |
| Solar | Ene Ren Sol |
| Ware and tidal | Ene Ren Way |
| Wind ene | Ren Win |
| Research | Ene |
| Firewood | Ene Ren Fir |
| Cookstoves | Ene Ren Stor |

## ENVIRONMENTAL EDUCATION

| | |
|---|---|
| Conferences | Edu Con |
| Culture | Edu Cul |
| World Environment Day | Edu Wed |
| Statistical Information | Edu Sta |

## ENVIRONMENTAL HEALTH

| | |
|---|---|
| Diseases | Hea Dis |
| First Aid | Hea Aid |
| Conferences | Hea Cof |
| Statistical Information | Hea Sta |

## ENVIRONMENTAL MANAGEMENT (MAN)

| | |
|---|---|
| Conservation Strategies | Man Str |
| Environmental Economics | Man Eco |
| Environmental Impact Assessment | Man Eco Eia |
| Risk Assessment | Man Eco Eia Ris |
| Environmental Management Tools | Man Too |
| Environmental Monitoring | Man Mon |

| Geographical Information System | Man Gis |
|---|---|
| State of the Environment | Man Soe |
| Research | Man Res |
| Statistical Information | Man Sta |

## FOOD (FOO)

| Famine | Foo Fam |
|---|---|
| Food Processing and Storage | Foo Pro |
| Food Supply | Foo Sup |
| Relief | Foo Rel |
| Conservation  . | Foo Con |
| Statistical Information | Foo Sta |

## OCEANS AND COASTAL AREAS (OCN)

| Coastal Areas | Ocn Coa |
|---|---|
| Law of the Sea | Ocn Law |
| Marine Resources | Ocn Mar |
| Conservation | Ocn Con |
| Marine Pollution | Ocn Pol |
| Statistical Information | Ocn Sta |

## POLLUTION AND WASTE (POL)

| Acid Rain | Pol Aci |
|---|---|
| Air Pollution | Pol Air |
| Noise Pollution | Pol Noi |
| Nuclear Contamination | Pol Nuc |
| Pollution sources | Pol Sou |
| Soil Pollution | Pol Soi |
| Wastes | Pol Was |
| Water Pollution | Pol Wat |
| Research | Pol Res |
| Conferences | Pol Cof |

## HUMAN SETTLEMENTS (SET)

| Buildings | Set Blg |
|---|---|
| Housing Policies | Set Hou |
| Planning | Set Pla |
| research | Set Res |
| Statistical Information | Set Sta |

## SOCIAL AND POLITICAL AFFAIRS (SPA)

| Human Rights | Spa Hum |
|---|---|
| Institutional Framework | Spa In |
| International Relations | Spa Int |

| Peace and Disarmament | Spa Pea |
| Population | Spa Pop |
| Research | Spa Res |
| Society | Spa Soc |
| Communication | Spa Com |
| Environmental Perception | Spa Per |
| Quality of Life | Spa Qua |
| Tourism | Spa Qua |
| Recreation | Spa Rec |
| Statistical Information | Spa Sta |

## SOILS (SOI)

| Conservation | Soi Con |
| Research | Soi Res |
| Conferences | Soi Cof |
| Statistical Information | Soi Sta |

## TECHNOLOGY (APP)

| Appropriate Technology | App Tec |
| Biotechnology, Genetic Manipulation | App Bio |
| Conferences | App Cof |
| Research | App Res |
| Statistical Information | App Sta |

## SOCIAL AND POLITICAL AFFAIRS (SPA)

| Human Rights | Spa Hum |
| Institutional Framework | Spa Ins |
| International Relations | Spa Int |
| Peace and Disarmament | Spa Pea |
| Population | Spa Pop |
| Research | Spa Res |
| Society | Spa Soc |
| Communication | Spa Com |
| Environmental Perception | Spa Per |
| Quality of Life | Spa Qua |
| Tourism | Spa Tou |
| Recreation | Spa Rec |
| Statistical Information | Spa Sta |

## TERRESTRIAL ECOSYSTEM (TER)

| Arid Lands and Deserts | Ter Ari |
| Forests, Including Tropical | Ter For |
| Deforestation | Ter For Def |
| Afforestation | Ter For Aff |
| Islands | Ter Isl |

| | |
|---|---|
| Mountains | Ter Mts |
| Polar Regions | Ter Pol |
| Research | Ter Res |
| Statistical Information | Ter Sta |
| Tundra | Ter Tun |
| Wetlands. | Ter Wet |

## WATER (WAT)

| | |
|---|---|
| Conference | Wat Cof |
| Conservation | Wat Con |
| Dams | Wat Dam |
| Statistical Information | Wat Sta |
| Water Management | Wat Man |
| Water Resources | Wat Res |
| Groundwater | Wat Res Gro |
| Surface Water (lakes, rivers) | Wat, Res, Sur |
| Water Table | Wat Tab |
| Water Supply | Wat Sup |

## AUXILIARY SUBJECTS (AUX)
*(for books that are relevant to environment but not specifically environmental in scope)*

| | |
|---|---|
| Art (environmental) | Aux Art |
| Biography | Aux Bio |
| Biology | Aux Bol |
| Cartography | Aux Map |
| Economics | Aux Eco |
| Economic Crises | Aux Eco Cri |
| Education | Aux Edu |
| Geography | Aux Geo |
| Geology | Aux Geo |
| History | Aux His |
| Indigenous Populations | Aux Ind |
| Library and Information Science | Aux Inf |
| Literature, Writing Styles | Aux Lit |
| Management, Project Evaluation | Aux Man |
| Mathematics, Project Evaluation | Aux Man |
| Mathematics | Aux Mat |
| Philosophy | Aux Phi |
| Psychology | Aux Psy |
| Science, General | Aux Sci |
| Sociology | Aux Soc |
| Statistics | Aux Sta |
| Travel Guides | Aux Tra |
| Women | Aux Wom |

## Filing Cards in the Card Catalogue

It is important that cards are arranged properly in the card catalogue cabinet. Be sure that the trays are not over crowded. The trays or drawers in the cabinet should not be over four-fifths full as space is needed to allow for easy handling of the cards being examined.
Sort the cards in the following categories for a divided catalogue:

1. Author cards
2. Title Cards
3. Descriptor or subject cards

This sorting is not necessary for a dictionary catalogue. Whether you use divided or dictionary catalogue, you will still have several cards for each document. One card will feature the title. There may be several cards for subject content: one for each major subject contained in the document. These cards are well worth the time you spend in them because they give your readers access to the collection (show them "where" to find what they want) and aid them in retrieval (the process of "finding" what they want).

## Filing Procedures

After the preliminary sorting, arrange the cards alphabetically for the catalogue according to the rules listed below.

Interfile the cards with those already in the catalogue trays or drawers leaving the new cards above the rod. When you are certain that they are in the correct position, pull out the rod and allow the cards to drop into place and lock them in the tray with the rod. Since filing requires such close attention, it should not be continued for a long period as you will become tired and make mistakes. Errors in filing are common. Always review what you have done and if there is another library staff member, one of you can file and the other one can check the filing.



*Figure 11*    *Card catalogue cabinet*

Never leave the drawer without the rod being inserted or you will run the risk that you or an user will spill its contents on the floor.
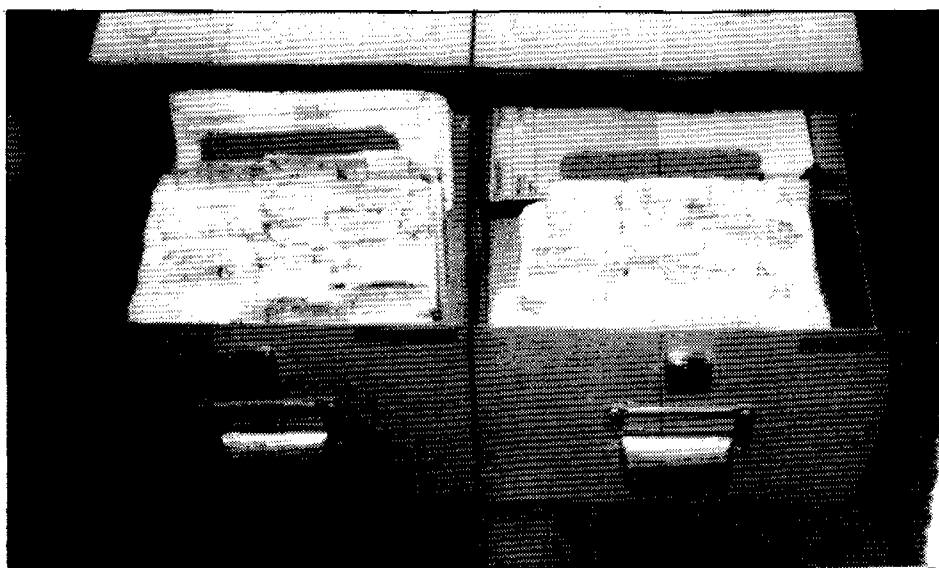
## Rules for arranging cards in the catalogue

The rules are listed in the order they appear in the ALA filing rules (American Library Association Rules for filing Catalogue Cards):

1. arrange all entries alphabetically according to the order of the English alphabet; and
2. arrange word by word alphabetising letter by letter within the word. "Every word in the entry is regarded, including articles, prepositions and conjunctions, but initial articles are disregarded." If the title starts with "The", "A" and "An", begin with the next word and alphabetise from it.

### For Example:
*African Metropolis*
*The Banned Pesticides*
*Aid for Hunger Stricken Areas*
*An Approach to the Handling of Human Settlements Information*
*City Limits*
*A Composition of Public Transport*
*Freedom from Hunger*
*The Holistic Approach to Energy*

## Abbreviations and Acronyms

Arrange abbreviations and acronyms as they are spelled in full in the language of the entry, i.e. Nairobi, Ken, a new plan, should be filed as though it reads, Nairobi Kenya, a new plan. UNEP should be filed as UNITED Nations Environment Programme and ELCI should be filed as Environment Liaison Centre International.

Environment & Development in the Year 2000 as Environment and Development.

## Another entry arrangement

When filing several titles by the same author, they should follow the author's name in an alphabetical arrangement before the name of the next author:

*Agarwal, Anil*
*Mvd, Mvd; The Potential of Earth-based Materials for their World Housing*

*Agarwal, Anil*
*Water, Sanitation, Health for all? Prospects for the International Drinking Water Supply and Sanitation Decade*

*Agger, Simon Ganassi*
*Urban Self-management Planning for a New Society*

## Compound Proper Names
*Arrange proper names with two or more separate words by regarding all words in the name, including articles, prepositions:*
*Alpanez, Manuel*
*Alfonso de Cardona, U*
*Sala-Diakan, M*
*Salamu, Muturi*

**Names with a prefix**
*Beatrice, Gordon E.*
*Ben-Cliffen, Hasan*
*Edwardo, W.A.*
*El-Aourin, N>H>*

**Arrange names beginning with 'M' and Mc as if written Mac:**
*McDonald*
*Machination*
*M'Laren*

## Numerical and Chronological Arrangements

Arrange with lowest number or earliest date first when a number or a chronological arrangement distinguishes entries. Disregard the alphabetical order.
*i.e. Handbook on the Use of Pesticides, 1st ed.*
*Handbook on the Use of Pesticides, 2nd ed.*

## Cataloguing articles from periodicals

If you find long and relevant articles within the organisation's area of interest in the periodicals you receive, you might keep the periodical as it is and make the article available this way:

*1. make catalogue cards in the routine way, treating the article as a document by producing cards for the author, title of the article, name of the periodical and subject descriptors of the content;*
*2. file these cards in the card catalogue cabinet;*
*3. assign a call number to the periodical or the article from the periodical; and*
*4. shelve the periodical in boxes according to its call number.*

If the articles are brief, you might tear them out of the periodical, place them in folders and follow the steps outlined above. (You might also choose to photocopy the article and keep the periodical intact).

## INDEXING

### *What is an index?*

It is a word or combination of words selected at the time of indexing to be used as a guide to the content of the documents. Indexing is the process of analysing the information content of recorded knowledge in books, journals and other materials, and expressing this information content in the language of the indexing system. This means that there is information that is indexable and the rest is left out. Indexable information is a topic that best describes the document being indexed. Such words that can best describe a document are called indexing terms. They are selected from the title or from the entire document.

The terms selected and agreed upon are referred to as the controlled indexing vocabulary. All the other words must be translated into this. Any new terms are screened to determine if they are already covered by terms in the index, and if this is not the case, the new terms are accepted in the index once they have been defined and connected with related terms. But the indexable information can be translated into existing indexing terms, if they exist.

Indexing involves:

*1) scanning the material at hand;*
*2) analysing the content;*
*3) assigning subjects to various items; and*
*4) taking the full details and source of the indexed material.*

Steps in indexing documents are:

*1) documents are received;*
*2) select indexable information, e.g., ecology, pollution;*
*3) select filing point -- any additional to subject, e.g., author/title;*
*4) translate indexable information into languages of index;*
*5) incorporate new items if necessary into the index vocabulary;*
*6) prepare index units, e.g., a card;*
*7) edit and revise units;*
*8) interfile new index units into the index;*
*9) file indexed documents; and*
*10) stop.*

Example:

Journal or newspaper articles. The order of the entry should be as follows:
  · *author's surname followed by initials;*
  · *title of the article;*
  · *title of the journal, newspaper;*
  · *volume number, issue number;*
  · *date (year) publications; and*
  · *page where the article is found.*

To be able to help the readers, a general view of the article is indicated by supplying a subject heading to the articles:

*Author:* KELEHER, E       *Title of article:*    Environmental Education in Africa - <u>West African</u>
                                                  <u>Journal of Education XI June 1990</u>
                                                  257-264

**Information Storage**

*Books:* Libraries keep materials on the subject together so that the users can find them in one place. But this is made difficult by the fact that information comes in different formats. So oversize stock is usually kept in a separate area from that which is normal size. This is known as parallel arrangement as the sequence are arranged in the same way. If the materials have been classified, the same call numbers are used to shelf them. The books are shelved in an upright position and held by book support which are available in the market. The call numbers marked on the spine give each book an address, location in relation to others where they will always be placed (see diagram).

*Pamphlets:* These are stored in pamphlet boxes which are made of plastic or cardboard. Each box is usually labelled to show its contents and to facilitate retrieval.

*Periodicals:* The current issue of periodicals is placed on a special designed rack. The back issues are stored in sets and where possible bound when the correct number of issues has been found. The loose copies may be shelved by title, volumes and specific issues systematically (see diagram).

*Newspapers:* The best way to store newspapers is by microfilming them or purchase of microfilm editions. In some cases newspapers are bound together but they still do not last long as the newsprint is usually of low quality.

The newspaper cuttings are usually filed by broad subjects and kept in filing cabinets. The files may also be placed in pamphlet boxes and then shelved.

*Microforms:* These include microfilm, microfiche and microcard. Microfilms are housed on drawers in a storage cabinet. They are usually supplied on their own cardboard boxes. Microfiche which is a flat piece of transparent film contains images greatly reduced. They require a microfiche reader to be used. They are kept in individual envelopes to prevent damage from dust and fingerprints, and then filed in drawers similar to a catalogue cabinet specifically designed for the purpose.

