

## Report and Summaries of the presentations (Report by Sylviane Wagon with the help of Françoise du Pouget's notes)

This is the third Clearing House Workshop in Paris.

It gathered **24 participants** from the Field Network.

The first Workshop took place in September 1997 and the second in November 2001.

There have been new developments in the field of archives and the library, in particular with the cross-cutting knowledge portal.

### 1) Denise Pelissier opened the workshop with an **overview of the existing UNESCO services**, namely:

The Model Web for National Commissions

The creation of mailing lists : [infocentres@unesco.org](mailto:infocentres@unesco.org)

The Clearing House web : <http://www.unesco.org/infocentres/>

The newsletters sent by e-mail (mass mailing module)

The merge of Unesdoc and Unesbib

The thesaurus becoming more and more important and used as a categorization tool, for example in the Knowledge portal.

Use of new tools to give access to information by end users and non professionals (Albert search engine for example)

### 2) **The Model Web for National Commissions**

The National Commissions have to foster the promotion of UNESCO.

Only 1/3 of National Commissions have a website.

A model website has been designed with very easy building and updating dynamic facilities.

It works with Linux or NT, PHP and MySQL.

The National Commissions are fully responsible for the conception and the updating of their website.

The website may be hosted on a national server or on the UNESCO server. This decision is taken by the National Commission

ERC/NCP and DIT provide help and information to the National Commissions about these new facilities.

### 3) **The Multilingual Knowledge Portal** is the communication tool of the Organization.

It makes the UNESCO website more dynamic and collaborative.

It comprises 15 sub portals, more than 50 databases, 70,000 daily visits.

Carmelita Villanueva (Bangkok) points out the fact that a lot of databases are difficult to integrate with Simplify. It is not absolutely obligatory to use Simplify. Simplify is a good product for news, chats, etc. It is not a very good product for presentations.

Databases and dynamic websites can be interfaced with simplify by using connectors. Given the quickly growing size of the portal, it has to be installed on several servers (farms)

UNESCO is negotiating a global site licence. At the moment, a licence for one server costs 50,000 US\$

### 4) **Archives & Records Management**

The first e-mail was sent in 1991.

In 1998, all correspondence was paper form, only a few e-mails.

By June 2003, 2 million e-mails are sent and received by UNESCO per month.

This is a real challenge for the Archives.

5% at most, have a permanent value, that is 10 000 e-mails a month.

This is a fragile memory. The context has to be preserved to confer authenticity.

Migration to new formats might corrupt the documents.

Joel Bens, Chief Archivist, recommends printing-out important e-mails and keeping them in files.

Within the framework of the "**Electronic Record Management Project**", an intersectoral committee has been created, (but has not yet met), and a specialist is being recruited.

Spontaneous candidatures are deleted after one year, if they do not correspond to a post.

How long should information be kept for?

When decide to destroy ?

Sharing knowledge means using accumulated experience and ensuring easy access to information.

Cultural heritage represents 80% of the archives requests (theses).

This is a question of internal organization, standards and information (manual guides).

We should draw attention to the value of what we are doing to-day.

We should raise awareness : where it comes from ?

How we contribute to the development of UNESCO as a knowledge Organisation ?

How do we make the information accessible ?

There are some legal rules in particular for financial information.

But there are Eastern and Western values.

The recommendation is clarify before destroy, not to destroy without a specific mission.  
If in doubt, ask the Archives.

There is a lack of awareness in the Field Offices.

They have more urgent priorities.

They are not well equipped (space) to manage archives.

The Archives are at the disposal of the Field Offices regarding e-mails, visits being excluded for financial reasons.

Headquarters keep the records for all the secretariats. They are ready to get records from the Field.

But transfer is expensive.

The best solution would be to provide help to the Offices in the organization of their archives.

Rosaline Nijke (Yaoundé) would like to have a Manual Guide of Archives. Jens Boel will prepare Guides.

In a first stage for paper copies and in a second stage for the electronic information.

## 5) CDS/ISIS

Genesis allows the implementation of databases on the web (Genesis web) or on cd-roms (Genesis CD).

14 databases have been implemented with Genesis on the UNESCO website (social sciences, education, IPE, IBE).

Data exchange tools have been developed (CDS/Isis to Excel, Access, MySQL, XML).

Isis Marc is available for Marc like databases (Marc 21 is the new standard of the Library of Congress).

An updated version will be available soon .

A CDS/ISIS web page is available on the UNESCO Portal and constantly updated ([www.unesco.org/isis](http://www.unesco.org/isis)).

It contains CDS-ISIS distributors and an international CDS/ISIS discussion list.

