



## **Library Documentation and Information Services** **UNESCO New Delhi**

*Presentation by Rekha Beri*

Gaurav Chadha

### **Introduction**

The UNESCO New Delhi Office Library, Documentation and Information Services (LDIS) was created in 1948 with the aim to provide information and documentation support to the regional and country programmes for sharing and exchange of information materials.

Under UNESCO's new decentralized policy, UNESCO New Delhi was designated as a Cluster Office representing six countries and Asia-Pacific Regional Bureau for Communication and Information, in the year 2001. As such, the New Delhi library and Documentation Centre plays a vital role in the projection of UNESCO's programmes and activities by providing relevant information and documentation support through both print and electronic media to the Member States in the Asia – Pacific.

Library services are available to all the staff members in New Delhi Office, UNESCO consultants and experts. Eligible outside readers include staff members of the United Nations and its Specialized Agencies, representatives of diplomatic missions, government officials, media people, NGOs, and persons undertaking research within the fields of UNESCO's competence, in particular doctoral students from national and regional universities, professors, librarians and documentalists.

### **Collection**

UNESCO New Delhi Office library presently has about 32,000 volumes consisting mainly of UNESCO publications, and other publications on all UNESCO's fields of competence i.e. education, sciences, social and human sciences, culture, communication and information. The collection includes more than 900 current periodical titles, video programmes, audio-visual material and CD-ROMs.

The Library Documentation and Information Services applies modern techniques of information processing and retrieval. Computerization started in 1989. The database on *Techlib* can be interrogated on LAN by staff members from their workstations and is available on-line to outsiders through UNESCO New Delhi Website.

The library participates in the International and National Book Fairs to create public awareness of UNESCO's programme activities, its publications and electronic products. Last year it participated in the World Book Fair, as also in the Education India 2002.

## **Services**

Serving the staff members is the prime responsibility of our Library. In addition to providing necessary reference material, as a part of current awareness service, photocopies of content pages of the incoming periodicals are circulated among the staff members, every fortnight. Latest incoming publications and CD-ROMs are displayed in the NEW ARRIVALS shelf for the staff members and visitors. It also provides book-ordering service to various sectors in the office.

Other services include:

- Reference and Information, loans including interlibrary loans.
- On-line bibliographic searches on Internet.
- Regularly updating the UNESCO New Delhi website and UNESCO Knowledge Hub. The New Delhi website is presently being re-designed.
- Clearing House services to the Member States for promotion and dissemination of information through publications and other means.
- Current awareness service to alert users about current materials and information. (However, the publication of UNESCO Acquisitions List brought out bimonthly has been discontinued due to shortage of staff)
- Promote sale of various UNESCO's priced publications, periodicals and non-book material through participation in Book Fairs and through dissemination of book information to various book sellers and distributors in India. Orders are processed for UNESCO publications, periodicals, and CD-ROMs from UNESCO Paris, Bangkok and IIEP. (In the year 2002, recorded cash sale of nearly 5000 US \$).

## **Cooperation with BPI and press related work in the office**

- Since the abolition of the post of Information officer since January 2002, it looked after publicity for UNESCO Press Releases and feature articles generated by BPI, UNESCO Paris.
- Press clippings generated in Indian media on the activities of UNESCO were regularly forwarded to BPI and BFC.

- Organized press coverage and relevant information material for the general public during various events organized by UNESCO New Delhi Office; and
- Was responsible for the preparation of the office Newsletters and annual reports

### **Accomplishments**

The major highlight of 2002 was the launch of new website “UNESCO Knowledge Hub for Asia-Pacific” (<http://www.ukhap.nic.in>) which was officially launched by a message from the Director General of UNESCO, during the meeting of the Asia-Pacific National Commissions for UNESCO, held in Jakarta in June 2002. It gives detailed information on the presence and activities not only of UNESCO but also of other organizations working in the region.

It was observed that only 7 of the 44 National Commissions in the Asia-Pacific region had a website of their own. Towards this end and in order to facilitate the various National Commissions of UNESCO in the Asia Pacific Region to publish information about their activities on the World Wide Web, the Director of UNESCO New Delhi took the initiative and has established 37 websites for remaining National Commissions in the region. The System is now fully operational and allows the National Commissions in Asia Pacific to have their individual websites which are hosted under the UNESCO Knowledge Hub for Asia Pacific Portal (<http://ukhap.nic.in>).

### **Some of the difficulties faced are:**

- Shortage of space in the library
- Since the abolition of the post of Information Officer in 2001 and pending recruitment of the post National Officer (Library and Documentation) of which its incumbent Ms. Sondhi retired last year, the Documentation Centre is understaffed. Mr. Garauv Chadha, assistant to Ms. Sondhi, is working on a SSA contract and continues to take care of routine tasks, as was done earlier. The other responsibilities have been taken over by the Director’s Office. A post of a Librarian/Documentalist and that of an assistant is therefore essential.
- There is no computer terminal for the outside users in the library for browsing the library catalogue and UNESCO databases on Internet.
- For outside users, there is no provision for bulk photocopying as we do not levy any charges for photocopying.

\*\*\*\*\*