*Slides:* A slide is a piece of 35mm film mounted in a plastic frame. Slides are kept in individual pockets in transparent plastic wallets which are suspended in a vertical filing cabinet. Each slide must be identifiable with a location number and its location in the wallet identified.

*Film:* Films particularly 16mm are supplied on their own cylindrical containers. They are shelved vertically resembling bicycle storage racks. This allows for retrieval of individual terms. Shelf support prevents films from rolling off.

*Audio-cassettes:* These are audio-tapes with both spools enclosed in a container. Cassettes are supplied in little boxes and referred by their playing time, e.g., C30, C60, C120. Cassettes can be taken from the library easily. In some libraries they are displayed in a locked cabinet. In many cases they are kept in closed access but the cards giving details are displayed in an accessible position.

*Video Cassettes:* The spines of these can be labelled and then shelved like books to allow browsing. They are played on video cassette recorder (VCR) and a TV (monitor) is required for viewing.

*Maps and Charts:* There are map and chart facilities which specifically can be prepared for storage. Vertical storage may be preferred to facilitate removal when necessary. Occasionally, maps and charts may be rolled and stored in a cupboard.

*Photographs:* These should be labelled and stored in filing cabinets. They can be mounted. Lateral filing is preferred. They should also be given a specific location.



*Figure 12*

*Periodicals display rank*

The following chart might help you with shelving arrangement:

| | PERIODICALS | BOOKS | DOCUMENTS |
|---|---|---|---|
| Library Stamp | YES | YES | YES |
| Arrival Date | YES | | |
| Register in Accessions list | YES | YES | YES |
| Catalogue | | YES | YES |
| Call Number if classification No. or Accession No. | | YES | YES |
| Making Catalogue Cards | | YES | YES |
| Labels | | YES | |
| Filing | YES | YES | YES |
| Shelving | YES | YES | YES |



**Revision Exercise**

1. Name three major types of library materials.
2. Describe briefly what the following terms refer to: Government publications, trade, literature, theses and dissertations.
3. What are the main headings of an accession register?
4. What is a periodical cardex?
5. List five major elements included in a catalogue card.
6. Give five important rules that assist librarians to identify class numbers
7. What are the main methods with which a librarian can arrange catalogue cards?

*Figure 13*    *Reports in pamphlet boxes*

# INFORMATION SOURCES AND SERVICES

---

**OBJECTIVES**

At the end of this chapter the user is expected to:
a) know different types of information sources;
b) be able to search for information from different sources;
c) be able to register library users;
d) be able to lend library materials; and
e) be able to give current awareness service.

---

## Types of Information Sources

1) People
2) Organisations (e.g., professional associations)
3) Books and journals, and non-book materials

## Guide to Sources

### a) *People:*

Use these in the following circumstances:

1. when the required information cannot be found in the literature;
2. when speed and convenience are important;
3. when advice is required especially on alternative sources of information;
4. for an expert opinion on a topic;
5. to obtain details of a piece of work from the person responsible;
6. when instruction, e.g., on how to operate a machine is required.

### *Access to Sources*

1) In case of people, organisations you either visit, write or telephone. Visiting gives you a chance of acquiring a wide range of materials.
2) Writing gives you an opportunity to make accurate communication of information but it involves time delays in replying due to various reasons, including postal service.
3) Telephoning is fast but can lead to mistakes.
4) In case of books and journals, you have to consult them through either a library, catalogue or purchase.

Your best source in this case will be:

1. telephone directories;
2. the International Who's Who....London annual. These include career details and address.

---

3. Who's Who in Kenya.

b) *Organisations*

Organisation can provide expert sources of information in various aspects.

Official organisations

From these you seek official information of any kind, including statistics and legislation -- information connected with all branches of government work.

*Access to official organisations*

1. It is normally necessary to write a letter unless you are in a hurry for your information.
2. Telephone if you have the number.
3. Visit the organisation in cases where you require a lot of information.

c) *Books and Periodicals (Literature)*

Books and periodicals are useful for:

1. getting reference information;
2. acquiring information to keep up to date;
3. to seeing who is working/has worked in a given field; and
4. to providing the state-of-art information in a subject.

*Primary Literature* contains the first publication of specific information. It contains the most recent information.

It includes:
 -theses and dissertations;
 -periodicals;
 -technical reports;
 -conference proceedings;
 -parents and standards;
 -government publication; and
 -trade literature.

*Secondary Literature* consists of material sifted from primary literature.

It includes
 -textbooks;
 -reference material; and
 -the guides to literature and any publications whose principal purpose is to help you get information
    published elsewhere in the literature.

They are used as a starting point in searching for information.

Abstracts and indexing journals are guides to the contents of periodicals.

*Bibliographies are used:*

1. to identify or obtain details of a piece of literature, e.g., book or periodical;
2. to look for material in a given field; and
3. to see if a specific book or periodical is held by one of the libraries.

## GUIDE TO BOOKS

This is the list giving details such as author, title and publisher with enough provision for you to trace individual items (books) by subject, author and title.

*Guides to books are used for*

1. finding information on general published books;
2. finding a book on a given subject;
3. seeing which is the latest edition of a book, or whether it is still in print; and
4. checking the existence of a book or confirming the publication details before ordering it or even requesting it from another library.

*Examples*

1. Kenya National Bibliography
2. British National Bibliography
3. Books in Print
4. British Books in Print

Conference proceedings

Most of these can be got from:
-libraries, through interlibrary loan;
-purchases; and
-getting in touch with authors, organisations organising the conference.

Guides to conference proceedings:

1. Index of conference proceedings received by British Lending Library. Bostonspa 1973;
2. World List of Scientific Periodicals -- guides to proceedings of a periodic international congress; and
3. Year Book of International Congress Proceedings.

### Government Publications

These include parliamentary and non-parliamentary. Parliamentary publications include sessional papers, Acts of Parliament and Hansard (official record of what is said during parliamentary debates). Sessional papers may arise out of deliberations in the House and, therefore, ordered to be printed, e.g., a tabled report in parliament discussed and then printed as a sessional paper.

There are many parliamentary reports which are produced on the various government branches.

Catalogue of government publications. Basically this is always a Government Printer sales list which can be used to check on what has been produced.

## PERIODICALS

1. The content of periodicals is guided by abstracts and indexes.
2. There are other general guides which you can use to:
    i) find out which periodicals cover a given subject;
    ii) find out details of a publisher, frequency or cost;
    iii) find out which libraries hold a particular journal; and
    vi) help to expand the abbreviation of a periodical title found in some reference.

*Examples* (The two below use subject approach)

1. Ulrich's International Periodicals Directory, a classified guide to current periodicals, foreign and domestic.
2. Irregular Serials & Annuals: an International Directory.
3. Periodical holdings list from various libraries.

## REFERENCE MATERIALS

The term reference here is used to refer to publications designed for reference purposes and have the following characteristics:

1. they are arranged so that specific information can be quickly
    extracted; and
2. they are not meant to be read from cover to cover, but consulted as the need arises.

They are used for two main purposes:

1. to look for factual information of almost any kind, and they exist for almost all fields; and
2. for definitions, explanations, numerical data, names and addresses, brief introduction to subjects, etc.
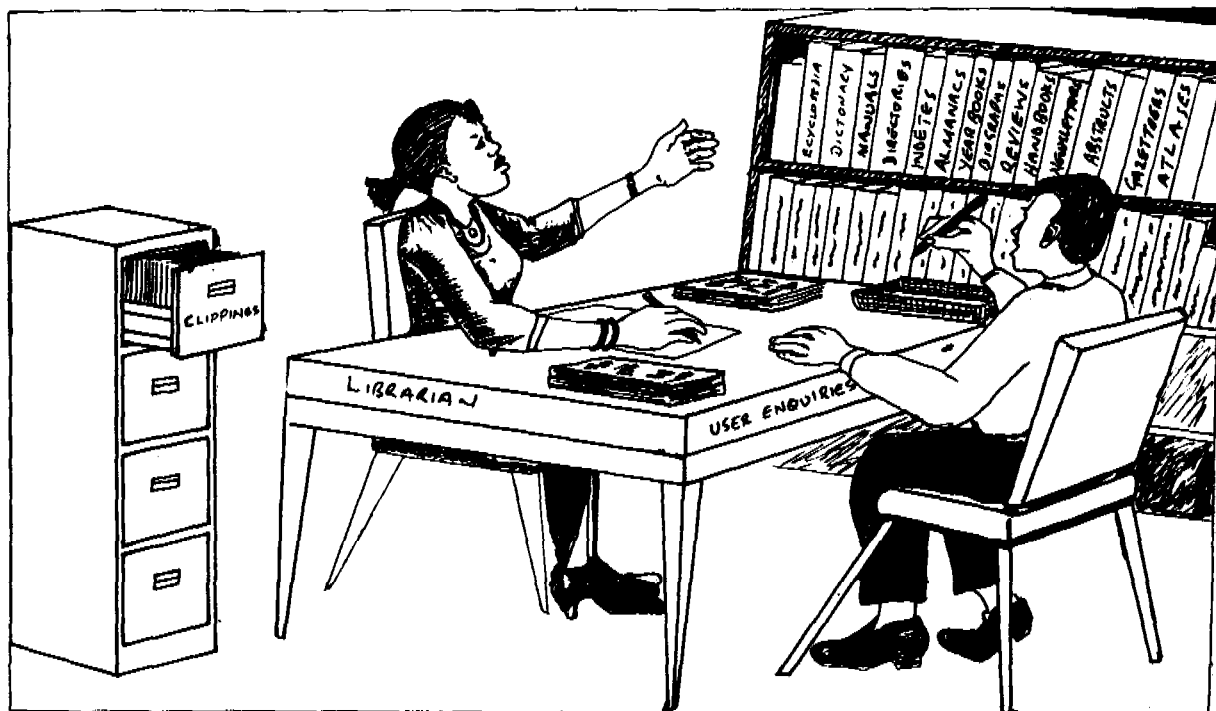
They include:

1. encyclopaedia
2. dictionaries
3. almanacs
4. yearbooks
5. handbooks
6. manuals
7. maps and atlases
8. gazetteers
9. biographies
10. bibliographies

1. Guide to Reference Material, edited by A.J. Walford;
2. Guide to Reference Books, edited by C.M. Winchell;

**Figure 14**    *You can get a lot of information from reference books*



3. Accessions list of various libraries, e.g., Library of Congress Regional Office; and
4. Library Catalogues.

## ENCYCLOPEDIAS

Encyclopaedias have been described as the store of human knowledge and contains information on most aspects of human knowledge. Medical encyclopaedia should be regarded as particularly useful for their historical value. There are two different types of encyclopaedia:

1. *General:*

a) this type has information on any conceivable subject, e.g., Encyclopaedia Britannica
   Encyclopaedia Americana;
b) the Britannica provides more in-depth information and is suited to serious researchers, while the
   Americana is more simplified and general.

## 2. *Subject Encyclopaedias*

These are more specialised and concentrates on a given subject. They, therefore, give an in-depth treatment of that particular subject.

In general, encyclopaedias contain information which gives a broad overview of a subject through brief articles. Most of the articles are written by experts in the subject area. These articles are usually arranged alphabetically with an index in the last volume of the set.

The general encyclopaedia is mainly meant for the layman, whereas the subject encyclopaedia is meant for the specialist.

## DICTIONARIES

Most special libraries or documentation centres find it necessary to stock a selection of general language as well as subject dictionaries. The dictionaries concern themselves with words of a language or special terms of a particular subject discipline.

A dictionary is regarded as a book which concerns itself with meaning, pronunciation, usage, history, derivations, etc. The words are usually organised in alphabetical order.

In summary, dictionaries fulfil two main functions:

a) a comprehensive recording of a language; and
b) standardising a language.

## HANDBOOKS

The handbook concentrates on one subject field, e.g., Handbook of Paediatrics, by Henry K.E. Silver.

The handbook is the first port of call when a straightforward factual problem arises in a specific subject field. It has been claimed that a library with a sound collection of handbooks can answer 90 percent quick reference queries. They contain information of a practical nature to bridge the gap between the textbooks (which often have theoretical information) and the manuals (which give information on "how-to").

1) The pharmacopoeias are drug handbooks, e.g., the British Pharmacopoeia.
   The pharmaceutical codex is designed to supplement British Pharmacopoeia and is published by direction of the Pharmaceutical Society.
2) The Martindale: Extra Pharmacopoeia is a handbook and is widely used.

The pharmacopoeias are supplemented by formularies such as the British National Formulary. This formulary is a compilation of formulae with instructions for making particular products or producing certain reactions.

## YEARBOOKS

The yearbooks concern themselves with the events of a particular year, e.g., the McGraw-Hill Yearbook of Science and Technology. Its prime function is to *supplement* the McGraw Hill Encyclopaedia, but it is in the form of an account of the year's development in the field preceded by a brief selection of articles on topics of broad interest and future significance.

A yearbook should then be seen as a publication containing current information on various subjects of general or specific information in a given subject.
A good general yearbook is:

The Europa Yearbook. It gives general information covering all parts of the world.

## DIRECTORIES

There is a wide range of these sources. Some of them are mainly published to make provision for qualified personnel to be known. They usually provide names, addresses, qualifications and institutions where they work.

There are other directories which usually contain information about institutions, for example:

*The World of Learning* provides information on universities, colleges, research institutions, libraries and museums.

## ALMANACS

An almanac is produced annually and contains information of a miscellaneous nature but predominantly statistical.

They summarise current events of all kinds. Hence, they contain current records of facts, statistics and charts.

e.g. Whittakers Almanac -- useful in providing information through data, statistics and figures.

## MANUALS

These give instructions on how to do something or serve as guides to occupations.

## BIOGRAPHIES

These are concerned with the lives of persons in total. It gives the history of persons, depicting it in relation to the times they lived.

Most of the biographical information can be found in various sources :
  • Encyclopaedias
  • Memoirs
  • Who's Who, etc.

These are various types or biographical sources but our concern here is the professional one -- those biographies that are limited to a specific profession, like agriculture. However, even in general biographical sources, information concerning leading professionals is available, for example, Who's Who in Kenya.
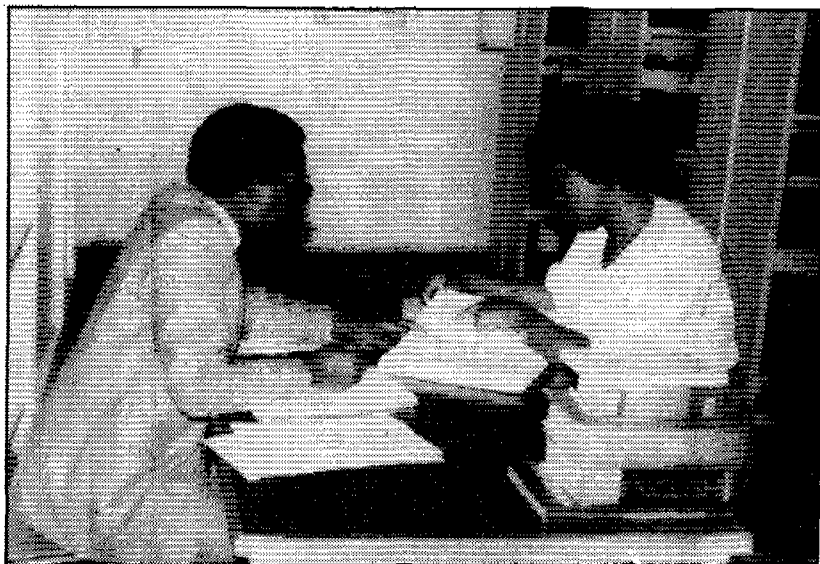
# USER SERVICES



**Figure 15**    *User and librarian searching for information*

## INTRODUCTION

Libraries are created for use. If they are not used, they fail to fulfil their most important function. Their main purpose is to provide information sources and services. This is done through user services. User services are grouped into:

a) lending
b) reference and information
c) photocopying
d) reservation
e) indexing

For the above services to be given, a library requires to:

a) register users;
b) work out a system of lending to individuals and other libraries;
c) organise information sources;
d) identify types of information required by users; and
e) design rules and regulations.