CDS/ISIS is an open source software.

Maria-Luiza Monteiro Bueno e Silva (Brasilia) ask for training sessions.

## 6) UNESDOC

Created in 1995

Multilingual

Fulltext

Direct access to documents

28 000 documents in June 2003

1 million pages

Indexed every night

Active Links, active urls

Paste and cut text and graphics ("T" ..)

Mid 2004 : all documents since the creation of UNESCO will be in full text.

## 7) UNESCO Thesaurus

Two printed versions one in 1977 and another in 1995.

CD-rom updated every year.

6000 terms in English, Spanish and French

The English and French versions have descriptors, synonyms and scope notes.

The Spanish edition has only descriptors (project to complete it in 2004).

As many synonyms as descriptors.

Synonyms appear in the permuted list.

Printed edition on-line : [www.ulcc.ac.uk/unesco](http://www.ulcc.ac.uk/unesco) (University of London)

Web version : <http://databases.unesco.org/thesaurus/>

**Developments :**

- English and French version on CD-rom (end 2003)
- Automatic translation of descriptors (2003)
- Full Spanish version on line (2004)

## 8) Education

3 Winisis databases

- Educational facilities
- Preventive Education
- Themes of Education

THE UNESCO Catalogue of freely distributed documents is edited every two years.

Education website with Simplify.

<http://www.unesco.org/education/>

<http://databases.unesco.org/education/>

## 9) SHS

Social Sciences

1974 : creation of the Dare databank

Thematic subsets :

- Human rights
- Migration
- Peace
- Poverty

Dare on Winisis

Website with Simplify.

<http://databases.unesco.org/dare/form.shtml>

[http://portal.unesco.org/shs/en/ev.php@URL\\_ID=1396&URL\\_DO=DO\\_TOPIC&URL\\_SECTION=201.html](http://portal.unesco.org/shs/en/ev.php@URL_ID=1396&URL_DO=DO_TOPIC&URL_SECTION=201.html)

## 10) IAU

University Life & Higher Education Policy & Systems & Degrees & Diplomas

HEDBIB : bibliographic database

WHED : the World Higher Education Systems on CD-rom (published each year in September)

<http://www.unesco.org/iau>

## 11) IIEP

Educational policy-making, planning and management.

The Documentation Resource Centre is 40 years old.

Epidoc database (Winisis/Genisis) has 17 000 references and is rich in grey literature..

IIEP publications are available free of charge (download).

<http://www.unesco.org/iiep>

## 12) Round table : the function of documentation with the increasing usage of ICT's

### Mauro Rosi

The situation is very similar to that of 50 years ago.

You do not find plenty of documents.

Users have to spend time searching.

Documentation Centres are organized in an old-fashioned way with plenty of tables and some computers.

We can find some e-documents.

But we are adapting ourselves too slowly to ICT's.

All documents are available both on paper and online.

As regards the allocation of resources, we should invest more to be able to find more documents online.

It is not so easy to find documents in UNESDOC with two hours training.

Why are databases so diversified ?

We should know more about the profile of the users and adapt ourselves to them.

### Denise Pelissier

We do not market the available electronic resources in the Library enough.

### Petra Van Den Born

It is difficult to explain Unesdoc or Unesbib.

It is difficult to transform a documentalist/librarian in a request facilitator and should stimulate people to do the work by themselves.

### Maria-Luiza Monteiro Bueno e Silva

What is our role ?

What are we ?

#### *On the Info Super-Highway ,*

In a populated world of

events, news, publications, documents, databases, infocentres, softwares, websites, portals, searching engines, e-mails, discussion groups, virtual world ...

the **information specialist is the co-pilot.**

The **user is the pilot.**

What do users expect from us ?

We have to tell people we are there.

It is hard to explain what we, librarians, do.

#### ***We are the product of an educational training process.***

Schools and school libraries

Community public libraries

Critical thinking development

Information use skills

Reading skills

Research training

Tools

Pleasure

#### ***What is our role ?***

Administrator managers

Educators

Facilitators helpers

Indicators

Information & knowledge communicators

Information & knowledge promoters

Information controllers

Information finders

Information organizers

Information selectors  
Instructors  
Knowledge builders  
Knowledge preservers  
Public relations  
Quality controllers  
Statisticians

**We need the cooperation of**

Organization support  
Technical and technological support  
Users support

**We appreciate**

Awareness  
Professional respect  
Professional recognition  
Recycling  
Training

**We have to be armed with**

Patience  
Politeness

**Denise Pelissier**

32C/5 : 3 scenarios

In one of them the Library is suppressed.

UNESCO, the intellectual agency of the United Nations would have no library!

The general management think they could find information by themselves.

We have to convince them of the strategic importance of a library and of the skills of our information professionals that can be easily used for Knowledge Management.

**Lina Khamis**

We have to change.

People respect what has to be paid for.

US specialized information is highly paid.

**Gloria Alberti**

We are facilitators

**Lina Khamis**

We have to plan for the future.

The new generations, they do not talk, they use the internet.

**Mauro Rosi**

Do not explain what you do.

Show figures.

**Sergey Karpov**

We are information providers

**Carmelita Villanueva**

The functions of the librarian varies.

Less and less people ask for a book.

They ask for developing a database or a website.

Cataloguing and classification are subcontracted.

**Shaukat Mughal**

Users have access to internet .

We should keep something.

Without users we are nothing.

**Denise Pelissier**

We have to find ways to advertise our services.

For example, at the UNESCO library, we publish "the topic of the month".

Other ideas can be found that correspond to users needs.

**13) Recent developments in some field units**

- IBE - International Bureau of Education Geneva, Véronique Debellemanière

3 themes : international, national, regional  
Bibliographic databanks are online (buttons).

<http://www.ibe.UNESCO.org/International/Databanks/dba.htm>

The thesaurus has been updated and is available on the website.

<http://www.ibe.UNESCO.org/International/DocServices/Thesaurus/theshome.htm>

2 millions visitors per month on the website

<http://www.ibe.UNESCO.org/>

• **Bangkok, Carmelita Villanueva**

Information Programme Services

<http://www.UNESCObkk.org/ips/>

- Main library (website, virtual library, training, bibliographic database)
- Clearing House on Population Education
- Clearing House on ICT for Education
- Clearing House on HIV/AIDS for Education

The databases are available online on the website.

<http://www.unescobkk.org/ips/search-pop.htm>

The search of the month is available on line.

<http://www.UNESCObkk.org/ips/som.htm>

• **Jakarta, Rosinta Hutauruk**

Rosinta pointed out the difficult relationship with a web consultant, who was not at all familiar

With librarian world and CDS/ISIS.

<http://library.un.or.id/>

**14) ICOMOS – International Council of Monuments and Sites**

The Documentation Centre was created in 1965 and is the primary repository of the World heritage sites and monuments.

The Icomos bibliographic database (Winisis) is available on CD-rom and on the internet.

<http://database.unesco.org/icomos>

<http://www.international.icomos.org>

**15) ICOM - International Council of Museums**

A Winisis bibliographic database cannot be consulted on the web but only on the UNESCO databases CD-rom.

<http://icom.museum/francais.html>

**16) Towards a renewed website**

With an improved visibility of UNESCO.

The first generation website had in 2002, 1,5 million outside visitors per month (professionals, decision-makers, academics, students looking for official documents). A visitor spent around 8 minutes on the site and 1 minute per page. The website was a window on UNESCO.

The second generation portal offers a multitude of services. It gives access not only to documents but also to communities and interactive services.

It has a thematic organization, a graphic and ergonomic coherence. The themes on the left, the news on the right, the banner on the top and the content in the middle.

When you look at a web page you go first to the top left point and you scan along the diagonal to the right.

The banner is not a logo, it is a style.

It is built using the Simplify software.

The basic recommendation is to concentrate on the quality of the content.

Flashing is counterproductive.

<http://portal.unesco.org/webhelp>

login : help

password : help

**Carmelita Villanueva**

The Bangkok website has a different look. Should we move to Simplify ? Which advantages does Simplify offer?

A connection facility thanks to the compatibility.

**Véronique Debellemanière**

BIE has tested Simplify on the AIDS website with the help of UNESCO. BIE has to rely on UNESCO to make any change. It does not have enough autonomy. If BIE had a license how much would it cost ?

**Denise Pelissier**

UNESCO HQ has one license. We are in discussion with the editor Tomoye regarding performance problems. There are long delays are to get the responses. Simplify is a sophisticated tool (see also 3).

**15) BFC Information and Communication Tools**

The unique information source on Field Offices is on the web *UNESCO Worldwide*.

With Simplify you can update telephone numbers and addresses immediately.

**Véronique Debellemanière**

Is there a workshop for webmasters ?

**16) Internet/intranet connections from Unit away from Headquarters to Headquarters**

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**16) Interagency activities : UNCAPS (<http://uncaps.unsystem.org/>), CONSORTIUM**

All information about sharing & cutting down the price of electronic resources.  
A new list of subscriptions in 2004.  
Nature, Science on line (trial period July 2003)  
Direct lines to ICC Genève (World Bank daily)  
The contact is Liane Barsony.