These activities need to be carried out before a service is provided.

### REGISTRATION OF LIBRARY USERS

In special libraries, it is generally known that the facility staff are the intended users. But all users should be asked to register by completing registration forms in which they will:

- provide personal details as on the sample form below;
- agree to abide by the library rules and regulations

Users who are not known should be asked to get a letter of introduction from their heads. The officer recommending an user should commit himself to ensuring that the books borrowed are returned from the borrower.

*Figure 16*

**LIBRARY REGISTRATION FORM**

I.....................................................................................................................................request to be registered as a library user. I agree to abide by the library rules and regulations which I have read.

NAME:.................................................................................................................................................................

P/NO.....................................................................................................................................................................

DESIGNATION:...................................................................................................................................................

DEPARTMENT:....................................................................................................................................................

SIGNATURE:.................................................................DATE:....................................................................

RECOMMENDED BY:.....................................................DESIGNATION:........................................................

SIGNATURE:.................................................................DATE:....................................................................

APPROVED/NOT APPROVED:..........................................................................................................................

SIGNATURE:.................................................................DATE:...............................................................

## SYSTEM OF LENDING

To lend is to grant a temporary possession of library materials on condition of returning them.

A lending system should be able to show:

a) what each person has borrowed;
b) for how long he has been lent the material; and
c) what has been borrowed out of the library

There are many systems that can be adapted to local situations. One such a system is called Browne.

### The Browne System

For the system to work the following items are required:

a) reader's tickets bearing the reader's name, of institution, dept./section/unit, signature and librarian's signature; each ticket borrows only one book; if the library has a large collection, readers can be allowed to borrow more than one book. They should be provided with an equal number of tickets as books allowed to be borrowed by the reader;

b) a book card (slip); each book should have a card on which the following information is recorded:
i) the author of the book;
ii) the title of the book;
iii) the accession number; and
iv) the class number.

These are book identifiers such that the librarian can easily tell the book borrowed by each reader.

c) book pocket: this contains accession number, class number, author, title; it holds the book card when the book is returned to the library;

d) date due label: this indicates the dates when the book is supposed to be returned.

*Steps on how the Browne system works:*
a) a reader brings a book to the library he wants to borrow;
b) the librarian takes the book card writes the name of the borrower and puts it into the reader's pockets;
c) the librarian writes on the due date label the date the book is supposed to be returned;
d) hands the book to the borrower and retains his pocket holding the book card until the book is returned as this is the library's loan record;
e) the loan records are filed in an orderly manner according to accessions numbers showing the date when books borrowed on a particular date will be returned;
f) when the reader returns the book:
i) check the date due label when the book is supposed to be returned;
ii) check the book's accession number and continue until you get the number for the book being returned;
iii) take out the book card and put it in the book pocket;
iv) cancel the due date;
v) return the user's ticket; and
iv) shelf the books back.

Another system that can be used for lending is an in-house one. An exercise book could serve the purpose. But if it is produced in forms so that the user can take a copy and the library retain one it would be more useful.

*Figure 17*

| DATE | ACC. NO. | TITLE OF THE BOOK | AUTHOR | NAME OF DEPT. | P/NO. | DUE DATE | SIGN | DATE |
|------|----------|-------------------|--------|---------------|-------|----------|------|------|
|      |          |                   |        |               |       |          |      |      |

This system is simple and cheap. It has been found appropriate for small collections in the libraries. The remarks column can be used to record information on the condition of the book and getting feed back from users on the appropriateness and relevance of a certain book.

## INTER-LIBRARY LENDING

This refers to lending of books among libraries. This is also called inter-library loan. Inter-library lending is practised for materials outside the subject field covered by a particular library, materials needed occasionally, or that cannot be acquired.

Telephone facilities whenever available should be used to contact other libraries. Alternatively, a formal letter can be written asking for the specific materials required but the borrowing library must commit itself to return the materials and where required to meet the cost of postage. If the request is for a journal article, then a photocopy should be requested as journals are not usually lent out of libraries. The letter should carry enough details which should allow the required items to be identified. If there is a certain

book which is constantly required by library users, it should be bought because it becomes expensive to keep on borrowing.

For the materials that are borrowed it is useful to keep the following information as shown below:

*Figure 18*

Inter-library lending form for internal use:

```
Name of user:...................................................................................................................

Dept./Section/Unit:...........................................................................................................

Title of book/article requested:........................................................................................

Date the request was made:..............................................................................................

Library from which the item is borrowed:.........................................................................

Date received:....................................................................................................................

Date due:...........................................................................................................................

Date the item is returned:.................................................................................................

Remarks:............................................................................................................................
.............................................................................................................................................
```

## RENEWAL AND OVERDUE

To renew is to extend the period from which a library book or any other item is on loan. An overdue book is the one that had been retained, for home reading, longer than the allowed period. Users should be allowed to renew books when they require to keep them longer on condition that no other user wants them. But, there should be a limit in the number of times they can do so.

## RESERVATION

A reservation is a request for a specific book available from processing or on its return from another user. Reserve collections in libraries refer to materials for which there is a frequent demand. They are provided on request on short loan from a few hours to days.

When the books are returned they are checked to see if they have been reserved by other users before they are returned to shelves. If they are reserved, they are kept at the service desk to be collected by users who reserved them. Again, there should be a limit on the length of time a book can be reserved for a user.

Reservations should be made by recording the following information:

*Reservation form*

Photocopying makes interlending easy. Wherever photocopying is being done, damage of library materials should be avoided. Undue pressure should not be exerted on materials.

Authors of publications object to photocopying long passages of copyright matter. Copyright matter is published material that is protected by law from being copied by other people for profit without permission. Full books are not usually allowed to be copied for whatever purpose unless it has been stated in the book itself. But it is possible to copy a fair amount of passages for learning or educational purposes. Generally, no more than one tenth of a book may be copied. Copyright applies in literary works for fifty years after the death of the author after which it expires.
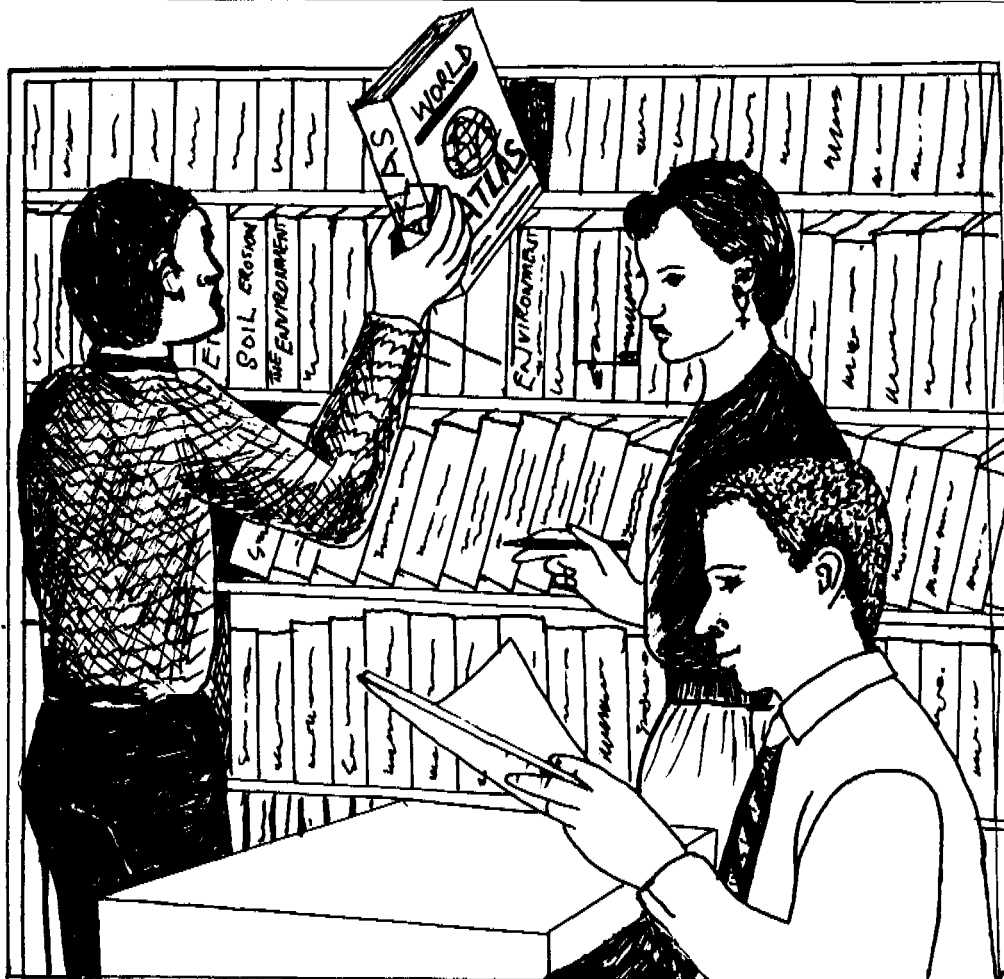
*Figure 19*

*Users browsing with the assistance of the librarian*

# REFERENCE SERVICES

### DEFINITION

A reference service comprises various ways in which the librarian helps the reader to find the information he wants. He helps not merely by organising the document wanted, but by finding in it the specific information required.

Reference service is a "personal service" to each library user in helping him to find the documents containing the information that he wants at the right time.

Some users know exactly what they want and the document containing that information. Then the role of the librarian will be to get that document. If it is not available, in that document in his library, the librarian will direct the user to the other source where the material may be available or obtain it from other sources for him. Other users will have a clear idea of what they want but lack time to search through large quantities of material to find what they want. Here, the librarian will be expected to narrow down the volume of material to save the time of the user.

There are others who are not sure of what they want and have to be shown many alternative sources of information before they find what they want.

## REFERENCE SERVICES AND THE FIVE LAWS OF DR. RANGANATHAN

1. *"Books are for use"* (Promotion)
2. *"Every reader his book"* (Needs)"
3. *"Every book its reader"* (relevance)
4. *"Save the time of the reader"* *(provide information on time)*
5. *The "library is a growing organisation"* (update the stock)

## THE NEED FOR A REFERENCE SERVICE

### 1. Increased in volume of information

Information is recorded in a variety of documents -- books, periodicals, conference reports and digests. The number of documents being produced is large and it is impossible for the user to keep track of its variety and location.

The librarian's main function is to:

a) keep track of the documents being produced in the subjects of his users, which his library hopes to serve;
b) study as closely as possible the *information needs* of users; and
c) provide the *link* between the *user* and the *book;* the ideas contained in documents are brought to the attention of the user.

### 2. The need for speedy communication of information

The number of publications in environmental fields and the rate at which they are being produced is so fast that it is impossible for any one reader to keep track.

## RANGE OF REFERENCE SERVICE

1. Keeping up with progress

2. Serving a variety of users

3. Methods of providing reference service

"The librarian provides a reference service not only on demand. He should also create a demand by whetting the appetite of the reader in various ways".

a) *On demand:*
i) Lend the material or a photocopy of it.
> Though in most cases books are lent out of the library, the journals are not. The articles required are usually photocopied and made available that way.
ii) When materials are not available in the library, there is a possibility of borrowing it from other libraries.
iii) Referral service: enquiries are directed to specialist associations or libraries or subject experts.

b) *In anticipation of demand:*

i) Topics of current interest, e.g., population, national elections, and women, etc.: select bibliographies are prepared and material put aside in advance of requests for them.

ii) Issuing of current awareness information:

Libraries issue lists of publications and articles of journals whether there is a demand for them or not. This aims at making it known to the library users that those resources are available in the library and are likely to be interested.

These include:
- recent accessions;
- special bibliographical lists; and
- content pages of periodicals.

iii) Maintenance of user/institutional profile.

The user profile indicates the subjects of interest to them. Whenever information relating to the subject of user's interest is received in the library, it is sent at once to the user.

4. Creating demand:

i) Extension service -- books exhibitions on specialised subjects programmes of book reviews, film shows and seminars.

ii) Involvement of library personnel. It is the quality of the reference service that a response depends. The more relevant, speedy and exhaustive the information provided, the more useful it is to the users and more often he will come back with more enquiries. Efficient service creates more work, and a committed librarian gains more and more experience.

5. Variety of material sought.

Users do always request for the printed and conventional documents. It may be an illustration, a standard specification, copyright permission, furniture designs, etc. The library must be ready to serve those requests.

6. Quick reference and long-range reference services.

i) A quick reference -- is the one the answer to which can be found readily in a directory, yearbook or other reference material.

A long-range reference -- the answer to which can be found only by consulting several reference sources, and takes longer to answer.

ii) In classification of such enquiries, the yardstick of measurement *is the length of time* taken to provide the answer and *the range of reference material* in which the information was sought.

iii) It is absolutely necessary that before you start to look for the answer to a user's query the librarian must make sure that he has understood the requirements.

## THE REFERENCE PROCESS AND SERVICE

The key factors in the success of a reference service is the skill in analysing the questions put to the librarian. Reference questions can be graded according to the complexity of the information required. This can be done as follows:

1. Author/title enquiries:

e.g. 1.Can I see what you have in your library written by Professor Maathai?

2. Do you have the Ecoforum journal?

These are questions which can be answered from the catalogue, or cardex/periodical holding list.

2. Factual enquiries: These are also described as "fact-finding enquiries."
   e.g. 1.What is the population of Uganda?

2. What time does the sun set in June in East Africa?
   The majority of enquiries in libraries of all types is for this kind of information. Of the remainder, a large proportion falls into the category called "subject enquiries"

3. Subject enquiries. These are described as material finding enquiries.
   e.g. 1.Can you find me something on the situation of malnutrition in children in Uganda?

2. How can I stop soil erosion?
   The result of a search for the information requires a *list of relevant publication* which can otherwise be called a "bibliography." A bibliography is a list of references to sources of information, for example, books.

## The References Process

The reference work is not simply a matter of answering questions. It is a problem-solving process which identifies actual reader's problem and then searches for solutions. The reference process is a reasoning process.

The first step of the reference process is:

- determining the user problem. You do this by interviewing your user to make sure that you *understand his questions* thoroughly, and secondly, that the question asked represents *what the user want*, and that what finally, the user wants will *solve his problem.*

## CURRENT AWARENESS SERVICE

A current awareness service is a way of informing individuals of the availability of recent information which may be of relevance to them. In a library situation, the librarian reviews available documents, selecting items relevant to the needs of an individual or group, and notifying them. It constitutes:

a) reviewing current documents;
b) selecting the relevant items; and
c) notifying the interested parties.

A current awareness service is useful because:

a) it provides new information;
b) library users need to be informed of recent developments;
c) it saves the time of library users;
d) they can cover a wider range of sources than any one user would be able to; and
e) they promote library use and image.

The current awareness service takes various forms:

a) distribution of lists of recent publications;
b) display of new books and periodicals;

c) telephone calls or face-to-face reporting;
d) selective dissemination of information;
e) circulation of documents; and
f) circulation of journal content pages.

**Lists of recent publications.** This is also called current awareness bulletins. A typical bulletin would carry details of recently - received books which are of interest to users. In some libraries, this is called the accessions list. This list would usually carry the class number of each book. In most cases the arrangement is by broad subject groupings.

**Current content lists.** This is a photocopy of the content pages of periodicals, which is circulated to library users. The users can then go to the library and use the journal there or request for a photocopy.

**Periodicals routing.** Issues of periodicals are sent to individual users with a circulation list which is used to pass from the user to another. But this kind of circulation suffers delays and is out of the library for a long time.

**Display.** Display of recently received documents in a library is a common and useful practice. It promotes use. Without it, it is difficult for users to know what is recently received. Users like browsing and this is best served by displays.

*Selective Dissemination of Information*

Selective dissemination of information refers to the providing of a current awareness service to individuals, which have been matched to statements of users' requirements. A user's requirements are also called 'profile'. The profile represents interests of individuals or groups. The identified literature is then compiled into a bulletin and distributed as notifications of the existence of such documents. But the documents may or may not necessarily be available in the library. The importance of an SDI service is that it matches users' interest at any one time.

**Revision Exercise**

1. Give three main sources of information available to a librarian.
2. Identify and describe briefly four types of reference material that a librarian must keep.
3. Libraries must provide many types of services to users. Give three examples.
4. In what circumstances would a librarian reserve a book?
5. Name three types of enquiries presented to a librarian.

# LIBRARY EQUIPMENT AND MAINTENANCE OF LIBRARY MATERIALS

---

**OBJECTIVES**

At the end of this chapter the user is expected to:

a) be able to decide on the need (or lack of) to use different types of information technology;
b) be able to select the appropriate information technology facilities when required; and
c) know different types of information technology available for use in the libraries.

---

## EQUIPMENT AND FURNITURE
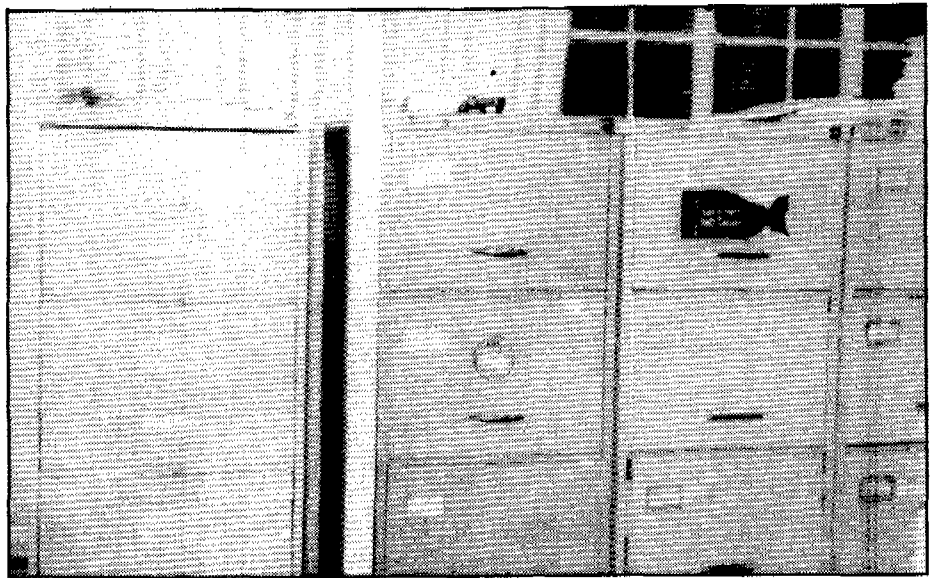
*Figure 20*

*Filing cabinets*

**A** library will require basic furniture and equipment. There are some that need to be used in the users' areas and others in the workrooms.

These include tables, chairs, shelving, card catalogue, cabinets, issue counter and desks.

Depending on the size of the space available, the librarian can acquire a table for one person which is usually 900x600mm or other tables for more than one person. The standard height should be 750mm. The height of the chairs should be 430mm with a depth of 450mm. Such a furniture should be strong since they would be used heavily. They can be made by a local carpenter or bought from furniture shops. But it is crucial for them to be able to withstand heavy use.

---

Library materials need to be shelved. Metal shelving is preferred because it is more durable and flexible. If the shelves are to be placed against the wall, then they need to be single faced. Double-faced shelves can also be acquired. Single faced has the following dimensions: height 2175mm, length 1840mm and depth 230mm. All the shelves should be easily accessible without necessarily having to climb onto any ladder.

Catalogue cards require to be filed in catalogues card cabinets. Wooden cabinets are usually preferred. Such should be placed close to the entrance or any other convenient areas to the users.

Once current periodicals have been received, they need to be displayed. Displaying periodicals is a way of promoting their use. Periodical display racks are readily available in the market.

On the whole, library furniture should be able to withstand heavy use. It should be durable and functional. Built-in furniture should be avoided.

In case the library has microforms, then it becomes necessary to acquire microfilm/fiche readers. Microfilms and microfiche cannot be used without special equipment. In identifying microform readers to buy, the librarian needs to put into consideration:

a) the projection - front vs rear
b) screen - line locater
   - non-glare surface
   - clarity of forms
c) lens - magnification 24x1072x
   - single or dual
d) bulbs - ease of changing
   - intensity
   - single, dual or triple intensity
   - switch selection
e) motorised manual selection
f) carrier
g) location of index
h) ease of loading
i) noise
j) cleaning: some might require special cleaning: can the carrier and screen be removed for cleaning?
k) size in relation to spacereader -printers
   -some available for dry printing -- no chemicals, toners or powders needed
   -some multi-purpose -- accommodate roll film, a perjure cords, jackets and fiche


## PRESERVATION OF LIBRARY MATERIALS

Main ingredients in book-making

*Paper*

The causes of deterioration in books lie in the nature of the materials manufacture, the structure of the book and the environment in which it is housed. We know that with time all things decay, but we should understand what hastens decay in order for us to be able to prolong the life of a document's decay.

The paper is the major component of making the books decay. Brittleness is the most common problem in book conservation and the presence of acid in paper accelerates disintegration of cellulose. Brittle paper breaks. It is often dull yellow.

## Size

Size is a dilute adhesive material added to paper by the manufacturer to fill the pores and to make it suitable for writing.

## Board

Board is the general name for the stiff support used under the covering material on the sides of a book. They are made of wood, straw and sheets of paper. The thickness and denseness of boards must be determined for each book, depending on its size and weight, how it is used and its value.

## Adhesives

There are 3 main classes of adhesives, i.e. paste glue and synthetic polymer.

Each has a different characteristic. The adhesive is an important element of a book's structure. A strong adhesive can break fragile material at the edges.

An adhesive must penetrate both the surfaces that are to be stuck together and as long as needed without straining the materials that come into contact with it. An adhesive used on an object of permanent value must be removable at any point in the future without damaging the object.

-All pastes -- are made from vegetable materials. There were pastes that were made from wheat or rice flours. It should be noted that flour and starch pastes are liked by insects, molds and rodents.

All glue -- are made from animal products. The best are made from animal hides. Bone glue is inferior because it breaks down quickly.

Synthetic polythene -- is used widely in modern book production.
e.g., polyvinyl acetate.

## PRESERVING BOOK COLLECTIONS

Preservation is the maintenance of books as close to their original condition as possible for as long as possible. It means prolonging the useful life of a book.

The ingredients of a good care for a library collection are:

-cleanliness;
-stable temperature and humidity;
-minimum exposure to harmful light; and
-proper handling techniques practised by all.

NB: Preservation does not require a lot of money but it may just require basic house-keeping. Basic house-keeping as it applies to books may mean:

•careful handling;
•good shelving;
•using supports that do not damage books;
•regular cleaning; and
•involving non-technical, practical and inexpensive procedure for prolonging the useful life of a book.

Librarians have a responsibility to see to it that their stocks last as long as possible. The preservation of materials is part of the job of every librarian. Libraries contain books as well as maps, photographs microforms, etc. Each of these is subject to a number of hazards.

## 1. Enemies of Library Materials

There are a number of enemies of paper which, with conjunction with one another, will hasten the deterioration of library materials.

## 1.2 Dirt and Air Pollution

Good house-keeping methods will slow the process of paper deterioration. A dirty library will always give a negative image. It will appear to library users that the materials kept in there are not important and they will tend to be careless too. A neat and tidy library tells the users that the staff cares about its collections and they will be inclined to care too. Studies have shown that where good house-keeping is practised then library suffers less from theft and mutilation of materials than the untidy library.

## 1.2 Temperature and Humidity

Temperature and humidity, working together with air pollution, cause great harm to library materials. In general, the cooler the temperature the better, it appears, for all library materials. Temperature and humidity need to be controlled.

Fungi stain paper with yellow or black and brown spots, whereas the mould makes the paper whitish in colour.

To be able to prevent fungi and mould:

a) libraries should allow open-air ventilation;
b) packing of books too tightly on shelves should be avoided;
c) temperatures should be kept below 24 degrees Centigrade and the relative humidity 60 percent;
d) for the active mould spores, a clean wet cloth may be used as long as such treated books will be let to dry in the fresh air for at least two days.

Such a mould can also be brushed off using a clean, dry brush.

e) infected materials must be removed from the collection; in the short-term, they can be kept in a well-ventilated dry area, preferably out of doors.

## Pests and People

If left unchecked pests can destroy all collections. Pests are attracted by starch in book bindings, glue and sizing. The most common ones are the cockroaches, termites and bookworms which are the larvae of beetle. Rodents are quite common and it is estimated that about 20 percent of the world's books have been

destroyed by rodents. Their dwellings are usually in dark corners or where books are tightly packed. Old newspapers which may be kept unbound and hardly used books are the areas you can expect to find them.

People also pose danger to library materials because they may handle the materials carelessly. They may also bring food to the library, particularly library staff. Library users eat and drink while reading. They also smoke while reading. They write with ink pencil, making their comments on the text to express their views. On return to the library, books have been found with holes, pages pulled out and pictures cut out. It is, therefore, necessary to check books on their return not as a way of getting the culprits but as a deterrent measure.

As a conservation measure, books have been microfilmed. Microform is a term used for any form of film containing micromilages. The microfilm is a roll film processed on a reel. It's usually 16mm or 35 mm wide. The microfiche is a sheet of film containing multiple images. The standard size is 4"x6" (105x148mm) providing 98 frames. Most of them are 24 times reduction.

If the temperatures are high with low relative humidity, the paper may dry up fast, making brittle and adhesives loose. High temperatures, coupled with relative high humidity, will encourage the growth of fungi. It is important to keep constant temperatures. What is really serious is the constant changes of temperatures as well as humidity. Good ventilation is useful in keeping the figures constant. Humidifiers, dehumidifiers and even fans are available at reasonable prices. (RH-55-60 percent and temperature 18-24 degrees Centigrade).

## Light

Light is harmful to library materials. The ultraviolet rays are the most damaging. Sunlight and fluorescent lighting are the primary sources of ultraviolet radiation in libraries.

It is usually useful to install curtains which can be drawn if the heat from the sun is intense. Materials of permanence should not be kept in areas with many windows.

Libraries with fluorescent light should be switched off when not in use.

## Mould and Fungi

Fungi and moulds survive well on organic matters, like paper. The fungi and moulds thrive well in a moist and warm atmosphere where ventilation may be poor. When it so grows, it has a damaging effect on paper because it decomposes.

## Security in libraries

The most methodical way of determining the extent of book losses is to undertake stock-taking. You can do this within a predetermined period. Rare and valuable items should be kept under lock, but do inform the readers that they exist.

Briefcases, bags, overcoats should not be brought to the library to avoid theft.

## Care of library materials

There are plastic sleeves or jackets which can be used to protect and preserve the paper dust jackets.

Increase the strength of casings by use of special reinforcing tape available in textbook centres
Paperback books can be strengthened by use of the adhesive plastic film.

All library materials must be handled with care.

-Make use of book supports on shelves to prevent books falling to the floor.
-Do not suspend a book by holding its cessing only.
-Do not force a book open, especially when it is new.
-Do not turn down the corners of pages to make one's place.
-Do not write or scribble in books or otherwise deface them.

Simple repairs can be done by library staff by using transparent tapes. These book repair tapes do not discolour a book but, cellotape is not suitable for this purpose since it dries out, and becomes brittle.

Cloth tapes can be used to repair the damaged spines or to attach a casing which has been loose.

You may also decide to have a given book rarebound. Do this only if:

-the physical condition of the book warrants rebinding; if the pages are torn or missing, it may be pointless having the life of a book prolonged;
-the information in the book is still relevant; if the text is out, it is not necessary to rebind it; and
-the book is still in demand; the amount of wear and tear may be indicative of a book's popularity.

## SHELVING OF SPECIAL TYPE OF MATERIAL

*Pamphlets:* Pamphlet boxes. Label on the spine of the box its contents.

*Periodicals:* These are displayed on periodical rates. The back hives can be shelved alphabetically by title or bound and then shelved like books.

*Slide:* 35mm transparencies -- a slide is 35mm fit mounted on a cardboard or plastic frame.

*:Keep them in transparent plastic wallets which you can suspend in an ordinary vertical filing cabinet.*

*Audio-tapes:* These are reels or spools of magnet large on which sound has been recorded.

*Audio-cassettes:* Miniature audio-tape where both spools are enclosed in a container to minimise damage. These are referred to by their playing time at C30 (half an hour playing time) C60 and C120.

Cassettes can be kept in closed access and descriptive cards can be displayed which gives details of the cassettes.

*Charts:* These are usually rolled up and stirred in cardboard rolls.

*Models:* Keep in closed access areas, e.g., cupboard or display cabinets.

**Revision Exercises**

1. What basic furniture would a small NGO library require?
2. Name the enemies of library materials

# USE OF INFORMATION TECHNOLOGY

---

**OBJECTIVES**

At the end of this chapter the user is expected to:

1. be able to know the range of library equipment and furniture; and
1. be able to select appropriate library furniture.

---

## LIBRARY AUTOMATION

C omputers have come up with many new ways of sorting, storing and sending information. In recent years prices for computer equipment have fallen to the point where small, low-budget NGOs can afford machines with the capacity to store fairly large amounts of data, sort information and communicate with other computers.

These new technologies are going to have a profound influence on the way NGOs get the facts they need to organise social action, international campaigns, solidarity to lobby governments or to assist other community groups.

A large number of NGOs have already decided to computerise some of their activities.

In order to plan computer use and appropriateness for different types of organisations, it is useful to separate the various tasks this equipment can do.

**What is a computer?**

Computers can be set up to do different kinds of jobs.

Traditional machines merely enhanced or replaced physical labour and could not assist in the processes connected with human mental activity.

Computers can manipulate the language symbols that we use in our intellectual activities, chiefly in information handling and communication.

The computer handles diverse tasks because it is designed around hardware and software. Hardware is the name given to all the physical components of the machine. Software is a term used in the various
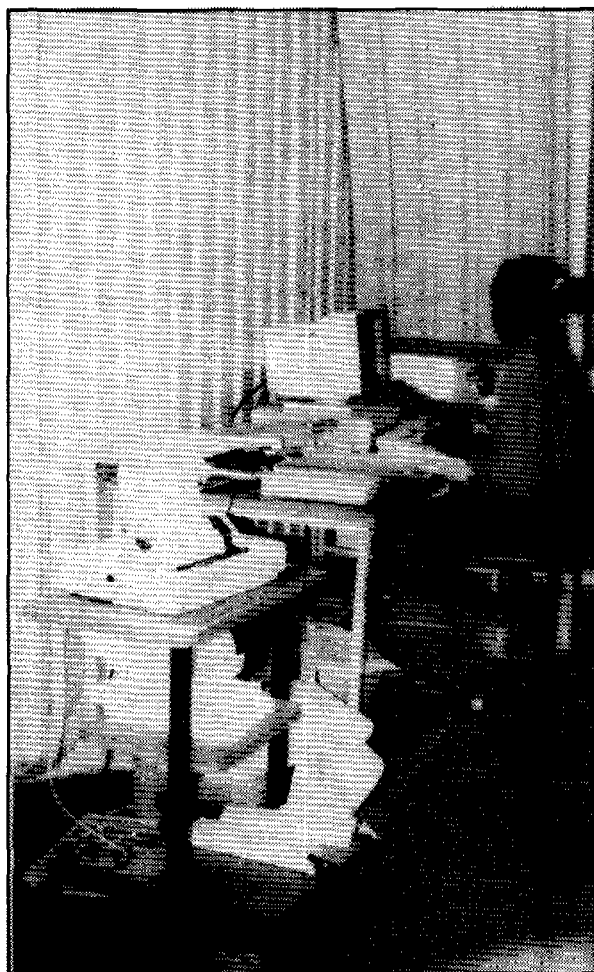


*Figure 21*    *Use of computers for library work at ELCI headquarters*

procedures and instructions (programmes) that make the hardware do different jobs. With different software, a particular computer hardware set-up can be made to perform a variety of tasks. Hence, to make effective use of computers in any particular organisation, a careful selection of a combination of hardware and software is essential. This combination will depend not only on how one plans to use the computer but on the work styles within the organisation.

# USES OF COMPUTERS

Computers can be used to streamline such things as letter and report-writing, mailing list maintenance, accounting and budgeting.

Computers can be used to create original resources held within the computer as a data base. This information can then be reproduced in any number of formats, excluding or including various items according to the needs of each user. As the computer is responsible for the sorting process, the machine goes some of the way towards speeding any analysis that is required, and can quickly and cheaply produce unique and customised information suitable for any particular campaign, a study or an information request.

Connected to communication networks, like the telephone system, computers can be used to send and receive written information at high speed to other computers or to telex machines around the world. Any information created on the computer in the operations mentioned above as letters, reports, answers to information requests or relevant parts of the databases, can be sent to another party with the push of a few buttons. Beyond this, NGOs can use computers to get into commercial electronic libraries and databases. Search through indexes and classification systems and retrieve information valuable to their work. The electronic libraries are grouping in number and scope worldwide. Without some capacity for computer communication, NGOs will effectively exclude themselves from expanding information source available only in electronic form.

Any articles, reports, databases or other information received by the computer are captured in the machine's memory and can immediately be printed out, edited, divided, combined with other material or sent on to another group.



*Figure 22*

*Library staff carrying out an information search from a DATABASE*

## THINGS TO CONSIDER IN DECIDING TO COMPUTERISE

*Do you need to computerise?*

A computer should only be considered if it could either carry out a task which cannot be done manually, or if it could do something more efficiently or accurately than the present system which is known to be inadequate.

What type of system do you need?

- a general information retrieval system
- a personalised information system
- a document indexing system
- a file of local contacts and organisations
- a system for case recording and administrative work

You may very well want a system that will provide two or more of these or a combination of all of them.

Further still, the following questions need to be answered:

- •How much information do you need to store?
- •Who will use the system?
- •How does the information centre staff feel about computerisation?

Having considered each of these points, it is important to discuss:

- •where in the information centre the computer should be located;
- •how the system will affect your normal work patterns;
- •how the use of a computer system will fit in with the overall philosophy of your information centre; and
- •whether the use of a computer would affect the relationship with the enquirer.

It will then be possible to decide:

- •which type of dialogue between the user and the computer you require; this will depend on the type of system you need and who will be using it;
- •whether your requirements for the size and the nature of the system are feasible technically; and
- •whether you can afford both to acquire and to maintain the system.

If having considered all of these points, you decide you do want to computerise you will be in a position to consider:

- •whether there are any programmes already written that would meet your needs or whether you will need to have your own programme written; this will depend on what type of dialogue you have decided on; and
- •which equipment you should use, including:

- the computer itself; do you want to time-share someone else's larger computer if this is possible, or will you buy your own microcomputer(s)? In reaching this decision, and in deciding how much computing capacity you will need, it is important to consider what type of system you require, how much information you need to store, whether there are any suitable programmes you could buy and how much you can afford; and

- the accompanying equipment -- keyboard, printers and VDUs; factors affecting these decisions would be the type of system and the type of computer you have chosen; it will also be affected, to a certain extent, by who will be using the system.

## THERE ARE, HOWEVER, DRAWBACKS THAT NEED TO BE CONSIDERED

There is a great deal of mistrust about computerised systems both among the general public and the information workers themselves. Computers can also have a considerable effect upon the normal work methods of an organisation; in some circumstances this could be a great disadvantage to an information centre. Since most systems today use VDUs, there are health and safety considerations. The other aspect of the effect on work method is the way that the computer system will affect the relationship between the enquirer and the information worker. This is particularly important where the system is not designed to be used by the enquirer unaided. It is also the area which is invariably overlooked.

There are two dangers. One is that the use of a computer may create an unacceptable distance between the enquirer and the information worker. The informality which many information centres try to create will be destroyed if, in the enquirer's eyes, the information worker is seen as an official using an official computer terminal.

There is a danger that the information worker will become more passive and be merely seen as the person who operates the machine. If the enquirer and the information worker sit side by side in front of the VDU the computer will take over the interview.

All computer systems, however well designed, will be unreliable from time to time. This could be due to power cuts or failure of the computer, in which case the system will not be available at all. It is essential that printed information is available for use on such occasions.

### Health and safety

There are two main kinds of health hazards arising from the use of VDUs. The first includes eyestrain, migraine, nausea and back pain. The second is the effects of radiation.



*Figure 23*    *Electronic communications to benefit library users*

There are measures that can be taken to avoid the first category, although it is not fully understood

why VDUs cause them. The first thing to note is that the incidence of these effects is much more apparent in workers who are carrying out boring and repetitive tasks.

There are also a number of physical measures that can be taken to reduce these effects. These include reducing the flicker on the screen, controlling the luminescence of the characters on the screen (this will also vary between different models of VDUs), controlling the level of lighting in the room and the positioning of the screen; in general the lighting should not be too bright and glare should be avoided by using diffuse rather than direct light. Windows should be fitted with blinds. Wherever possible the VDU should be sited away from or at least not directly in front of a window. The chair used should be adjustable, enabling the user to sit so that the screen is where the eye focuses naturally. It is also most important that workers should not be expected to use a VDU for more than a limited amount of time. No operator should work more than 50 minutes with a VDU.

There has, by comparison, been far less work on the effects of radiation from VDU screens. Nothing, however, is known about the effects of long-term exposure to low levels of radiation.

## REPROGRAPHICS

### Background:

Reprography is the reproduction of graphic material. There are different kinds of reprography namely:

1) typewriter duplication;
2) fluid duplication; and
3) stencil processes and copying processes.

The copiers are now found in most of the offices. In order to acquire any copier, it is necessary to establish which equipment would best serve the needs of a particular NGO. In selecting the items:

1. the largest size of originals to be copied must first be determined;
2. the type of paper on which the originals are printed; for example; if the documents to be copied are from a normal office environment, then an electrostatic process copier would be useful;
3. the acceptable copy quality should be determined first;
4. the used or not of the reduction feature;
5. the volumes of copies produced per month; and
6. other features, like automatic document-feed and collators, among many, should be considered as they add the cost of machines.

### Legal Factor

Before any copyright material can be reproduced, there is need to get permission to do that.

However, it has been allowed that there can be fair use for purposes of teaching, learning, scholarship or news-reprinting.

Thus the law allows for preproduction of copyrighted material in situations where individuals reproducing the work does not stand to gain personally.

### Micrographics

This refers to information gathering, processing and retrieval, using microfilm technologies and optical display techniques. Any NGO will microfilm its records to:

* save space; and
* provide records security

A microform is a highly reduced photographic image of a reward. It contains microimages.
A silver film is widely used. A microfilm comes in different sizes, most common being 16, 35 or 105mm wide. They are usually 100 and 215 foot rolls. The roll microfilm is the most commonly used because they provide the most economical method for storing documents. It is good for filming books, magazines, newspapers, reports and computer listings where frequent updating is not required.

A microfiche is a piece of film containing several hundred highly reduced photographic images of records. Microfiche has many images depending on the reduction. It is useful for large-volume reports with frequent update, e.g., catalogues, directories and inventories.

**Telex**

The equipment consists of a teleprinter resembling a typewriter and a dialling unit. Each telex machine is connected by direct line to an automatic telex exchange. Each subscriber is given a telex number and an individual identification signal. A telex subscriber can contact any other telex subscriber by dialling any time. Telexes hasten communication and can be useful for interlibrary loan requests. It also has flexible timing.

**Electrostatic copying machines (photocopiers)**

Most libraries require simple basic machines which can produce a single-sided copy from documents. Most machines have a reduction facility from A3 to A4, A4 to A5. The process of copying is rapid as it produces a copy in seconds. The machines are fitted with a pre-select button so that one can set the required number of copies. The machine will slip automatically when the correct number of copies have been ejected. In copying the following steps are followed.

1) Place the document face downwards on the glass platen of the machine
2) Place the rubber blanket cover on top of the original to cut our extraneous light
3) Press the print button and you see a light source within the machine.
4) The image being copied is reflected via a series of mirrors on to an electronically charged rotating drum.
5) The carbon powder on the drum transfers to the paper which is then fixed on paper by exposure to heat.
6) The paper is then pushed to the take up tray and ejected.

Copiers are simple to operate and fast in producing copies.

**SPIRIT DUPLICATING MACHINES**

These are easy and cheap to operate. Materials include blank paper masters which can be bought from most commercial suppliers. It is necessary to have carbons which are sheets of papers resembling typewriter carbons. One can choose long-run or short-run carbons which can produce 300 or 100 copies. Non-absorbent run-off paper is required on which the copies will be produced. A spirit duplicating machine and a supply of spirit are required.

To prepare a master, a typewriter is used but a backing sheet is necessary to ensure that the typescript will be distinct.

In order to produce copies, a spirit duplicating machine is prepared for use by placing a stock of run-off paper on the feed tray. The fluid control button is then placed on the 'on' position. Moisten the felt pad

in the duplicator. The master is then placed around the metal drum so that the image is outermost. then the drum is rotated manually or automatically. The operator will see the copies being ejected out.
The spirit duplication is cheap and the preparation of copies easy. No skill is required in operating the machine. But, of course, the copies are not of high quality and they tend to fade after exposure to daylight.

## ABSORPTION DUPLICATING MACHINES

These are also referred to as cyclostyling machines.

A stencil designated for use with a typewriter is the main requirement for this. Run-off paper, which must be thick and absorbent, a duplicating machine and ink are required.

A typewriter is used to type the information required on the stencil.

To produce the copies, do the following:

1) Remove a carbon interleaf if still there.
2) Attach the top edge of the stencil to the cylinder of the duplicating machine using the perforations provider.
3) The waxed sheet must be in contact with the cylinder.
4) Rotate the cylinder slowly until the bottom of sheet is in position.
5) Make sure the copy paper is in place.
6) Produce the copies.

One stencil can produce upto 5000 copies.

The equipment for stencil production is cheap and does not require any skills.

### Microfilm Readers

Microfilm readers are designed to display an image from a microform onto a viewing screen. There are two types of readers:

1) front projection
2) rear projections

But it should be appreciated that there are different readers for roll film and microfiche. In both cases a printing facility should be ensured to enable the user to print hard copies whenever necessary.

## Revision Exercise

1. What factors should a librarian consider in deciding to computerise?
2. Name the different types of reprographic material normally kept in libraries.
3. Explain briefly the purposes for which you would use reprographic materials.

# RECORDS MANAGEMENT

---

**OBJECTIVES**

At the end of this chapter the user is expected to:

1. be able to know what records management and archives are;
2. appreciate the need for records management in organisations; and
3. be able to know how to organise records and archives,

---

# Background:

O ne of the most important functions of an office is the records management. Records management is the planning and controlling of records from the time of their creation and use, until when they are removed for destruction or permanent storage elsewhere. This includes planning, controlling, directing, organising, training, promoting and other management activities.

The records management system requires equipment, materials and staff.

In planning a records management system a committee to co-ordinate the activities should be formally appointed. The necessary meetings or discussions should be held after which a draft document should be produced. Such a document should be detailed to establish its usefulness and applicability.

## RECORDS MAINTENANCE AND CONTROL

A record is any document which is valuable enough to be retained. Some records are considered active and others inactive. Active records are referred to frequently and the inactive ones are referred to very rarely.

Records can be conventional and non-conventional. The conventional records include:

| | | |
|---|---|---|
| Business forms and | : | cheques, credit memos, invoices, purchase orders, saleships vouchers. |
| Cards Correspondence | : | letters, memorandum, reports and telegrams. |
| Engineering documents | : | architectural drawings, blueprints, charts and maps. |
| Legal documents | : | regulations, government publications, legal. |
| Technical resources | : | Equipment/supply catalogues, operational manuals, procedure manuals, technical manuals/handbooks and sales catalogues. |
| The non-conventional records are | : | |

---

| Audio-visual resources | : | diagrams, negative prints, posters, charts, photographs, slides, taped recordings and transparencies. |
|---|---|---|
| Microforms | : | microfilm reels, microfiche and aperture cards. |

## FILING

The placing of records into their appropriate file drawers is called filing. This should be done according to the agreed filing system. Besides filing recently received or generated records into their respective files, there is also refiling or returning of records that have been temporarily removed from files. In most filing classification systems, records are filed in chronological order in the folder with the most recently received item in front. The folios filed should be numbered numerically from the oldest to the most recent. This is considered as an useful security measure to ensure that no folios are lost.

In lending out files, it is useful to have a thorough system as shown below:

| Name/subject | Date | Borrower | Date Out | Follow-up-date |
|---|---|---|---|---|
|  |  |  |  |  |

<div align="center">

Documents Received
or Created

▼

Record Released for filing

▼

All records gathered for
filing sorted

▼

Records filed

</div>
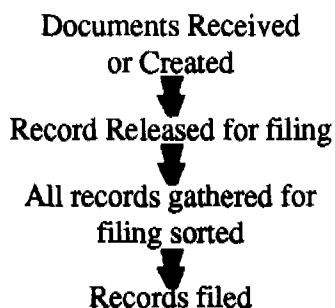
Before the records are filed, they need to be inspected, indexed, coded and sorted. Indexing refers to determining the name or number under which a record should be filed. The writing or marking the number or name is coding. If there is a possibility that a record might be referred to by another name, the record should be cross-referenced, which means, additionally, coding a record with other filing captions. Some organisations simply photocopy the document and file it under the cross-referencing name.

Sorting is the process of arranging documents into some order for filing.

**Figure 24**



QUICK!
TRY TO FILE
IT IN!
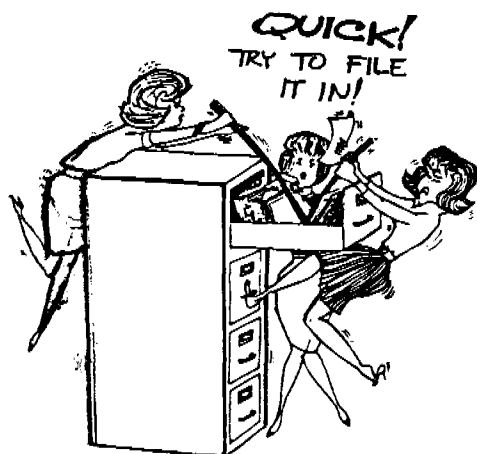
*Basic Rules of Filing
and Indexing*

## FILE REQUEST FORM

The lending system should show:

1. who has borrowed a record complete file;
2) The department which the person works;
3. when the item was borrowed; and
4) The probable return date.

There is a great deal of variation among NGOs as to what records are active and what are inactive. But the best guideline is the records retention schedule. This is a schedule that outlines specific periods set as to how long records should be retained and when certain records can be disposed of.

*Both government regulations and management policy can be incorporated into the schedule.*

### Guidelines for Selection of records for Permanent Preservation

1. Papers relating to the origins of the organisation, staffing and functions.
2. Copies of annual and other reports.
3. Policy papers, including legal instruments.
4. Selective papers relating to the implementation of policy and to changes of policy.
5. Sets of minutes and papers of all units, committees and working parties.
6. Data about institutional accomplishments.
7. Papers relating to absolute but valuable activities or investigations that aborted.
8. Evidence of rights or obligations -- title of property claims for compensation.
9. Papers relating to a well- known event.
10. Papers which relate directly or indirectly to trends or developments.
11. Papers relating to important aspects of scientific and technological development.

### ARCHIVES

An archive is different from a records centre in that an archive is a facility that houses records that are retained permanently for historical or research value. They are records with permanent value.

To determine what should be retained or destroyed is referred to as appraising the records.
This is the responsibility of the archivist.
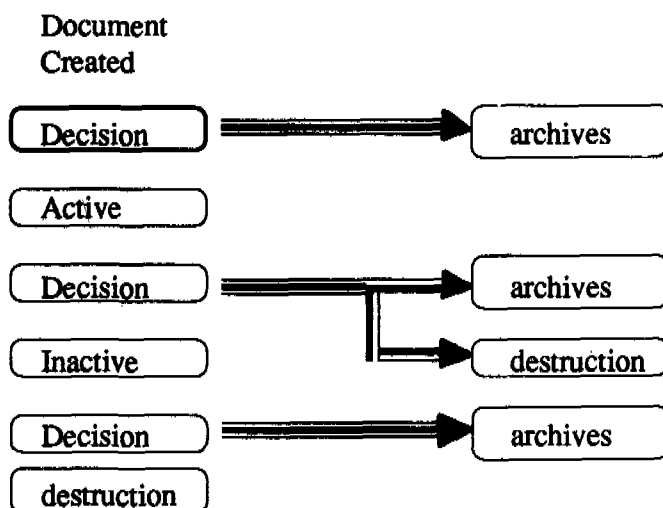
Document
Created

## LIFECYCLE OF DOCUMENTS

As the diagram shows the records that are housed in the archives may not necessarily follow all the steps shown. Some documents may skip from active file status to the archives.
The purposes of archives in non-governmental organisations are to:

1. maintain relevant information for legal, administrative or fiscal purposes;
2. improve the image of the organisation by allowing access to such documents to those in need; and.
3. preserve documents for research and historical purposes.

## THE VALUE OF ARCHIVAL DOCUMENTS

These can be grouped into: primary and secondary.

These are administrative, fiscal, legal and operating purposes; such uses are of primary nature.

Records are preserved in an archive because they will continue to be valuable long after they cease to be of current use to the creator. Such value is called secondary and may further be grouped into evidential or informational. Evidential records (values) include incorporation records and annual reports, and they are usually permanently preserved. Informational value records are preserved because of the information they contain. These could be on particular persons, situations, events, conditions or problems.

Considering such values, the documents to be preserved by any NGO may vary. But they will include annual reports, certificates of incorporation, deeds, land records, organisation charts, agreements and contracts of importance, insurance and personnel.

## ACCESSIONING

In keeping records of the documents received in the archives, it is important to keep an accessions register.

The register should include:

1. accession number,
2. date received;
3. source;
4. description (including covering dates);
5. quantity (number of boxes, files) and
6. location or classification.

| Accession No. | Date Received | Source Description | Covering Dates | Location |
|---|---|---|---|---|
| | | | | |

Accession Register

Handling of archival procedure

1. Enter into the Accessions Register.
2. If the new consignment is to be added to the existing previous accession, assign it the appropriate code letters.

*But if it is the first consignment from that particular source, then it should be given the next code letters by completing the register of the record group.*

3. Sort the consignment into classes.
4. Using the classified inventory, number the classes as follows:
  (a) if a class is a continuation of the existing one, give the appropriate class number; and
  (b) if a class is different from the existing ones of the same group, give it the next class number.
5. Record items should in turn be numbered as follows:
  (a) record items of the class treated as 4(a) above should be serialised from the next vacant serial number obtainable from the classified inventory;
  (b) record items of the class treated as 4(b) above should be serialised from number one for each different		class.
6. Box and label appropriately.
7. Number the boxes from number one for each different class.
8. Shelve the boxes and indicate their location in both the accession register and shelf list.

## REGISTER OF RECORD GROUPS

| <u>CODE</u> | <u>GROUP</u> |
|---|---|
| AA | ELCI-Accounts files |
| AB | Board |

| <u>CODE</u> | <u>GROUP</u> | <u>CLASS</u> |
|---|---|---|
| AA | ELCI-Accounts file | 1. Cash Registers |
| | | 2. Cheque-book register |

If another consignment is received from accounts with additional classes, it will be treated and given numbers 3,4,5, etc.

An additional class of the existing record group will be allocated the next vacant number.

## NUMBERING

(a) Record group: all record groups for permanent preservation should be numbered alphabetically starting with AA (1), next AB, AC, and so on.
(b) Class: classes within a record group should be numbered from one onwards.
(c) Record items (pieces): record items within a class will be arranged according to the existing original reference order and be numbered serially from one for each new class.

Thus, numbering individual registered within classes of the East African Currency Board will be as follows:

| AA | : | E.A. Currency Board |
|---|---|---|
| Class 1 | : | Stock Circulation Register |
| AA/1/1 | : | Nairobi Stock and Circulation Register |
| | | Aug. 1961 - Oct. 1967 |
| AA/1/2 | : | Mar. 1966 - Dec. 1970 |
| AA/1/3 | : | Dar-es-Salaam Stock .... |

If at a future date additional stock and circulation registers are received, they will be added to the existing ones and serialised. Serial numbers have to be continued from where the previous ones ended. Additional record items of the existing class should be given the next unused serial numbers.

## MARKING

The group code class and item numbers should be marked on the bottom right hand corner of each document. The group code class and items symbols should be separated by a slash.

## BOXING

Records should be boxed by classes in order of listing (numbering). Records of the class should not be mixed with another.

## LABELLING

Sufficient to identify: (a) record group, class and range of items in it.

## SHELVING

Accession may be shelved in the next available space.

## CLASSIFIED INVENTORY

(a) Code and title of the record group
(b) Class number and title of class
(c) Covering dates of each class
(d) The last item number of each class

A classified inventory should be kept. Its purpose is to assist the archivist in assigning class and item numbers to the in-coming archives.

### Revision Exercises

1.What is the importance of record management?
2. Give two reasons why an organisation should keep some records permanently.

# LIBRARY MANAGEMENT

**OBJECTIVES**

1. be able to coordinate all library activities;
2. be able to plan;
3. be able to control library activities;
4. be able to prepare and present a library budget;
5. be able to organise the service;
6. be able to write a project proposal; and
7. be able to write reports.

**M**anagement is the process of directing people and utilising other resources to achieve a desired end. A library manager exercises, plans, organises and controls all the library activities. The functions of good management include:

1. definition of overall objectives;
2. determination of policy;
3. determination of administrative responsibilities; and
4. determining the methods to be used to ensure successful achievement of objectives.

An objective refers to a desired future situation which must be achieved. It is a description of what needs to be accomplished.

Policy provides guidelines for the library activities. So, a policy is a general statement of intent that helps to translate objectives by providing administrative guidelines for decision-making and implementation.

In a library or documentation centre, policy statements are required on:

a) collection of materials, e.g., scope, priorities;
b) information services, e.g., scope and extent of service;
c) staff resources, e.g., status and duties; and
d) overall management considerations, e.g., cooperative relationships with other organisations.

Once the policy has been well developed, then the specific activities need to be addressed. The administrative functions constitute the following activities: planning and forecasting, organisation, control and co-ordination.

**Planning:**

Planning is the process of committing resources systematically, organising methodically the effort needed to utilise these resources and measuring the results of decisions made against expectations. Planning should:

a) give direction (where are we going?)
b) minimize adhoc decisions: most of the major decisions should be foreseen; and

c) provide framework for service; it should give a frame of reference for the library service; the service will be given according to plan.

Planning answers for the questions on "where", "how" and "who". Where are we going? And how shall we get there? Who will take us there? Planning defines and specifies the objectives.

## Organisation

To organise is to obtain and allocate resources. To do this, there should be a clear line of authority. The responsibilities and authority must coincide, otherwise it becomes difficult to execute policies. This calls for a clear organisational structure of the library. One of the characteristics of a good manager is that he makes informed decisions. Following this, the librarian must make decisions and provide an enabling environment for the other staff to work. The duties of the librarian should be clearly defined ensuring that the line of authority is understood by all concerned. Who will answer to who? Who will make the final decisions?

## Control and Coordination

Control mechanism is the process that compares the results achieved within a given period with the original plan of action. In doing this, the librarian should identify where the results have deviated from the original plan to enable the necessary remedial action to be taken. The librarian looks for reasons why the deviation took place. In controlling the library, the other functions, including staffing, organisation, finance, communication and planning, must be kept in balance. In control, performance is usually monitored and corrected if necessary. To be effective in control the library manager must:

a) identify the appropriate means of communication in all directions
both vertical and horizontal;
b) develop a methodical way of fact-finding; a continuous system must be developed to ensure constant collection of data which can assist in monitoring and decision-making;
c) cultivate positive understanding among all involved; it is the responsibility of the librarian as a manager to facilitate understanding among the staff so that they can harmoniously work together; and
d) must be willing to co-operate; everybody has a contribution to make, a state which should be understood by all.

Co-ordination refers to creation of a relationship among all activities being carried out within or without the library, e.g., acquisitions, lending of materials, processing and maintenance.

### The Duties of a Librarian as a Manager

The librarian must carry out and supervise various operations. These operations should be a reflection of the policies of the organisation. The duties below are carried out in the light of his broad responsibilities discussed above:

1. planning the physical arrangement of space (accommodation);
2. selecting furniture and equipment;
3. selecting personnel and assigning them duties;
4. selecting and ordering of library materials and periodicals;
5. supervising or carry out cataloguing, classification and indexing;
6. providing services to users;

7. developing information services for users;
8. providing a current awareness;
9. promoting library use;
10. maintaining professional standards;
11. attending meetings;
12. facilitating resource sharing and networking; and
13. writing reports.

Other duties may include:

1. circulating stock and keeping of statistics;
2 .filing of cards;
3. recording and filing periodicals;
4. preparing material for binding;
5. registering library books;
6. handling interlibrary loans;
7. carrying out simple repairs and preservation measures; and
8. writing project proposals for fund-raising.

# BUDGET

One of the most important responsibilities of a librarian is drawing up a budget. A library budget is an estimate of expected income and expense in the following year. It enables systematic expenditure. Budgeting is an annual activity in many libraries. The budget involves an assessment of expenditure by purpose. It covers two parts; capital and current.

Capital expenditure involves capital items like equipment, furniture, permanent collections of materials. This expenditure is initially expensive but diminishes as the service gets established. Current expenditure involves salaries, electricity, water, postage, maintenance costs and expenses for materials and supplies.

## Methods of Budgeting

(a) *Line Item Budget*

This method lists the expenditure on materials, salaries and the amounts projected for each category. Previous years' budget is used as a guide and increases or decreases are based on an estimate of the next year's costs.

(b) *Zero-Base Budgeting*

Each library component must justify its existent in each year's budget. The librarian starts the budget with zero funds (dollars, pounds, rupees) and must justify the need to fund each unit. The overall budget is compiled by assembling the unit estimates and placing priorities among them.

(c) *Planning-Programme-Budgeting System* (PPBS)

This divides the library into various service components, for example-circulation, reference, automation and the costs for each of these operation is calculated. Each component can be broken down into further units. The objective for each identified component of the library should be started.

Depending on the method your organisation prefers, the library may not have much choice. In asking for funds for new services, one is likely to be successful in obtaining funding if one submits the request through programme budget.

In that case follow the following steps:

(a) Describe the programme.
(b) State the programme goals.
(c) Define the objectives.
(d) Suggest methods of evaluating the programme.
(e) Outline the costs.

In setting costs do the following:

(a) All budget costs should be realistic and based on concrete data.
(b) Don't ask for too little; don't cut your budget in order to impress the administration.
(c) Don't ask for a lot more than you can reasonably expect to get.
(d) Co-operate with other units in your organisation; you may need their support.

Presenting the Budget

(a) Type legibly.
(b) Highlight the headings; number your priorities.
(c) Supply all pertinent information and background, but not too much.
(d) In a covering memo ask for an interview; offer more information if you have it and draw attention to your intentions.
(e) Submit your budget on time.
(f) Keep a copy.

**Oral Presentation**

1. Take your written budget and other information to the meeting.
2. Outline some of the objectives and highlight priorities.
3. Take your lead from the administrator; answer all the questions.
4. Be alert to suggestions.

In budgeting, three broad areas should be identified:

• Initial costs.
• Future needs. The latter needs to be justified. Why should a library that is not computerised require one in the following financial year? The reasons must be given elaborately. It should be understood that the total budget for the whole organisation is never enough. Unless a good justification is made, the proposals on future needs can be rejected.

a) The ratio of salaries to all other items in a budget, Salaries may account for 65 percent of the total budget in the library; acquisition of documents 20 percent; supplies 10 percent; and others 5 percent.
b) The ratio of staff to users which ranges from 1:10 to 1:200.
c) The ratio between the library budget and the budget of the organisation or department served.

There are many factors that will affect grassroot library budgets:

a) size in collections, users, staff and levels of operations;
b) types of users served; and
c) price changes.

Having put the above into consideration, the following line items are commonly used:

a) salary and wages
b) books, periodicals
c) stationery and stores
d) electricity, water, telephone
e) insurance
f) binding and repairs
g) transport, freight and postage
h) maintenance and repairs

Together with these the capital expenditure can be added to the list.
The capital expenditure needs to be well justified because in many cases the cost is significant.


## PROMOTION OF LIBRARY SERVICES

To promote library services is to create demand. The primary purpose of promotion is to identify the users and their needs. The services developed must meet those needs. Those services must be promoted and made available at the right time and location. It serves as a basis to gaining new users, to serve better existing users, to develop a new service and to initiate dialogue between the library and its users.

Promotion of library service involves: service, place and publicity.

Services offered are:
a) facilities for study;
b) browsing facilities;
c) answering service for reference questions;
d) document searches;
e) loan service; and
f) current awareness.

The library should be sited in a central position in relation to its potential users.

Publicity of services can take many forms. It must try and stimulate a desire for libraries. Discussed below are some of the publicity activities identified.

### Annual Reports

This is probably the single most important technique the librarian can use to educate the administrators. It can be as small as two to three pages. It can indicate what the library has done during the year and what it intends to do in the future. Most of the information can be given in figures. The problems the librarian has faced during the year should be given, as well as the areas where the library has done well.

### Management Briefings

The co-ordinators of environment information services would generally like to be informed on what is going on in the library. Briefing should be given to the host organisation. Be formal as you are asking the management to address itself to the success, failures, problems and the future of the library or information services.

### Inform users of what is happening in their field

Talk to the current and intended users of the library on the information that the library has. Take the opportunity in telling the users what the library can or cannot do for them.

Library acquisitions list should assist in letting the users know what there is in the library. If the selection of materials has been well done, readers will come to use them. Other current awareness services can also be utilised.

### Effective Performance

Effective performance is a good promotion approach for a library. If a library gives an effective information service, it is going to appeal to users to come again and again. Quick action on the requests presented to the librarian and respect of readers are useful.

### Active participation

The best way to show the importance of libraries is for the individual to remain highly active. The librarian should become active in various activities in the facility, thereby maintaining the library in the limelight. This is called high visibility.

### Guides

These include class, shelf, individual book and general instruction guides.

a) Class guides are usually placed at the beginning of each class number to enable the readers to be able to find the publications in their subjects.
b) Shelf guides indicate the subject coverage in each shelf. They are laced in such a position that they would show what each shelf carries.
c) Individual guides provide information on the spines of books to assist in locating and shelving of books.
d) The general instruction guides are usually instructive and tell the readers what to do or not to do.

### Personality

It should never be forgotten that personal appearance and the way a librarian presents himself to the users go a long way towards improving the image of the library. Whatever you do, do it well. The librarian's personality portrays the image of the library.

**_Figure 25_**
## PROJECT PROPOSAL

The project proposal begins with formulating an idea. This is followed with a preliminary project paper. The project paper makes the idea clearer. It also gives a chance for the developers to seek a feedback from colleagues. Having circulated the paper among colleagues, one gets support as early as possible. The next stage is to solicit information on possible donors. There are directories of donor agencies operating in the region and this can be of great help.

In writing the proposal, the following outline will be useful:

a) Summary

This should show what the proposal is all about.

b) Problem statement

This is the section that provides the justification based on the need analysis. It should also provide background information.

c) Goals and objectives

A statement of the desired end.

d) Strategy

The section should show how the project will be implemented including showing the expected output. It shows the course to be taken to implement the project

e) Implementation plan

Resource inputs required, the workplan and organisation.

f) Monitoring and evaluation

Ways of systematically reviewing progress against planned activities and targets must be indicated. Evaluation is more comprehensive and it covers design, problem statement, objectives, strategies, implementation, to outcomes. This section should show what data will be routinely collected , indicators and scheduled evaluations.

g) Budget

It is expected that the budget should separate capital from recurrent costs. The budget should also indicate contingency for the unforseen events and expenditures and inflation. The line-item could cover:

**Capital**

a) construction
b) commodities

**Recurrent**

c) staff
d) training
f) travel costs
g) supplies
h) contingency
i) inflation

The cost of each item should be shown per year.

It is possible that different donors might require a different format for such a proposal. It is useful to ensure that you have complied with the requirements of each donor. Once the proposal is completed, it should be submitted through the formal channels. In most of the NGOs, it only requires to be forwarded through the head of that organisation. From there, a follow-up is necessary to keep abreast of what is happening.

## REPORT WRITING

A report is a formal communication of information that is required by a person or organisation. It is usually needed as an aid in decision-making. In some cases it may be required to cover a certain period. Some of them may be progress reports, annual reports or others which are self-generated.

**The purpose of a report**

This must be stated clearly and define the intended users of the report. The statement of purpose will enable the writer to collect and present relevant data.

## Stages in Report Writing:

1. Preparation
2. Arrangement
3. Writing
4. Revision

## Preparation

There are two major areas of consideration, namely the audience and materials.

## Audience

·Is the audience an individual, group or cross-section?
·Is it for immediate action or future?
·Are the readers technical or administrators?
·Do the readers know your subject?
·What do the readers require to be told?
·For what purpose will the report be used?

## The material

-Is the material arranged in a logical manner?
-Are there gaps or unnecessary repetitions?
-What are the main groups in which the data falls?
-Have you reasonable support for all your facts?

## ARRANGEMENT

## CONSOLIDATION STAGE

-State the purpose
-Screen your material for relevance
-Check illustrations
-Are the illustrations self-explanatory?
-Are the illustrations complementing the text?
-Are you satisfied with the logic of the text?

## SEQUENCE

-List the fore part, the main body of headings and after part.
-Arrange the data and see if you can get sub-headings.
-List illustrations in order to number them.
-Title the proposed illustrations.

## REVIEW BEFORE WRITING

1. Do the title and sub-headings sign past the subject matter under them?
2. Do paragraph headings comment on the intended contents of the paragraph?

3. Do your conclusions match the facts?
4. Can you omit some information and still present the same conclusion?
5. Can some information be put in the appendix?

Conclusions - judgement, find results or termination on:

Abstract-represents the essence or central meaning but separated from the report.
Summary-a brief but comprehensive accounting of the report.
Synopsis-a general account of the report -- tabulations of details.
Foreword-introductory remarks by another person -- not author.
Preface-introductory remarks giving scope, subject, etc.
Proposals-scheme of action recommended.
Recommendations advice on action to be taken.

## STRUCTURE

-title page
-abstracts
-summary
-introduction
-body
-conclusion
-listing Reference

## WRITING

-*Starting Point:* First sentence: does it introduce the paragraph?

## STYLE

-paragraphs short - 8-10 lines
-one theme per paragraph
-first sentence introduces the theme
-sentences simple -- one idea to each
-is your style direct and to the point?
-tautology -- adequate enough without repetition

## PRELIMINARIES

-rewrite the list of contents
-write the conclusion
-write an introduction
-write an abstract or summary
-prepare your references

## ASSEMBLING THE PARTS

-prepare the title page
-check cross-references
-distribution list

## REVISION

1. *structure*
2. *text*
   - writing acceptable to you
   - use some word-names for some subject
   - can you reduce the length of the text?
   - any gaps?
   - spelling
   - is any material misplaced?
3. *Illustrations*
4. *Grammar*
   - sentences short and meanings clear?
   - is meaning direct to your purpose?
   - does text read smoothly?
   - punctuation: does it correspond with meaning?
   - do all commas reveal the presence of a subordinate phrase?
5. *Independent check*

A report is a record of what has been going on within a certain period. Librarians can be required to write progress reports, annual reports and evaluation reports. Progress reports may be required by a donor agency or often your immediate supervisor in order for them to be able to monitor the implementation or otherwise of the planned activities. Evaluation is usually scheduled within the life of a project. It can be mid-term or end of a project or both. However, the most popular type of report is an arrival one.

An annual report is a record of the activities carried out in the previous year. Its contents should cover all the planned activities for the year, achievements, failures and the constraints experienced. An annual report serves the following purposes:

a) promotes of the library service;
b) informs higher authorities about the activities carried out;
c) compares performance of the year under consideration with the previous years;
d) compares the situation with library standards and enables the librarian to make a case;
e) carries adequate data to enable the librarian to identify weak and strong points which facilitate;
   planning for consequent years; and
f) justifies the spending on the library in the year under consideration.

Collection of data for annual report has to be a continuous activity. It must, therefore, be determined in good time so that the necessary statistics can be kept. Depending on the data/information to be collected, a standard form(s) can be designed and the concerned parties would only be required to fill in details.

The information collected forms a good basis for annual report writing. As a guide, the following information can be useful:
a) services to users;
b) organisation of stock -- cataloguing, classification, indexing, abstracting;
c) acquisition of stock;
d) finance;
e) staff situation and activities;
f) equipment and furniture -- maintenance and new acquisition

g) promotion of services;

h) users of the service;

i) new or unique experiences;

j) constraints; and

k) suggested areas of improvement.

In writing the actual report, these items can be used as sub-headings. However, they will need to be tied together in form of a summary or a general heading such as introduction. The summary should highlight achievements and constraints or any other important development. Some of the issues within the main body of the report can best be illustrated in form of tables, charts and diagrams. This should hence be made use of. In conclusion, the librarian should acknowledge assistance received in different forms. The librarian should also make suggestions on how the service can be improved.

An annual report does not have to be expensively produced. It can even be done on a stencil. The cover should, however, be well done and attractive.


## RESOURCE SHARING AND NETWORKING

### Resource Sharing

The purposes of each library is to identify user needs and match them with information carrying documents. But no one library can meet all the needs of its users. Hence, the need to share what each library has with others. The main objective of resource-sharing among libraries is to improve their ability to achieve their basic duty of supplying documents to users. Other objectives are:

- to improve services;
- to enable libraries to take on new services;
- to avoid duplication;
- to develop awareness on what others are doing;
- to improve professional skills; and
- to be able to use modern information technology.

Library resources can be shared in many areas, for example:

- exchange of materials;
- photocopying;
- production of bibliographic guides;
- interlibrary lending and document delivery; and
- automation

In this manual we will concentrate on interlending.

*Networking:* Networking refers to cooperative arrangements where libraries agree to exchange information and other resources. These are of two types:

Traditional, which is built on arrangements to allow free access to information via interlibrary loan.

The second one is based on modern electronic system which links libraries, for fast access, to libraries.

In order for networking to work, libraries must co-operate. They must work together, pooling and sharing resources. There must be a deliberate attempt to improve the chances for users to get what they require. To do this, the co-operating libraries must be brought together into some kind of relationship. This is known as co-ordination. A network must, among others,

- bring together information resources to achieve better results than any single library;
- have a structure that allows individual institutions to benefit from the network;
- have a way of assisting the participating libraries to locate needed items;
- identify the levels of service to meet the needs of users; and
- provide a communication system.

Networks can be of different systems:

- networks for the supply of literature through inter-library loan;
- networks that facilitate the supply of bibliographic data; and
- networks that exploit the use of abstracted and indexed information by linking user communities to a computer-controlled data base.

These are facilitated through subject and referral networks.

## SUBJECT NETWORKS

*Medicine* -Medical literature Analysis and Retrieval Service Now Medline (NLM administered) covers three thousand medical and biomedical journals and gives about 20,000 references per month.

### Agriculture and Food Sciences

AGRIS: International Information Systems for Agricultural Sciences and Technology administered by FAO.

Information is disseminated in form of magnetic tapes and as a printed index-Agrindex.

AGLINET - Worldwide co-operative interlending system of agricultural libraries.

Commonwealth Agricultural Bureaus (CAB) provides worldwide information service from selected sources. The database is used to produce 25 major abstract journals and provide batch and on-line searching services covering over one million citations. It produces Food Science and Technology abstracts -- the printed output of the service.

### Environmental Science

INFOTERRA: This international referral service for environmental information sources involves 108 countries operating through a world centre in Nairobi.
Each country identifies organisations within its boundaries which are sources of environmental information and transmits the information to Nairobi where it is beamed by satellite to a computer in Geneva.

The output forms the International Directory of Information sources issued to national focal points twice yearly.

INFOTERRA does not itself create a database since there are already many in the field.

**Education**

ERIC -- Education Resources Information Centre -- is sponsored by US National Institute of Education, Washington DC.

ERIC has got a number of clearing houses which search out pertinent documents and the materials are screened, abstracted and indexed, and then input to the ERIC computer database. ERIC products include:

- resource in education (RIE) for non-formal literature,
- current index to joints;
- tropical bibliographies; and
- literature reviews.

## REFERRAL NETWORKS

Facilities set up for collecting and disseminating reliable data on all kinds of information sources. The purpose is to improve the use of existing resources and not to compete with them and, hence, it does not provide answers to enquiries but acts as an intermediary directing the enquiries to suitable sources of specialist information. The source may be libraries, organisations or individuals from whom authoritative information can be obtained. They provide a single central point of access to the nation's technical information.

## INFORMATION BROKERS

The use which many organisations may wish to make of on-line search systems may not be great enough to justify a full-scale installation within the organisation and many have begun to rely on external intermediaries -- information brokers. There are many types of brokers -- public, university, research and special libraries.

## DOCUMENT DELIVERY SYSTEMS

Most of the networks provide fast access to bibliographical references but the delivery of the full text to the use through interlending and postal system is delayed. As a means of speeding up delivery many post services have introduced an on-line ordering facility which enables a request to be placed for a document at the same time as the references are retrieved from the system. This may reduce the time needed to order but does not shorten the delivery time.

A study done for the Commission of European Communities indicates that it is technically, economically feasible to create an European System capable of delivering full text overnight at a marginal cost per page compared with existing changes made by interlending systems. The system proposed ARTEMIS -- (Automatic Retrieval of Text from Europe's Multinations Informal Service) -- would convert a document to a computer readable form and stored in a database available to the host computer from where it can be retrieved in response to a request.

## PLANNING RESOURCE SHARING

- Identify and locate major sources of material and collections.
- Collate, publish and distribute information to all participating libraries.
- Work out a basis of sharing reference services, lending and delivery services.
- Establish a forum for sharing ideas, e.g., a newsletter or an annual meeting.
- Plan for new development.

To improve access to publications, they must be available somewhere among one or more libraries and an efficient system of knowing the whereabouts of those publications. It must be appreciated that resource sharing is not free. Such costs must be identified and discussed during the planning stage. The system designed must be fast with a high satisfaction rate. Interlending can either be decentralised and carried out through union catalogues. The responsibility can also be concentrated on a few major libraries which can acquire most of the collections required. The collections in the libraries would be made as complete as possible from where other libraries can borrow.

### Revision Exercises

1. Give four duties of a librarian as a manager.
2. What line items would you consider in drawing up your budget?
3. How would you prepare yourself to present a budget?
4. Provide a brief outline of a project proposal for your library.
5. In writing a library report what factors would you consider?
6. What topics would you consider in writing an annual report for your library.
7. How can libraries share the resources that they have?

# APPENDICES

## *Sample List of Useful Existing Periodicals*

| | | |
|---|---|---|
| Bi-monthly | Ecoforum | Environment Liaison Center International |
| Quarterly | International-Environment Development file | P.O. Box 72461 NAIROBI, KENYA Tel: 562022/562015 Fax: 562175 E-Mail: gn:elcidwr Telex: 23240 |
| 10 x year | The Environment digest | The Environment Digest Environment Publications ltd. Panther House 38 Mount Pleasant LONDON WC 1x oap |
| | E & D File | United nations NGO Liaison Service (NGLS) Palais des nations CH-1211, GENEVA 10 Switzerland |
| | IPS Latin American and the Caribbean Environment | IPS Regional Office Latin Calle 11, No. 158 Sanjose, Costa Rica Apartado Postal:70-1002 Tel: 3239, Fax: 338583 |
| | Africa Recovery (english & French) | Africa Recovery CPMD, DPI, room S-3362 United Nations New York 10017 Tel: 212-963-6857 |
| | WorldWatch Paper | Worldwatch Institute 1776 Massachussetts Ave. 10 Washington, DC 20036, U.S.A. |
| Monthly | UNESCO Sources | UNESCO Sources 7 Place de Fontenoy 75700 PARIS France Tel: 1-45-68-10-00 Fax: 45-67-30-72 Tel: 200472 France |
| | WWF Features | World Wide Fund for Nature CH-1196 Gland Switzerland Tel: 41-22-64-95-52 Fax: (41-22)648307 |
| 11 x year | The UNESCO Courier | The UNESCO Courier Subscription Services 31 rue Francois Bonvin, 75015 Paris .France |
| Bi-monthly | PANOSCOPE | P A N O S 9 White Lion Street London N1 9PD U.K. Tel: 071-278-1111 Fax: 071-278-0345 |
| 10 x year | SPUR the Newspaper of the World Development | SPUR 25 Beehive Place London SW9 7QR U.K. |
| Quarterly | UN Chronicle | UN Chronicle United Nations Room DC1-530 New York 10017 U.S.A. |
| | ILEIA Newsletter | ILEIA Information Centre for Low, External-Input and Sustainable Agriculture Kastranjelaan 5 P.O. Box 64 3830 AB LEUSDEN Netherlands Tel: 033-943086 Telex: 79380 Fax: 033-94091 |
| Bi-monthly | The OECD Observer | OECD Publications Service Chateau de la Muette 2 rue Andre-Pascal F75775 PARIS Cedex 16 Tel: 1-45-24-82-00 Fax: 33-1-45-24-85-00 |
| Quarterly | HARAMATA Bulletin of the Drylands: People, Policies Programmes | International Institute for Environment and Programmes 3 Endlsleigh Street London WC1H ODD England Tel: 4471 388 2117 Fax: 4471 388 2826 Telex: 261681 |
| Bi-monthly | Ceres the FAO Review | FAO Via delle Terme di Caracalla 00100 Rome Italy |
| | Alternatives:Perspectives on Society Technology and Environment | c/o Faculty of Environmental Studies University of waterloo Waterloo, Ontario Canada N2L 3G1 Tel:(519-885-1211 Ext.6783 E-mail:Alternat @ watdcs Waterloo.Ca |
| | Multinational Monitor | Multinational Monitor P.O. Box 19405 Washington D.C. 20036 U.S.A. |

| Frequency | Title | Contact |
|---|---|---|
| Bi-monthly | SEEDLING | Grain (Genetic Resources Action International) Jonquear 16-6-D E-08003 Barcelona Spain Tel: 34-3-310 5909 Fax: 34-3-310 5962 |
| Quarterly | Green Peace Magazine | Green Peace Magazine Paper Department 1436 U Street NW, Washington DC 20009 U.S.A. |
| Bi-monthly | IWGIA (International Work Group for Indigenous Affairs Newsletter) | |
| Quarterly | IRED-Forum | IRED-Forum 3 rue de Varembe Case 116 1211 Geneva 20 Switzerland |
| | Tribune...to the Earth | World Media Institute Inc. Summit 1960 Marchurst Rd. Kanata, Ontario Canada K2K 1x7 |
| | Intermediate Technology News | Intermediate Technology Development Group Myson House Railway Terrace Rugby CV21, 3HT U.K. Tel: 560631 Fax: 0788-54027 |
| Tri-Annual | Resources Journal for Sustainable Development in Africa | KENGO (Kenya Energy and Environment Organization) P.O. Box 48197 NAIROBI Kenya Tel: (02)- 749747m 748281 |
| Quarterly | Development Journal of the Society for International Development | Society for International Development Civita del Lavoro 00144 ROME Italy |
| Weekly | Third World Network Features | Third World Network c/o Consumers' Association of Penang 10250 Penang Malaysia Tel: 373511, 373612, 373713 Fax: 60436810 |
| Monthly | Environment | Environment Heidref Publications 4000 Albemarle St. N.W. Washington D.C. 20016 U.S.A. Tel: 1-800-365-9753 |
| | People | IPPF P.O. Box 759 Regents' Park London NW1 4LQ Tel: 4471 486 0741 Fax: 447 487 7950 Telex: 919573 |
| 8 x year | AMBIO A journal of the Human Environment | Royal Swedish Academy of Sciences P.O. Box 50005 S-104 05 Stockholm Sweden Tel: 468-1504 30 Telex: 17073 Roycads Fax: 468 166251 |
| Quarterly | Nature and Resources (English, French, Spanish) | Nature & Resources UNESCO 7 Place de Fontenoy 75700 Paris France |
| | Agricultural Information Development Bulletin | The Editor Agricultural Information Development Bulletin Agriculture and Rural Dev., Division, ESCAP UN Building Rajadamnerri NOK Avenue Bangkok 10200 Thailand |

# Sample List of Reference Books

### 1. Third World Guide 91/92
612 pages, 1990
Publisher
Instituto del Tercer Mundo
Miguel del Corro 1461
Montevideo 11200
Uruguay

### 2. The 1992 Information Please Environmental Almanac
606 pages, 1991
Publisher
Houghton Mifflin Company
2 Park Street
Boston, MA 02108
USA.

### 3. State of the World 1992
256 pages, 1992
Publisher
Worldwatch Institute
1776 Massachusetts Ave., N.W.
Washington, DC 20036
USA.

### 4. Indian Environment Directory
442 pages (no date)
Publisher
Astra Publisher Pvt. Ltd.
First Floor Jeevan Sahakar
Sir P.M. Road
Bombay 400 001
India

### 5. Collins Robert French-English English-French Dictionary
781 pages, 1978
Publisher
Collins Publishers
P.O. Box, Glasgow G4 0NB
Great Britain

### 6. Collins Dictionary of the English Language - Second Edition
1771 pages, 1986
Publisher
William Collins Sons & Co. Ltd.
P.O. Box, Glasgow, G4 0NB
Great Britain

### 7. Whitaker's Almanack 1986 - 118th Edition
1236 pages, 1985
Publisher
J. Whitaker & Sons Ltd.
12 Dyott Street WC1A 1DF
England

### 8. I.D. Profile: a who and what's what of international development
316 pages, 1986
Publisher
Canadian Council for International
Co-operation
200 Isabella St., Suite 300
Ottawa, Ontario
Canada K1S 1V7

### 2. The New Encyclopaedia Britannica in 32 Volumes - 15th Edition 1989
Publisher
Encyclopaedia Britanica SA.
20 Avenue Dumas
Case Postale 237
CH-1211 Geneve 25
Switzerland

### 10. Yearbook of International Organisations 1991/1992 - 28th edition, in 3 volumes
Publisher
K.G. Saur Verlag KG
Ortlerstrasse 8
D-8000 Munchen
Germany

### 11. Philips' Universal Atlas
176 pages, 1983
Publisher
George Philip & Son Ltd.
12-14 Long Acre
London WC2E 9LP
U.K.

### 12. Environmental Statutes 1988 edition
1080 pages, 1988
Publisher
Government Institutes, Inc.

966 Hungerford Drive No. 24
Rockville, MD 20850
USA.

## 13. Global Action Guide: A handbook for NGO Co-operation on Environment and Development
101 pages, 1987
Publisher
Environment Liaison Centre International
P.O. Box 72461
Nairobi, Kenya
*(N.B. Second version will be published by September 1992)*

## 14. Directory of Development Education Periodicals - 1st Edition
523 pages, 1966
Publisher
Non-Governmental Liaison Service
Palais des Nations
CH-1211 Geneva 10
Switzerland

## *Request for free materials*

You will often find that budgets for acquisitions might not be forthcoming in which case you will be required to use other attempts to acquire information materials. It would be advisable to write requests for free publications highlighting the usefulness they will have to staff and readers. Below are sample letters for books and periodicals.

**A sample request letter for publications:**
*(Use organisation's letterhead)*

Date:

Dear Sir/Madam,

The (Environment Liaison Centre International) library maintains a collection of information materials in the field of Environment and Development. We offer information services to (NGO member organisations, researchers, library users and staff).

We would like to request a free copy of the following publication to add to our growing collection.


If there is any charge, please let us know before sending the materials.

If the document is not available from your office, please let us know from where it may be obtained.

Thank you for your kind attention.

Yours sincerely,

Mary Njeri
Librarian

## *A sample request letter*
**Reminder for missing issues of periodicals**

*(use letterhead)*

DATE:

Dear Sir/Madam,

After checking our stock of periodicals, we find in reference to your publication

the following numbers are missing:

the last number we received was:
Kindly send us at your earliest convenience, the missing number(s).

On a complimentary basis
On exchange basis
On paid subscription

If the periodical is no longer published, or if, for any other reason, it is not available, please let us know.

Yours sincerely,

Mary Njeri
Librarian


## Sample request letter for periodical subscription:
*(Use official letterhead)*

Date:

Dear Sir/Madam,

The ELCI library maintains a collection in the field of Environment and Development. Our services are aimed at providing information services to (NGO member organisations and staff).

We have come across the following periodical(s) which you publish and we would like to request for a free subscription:

If there is any charge, please let us know before sending the materials.

If the document is not available from your office, please let us know from where it may be obtained.

Thank you for your kind attention.

Yours sincerely,

Mary Njeri
Librarian

# GLOSSARY

**Accession Register** - A record of all books and other material added or in process of being added. This is the main record of the library collection. The library keeps other records for example materials on order, orders supplied and materials selected but not ordered. But the Accession register includes only those that are received.

**Acquisition** - The process of obtaining library resources.

**Author** - The person or persons or organisation responsible for the writing or compilation of a work

**Automation** - The technique of making a system operative automatically using mechanical and electronic device.

**Call number** - A classification number placed on the book to give it a fixed location on the shelves. It is used to identify a certain publication.

**Card Catalogue** - A catalogue of library collection in which the entries are arranged systematically on cards.

**Catalogue** - A complete listing of items arranged systematically with descriptive details in a library or a group of libraries. Each entry bears enough information to allow retrieval.

**Classification** - Systematic arrangement in categories according to established criteria mainly degrees of likeness for example subject or form. A coding system within which a series of symbols indicating a subject are placed in a certain order.

**Collection** - A number of information sources gathered by one library.

**Collection Development** - To promote growth of the library information sources in both quality and quantity.

**Coordination** - The harmonious functioning of parts for most effective results.

**Current Awareness Services** - A system that notifies current documents to users for example selective dissemination of information.

**Descriptors** - A basic index term used to identify an item as a subject or document especially for information retrieval. A word or symbol which is given to a document to describe it and by means of which that document can be discovered when required.

**Grey literature** - Publications that are not produced or distributed through the commercial dealers. Most of it is produced for different purposes other than commercial.

**Index** - A list of terms (names) treated in document that give details where it can be found.

**Information Centre** - A centre that gives information about books and non-book materials or on a subject relevant to the institution in which the Centre is part of. It acquires, selects, store, retrieve and disseminate information. A library is an information Centre.

**Information Retrieval** - Technique of storing and recovering information from a store.

**Information sources** - Any document or person that provides the users with the information sought.

**Information Technology** - The use of technological gadgets to organise and disseminate information.

**Inter-library lending** - The lending of books between libraries.

**Library Users** - The intended consumers of the information organized in the library.

**Microfiche** - A sheet of microfilm containing microimages of pages of printed matter. They are available at 105mm x 148mm (4x6 inches).

**Microfilm** - To reproduce on microfilm. A film bearing a photographic record on a reduced scale of printed or other graphic matter.

**Microform** - a process for reproducing printed matter in a much reduced size.

**National Resource** - A national source of wealth. A source of information.

**Organization** - The process of organizing, Administrative or functional structure.

**Planning** - The process of establishing goals, objectives, policies and procedures. To advise or project the realisation or achievement.

**Periodical** - A publication which appears at stated or regular intervals without prior decision to when its publication will stop. For example newspapers.

**Post-industrial** - That period of development which is predominantly information based.

**Preservation** - To keep safe from injury, harm and free from decay.

**Primary information** - firsthand, original information - Information - facts, figures, dates

**Publisher** - One who releases or produces a publication for public use. An organisation whose business is publishing.

**Reference Material** - Books and other materials which can be used for consultation as sources of brief, factual information.

**Reference Source** - The library service that gives assistance to users in their search for information.

**Retrieve** - To find again. To get back the information that has been stored in a system.

**Reservation** - Is a system of requesting for a library item to be reserved for a user as soon as it is available.

**Reserve Collection** - Library materials which are on high demand and loaned to users for a short period of time to allow wider circulation.

**Reprography** - facsimile reproduction of graphic matter.
- *Micrographic* - the production of microforms
- *Microfilm reader* - an equipment used to magnify and display the consent of a microfilm.

**Secondary Literature (publication)** - Publications derived from primary. Publications that are prepared to disseminate more widely the information which has already appeared in primary form. Such publications include indexes, bibliographies and abstracts.

**Selection** - To choose. It involves the identification and acquisition of resources to be included in the library.

**Shelf** - A flat piece of wood or metal fastened horizontally to hold books and other library materials.

**Shelf-guide** - A guide placed on the edge of a shelf to indicate its contents.

**Shelving** - The act of putting books in their proper places on the shelves.

**Thesaurus** - a list of subject headings or descriptors for use in the organization of a collection of documents for reference and retrieval.

**Title** - The distinguishing name of a written work or film production.

**Tracings** - An indication of a main entry catalogue card showing under what additional headings added entries appear. the record of all the related references made.

# INDEX