

TIER II STANDARD FOR LIBRARY AND INFORMATION SPECIALISTS

INTRODUCTION

1. This grade level standard illustrates the application of the ICSC Master Standard (Tier I) to a specific field of work of the United Nations common system: **Library and information specialists**. It is divided into three sections:

- Definition of coverage;
- Summary factor rating chart;
- Grade level descriptions of typical duties and factor-by-factor evaluation rationales.

2. The Tier II standard for Library and information specialists was developed in consultation with the representatives of the organizations and the staff taking into account existing organizational structures and job descriptions of the United Nations common system. In the fall of 1991, a preliminary draft was prepared by the United Nations, the lead agency. On 25-26 November 1991, an interagency Working Group composed of classification specialists of the United Nations, ILO, FAO, UNESCO, WHO, PAHO and ITU, substantive specialists of ILO, WHO, UNESCO and the ICSC secretariat, as well as a representative of CCISUA, met to review preliminary draft. Two subsequent drafts were submitted by the ICSC secretariat for review in July 1992 and August 1993. The final draft was reviewed and endorsed by the CCAQ Sub-Committee on Job Classification at its twentieth session in September 1993.

3. The standard was promulgated by the Chairman of the International Civil Service Commission by delegated authority of the Commission on 20 October 1993.

I - DEFINITION OF COVERAGE

4. This section serves to confirm the appropriateness of the job to the occupational category and field of work. The coverage of the standard is defined by reference to (a) the Common Classification of Occupational Groups (CCOG) narrative description of the field of work; (b) a listing or description of occupations specifically excluded from the standard; (c) further clarification

of the distinctions between Professional and General Service work in the field of work; and (d) technical, organizational or other issues which are specific to the field of work.

A. Inclusions - CCOG definitions

5. The field of work described in this standard is defined by the Common Classification of Occupational Groups (CCOG) as follows:

1.C.03. Library and information specialists

Design, adapt, establish, develop, operate and manage general and specialized library and information services, systems and networks in support of the programmes of the Organization; develop systems and policies related to collection development and management of library materials; analyse and organize (abstract, index and catalogue) information resources for effective retrieval through on-line or manual catalogues, and bibliographic or other databases; create and maintain thesauri, authority files, as well as other printed and electronic information products, current and support files; design and conduct training programmes and provide technical assistance in the use of information resources and systems; provide reference services and information products; promote information services through presentations, newsletters and other public awareness products and training programmes; promote international exchange of information and support the information needs of developing countries by designing systems which enable them to have access to the collections or part of the databases.

6. The work of library and information specialists includes the following three main functional areas: collection development (1.C.03.a), organization of information (1.C.03.b) and dissemination of information (1.C.03.c). Principal functions and activities related to each area are described below. It should be noted, however, that the functional areas are not mutually exclusive and that, depending on the individual organizational context, some of the functions (e.g. technical assistance) could be placed in more than one functional area. As a result of the introduction of new technologies, new functions have been developed, linked to computerization and the coordination of related systems. The design and implementation of information systems and new information technologies related to libraries and information networks can also be found in all three areas.

7. These functions are reflected in the revised description of occupations given below.

1.C.03.a. Collection development specialists

Develop and manage the collection through the identification, selection, acquisition and retention of information in all formats, such as books, documents, audio-visual material, periodicals, maps, diskettes, magnetic tapes, CD-ROM, commercial databases etc.; develop guidelines and procedures for collection development; monitor the quality of the collection for comprehensiveness

and relevance to the needs of the Organization; select vendors, negotiate services and establish gift or exchange programmes, and evaluate their performance; manage the physical organization and maintenance of the collection, including special programmes and systems for the preservation of materials.

1.C.03.b. Cataloguing, indexing and abstracting specialists

Create, develop and manage bibliographic and other databases, manual files, on-line catalogues, etc. to organize information and provide bibliographic control; analyse and describe information in its various formats (books, documents, audio-visual materials, periodicals, maps, CD-ROMs and other print and non-print materials, etc.) to be catalogued, indexed and/or abstracted according to established standards; identify subject concepts from that material and interpret them into controlled vocabulary terms, and assign other appropriate access points; develop, adapt and maintain appropriate classification systems, authority files and thesauri; provide Cataloguing-in-Publication (CIP) for publications issued by the Organization.

1.C.03.c. Reference and information dissemination specialists

Design, organize and maintain reference collections and information services by analysing users' needs and assessing available resources and technologies; identify relevant material; instruct users in the use of the collection, develop and conduct training programmes in the use of information resources, research methods and the development of local networks; create general and specialized information products in all formats for dissemination to other institutions and utilization by users; design and manage circulation, inter-library loan and document delivery systems.

Additional information on the field of work described in this standard is provided in annex I.

B. Exclusions

8. This standard does not include:
- (a) Posts with the main focus on the appraisal, conservation and storage of documents or other collections, e.g., archivists (1.C.01.) or curators (1.C.02);
 - (b) Posts which deal with information not as a source but rather as a means to meet other, specific purposes e.g., industrial property information specialists (1.C.06.) or public information specialists (1.A.08.);
 - (c) Posts which specialize primarily in other technical and substantive fields of work that also require limited knowledge of the work of the disciplines of library and information science, such as, computer information systems specialists (1.A.05.);

- Records and documents administrators (1.A.23.);
- Terminologists (1.0.05.);
- Editors (1.O.02.); and
- Sales specialists (1.K.03.).

9. In some offices collections of documents are maintained for use in the office or for dissemination. Associated work involves organizing and utilizing information resources, usually following clear guidelines and instructions of a supervisor. Personnel responsible for executing these tasks do not have responsibility for collection development policy, or for designing or making decisions regarding acquisition, or systems used. These posts do not belong to the Professional category and are not covered by this standard.

C. Guidelines for distinguishing between Professional versus General Service work

10. Professional work in the field of library and information science involves analytical, evaluative, conceptual, interpretative and creative responsibilities for the planning, organizing and management of information and library services. This requires: (a) the development and interpretation of policies and procedures as they apply to library and information services functions; (b) the analysis of problems in the area of library and information services; (c) the development and application of solutions and the evaluation of their effectiveness; (d) the application of knowledge, principles and specialized skills normally acquired through the completion of library and information science studies at the advanced university level.

11. General Service work involves arranging, maintaining and utilizing information resources, usually following clear guidelines and established procedures. It does not involve responsibility for collection development or the determination of systems used. General Service work involves various assignments which can be performed by applying clerical and technical expertise acquired through in-service training or formal technical training.

12. The following guidelines, while not exhaustive, provide further clarification of the distinction between Professional and General Service work:

1.C.03. Professional library and information jobs require: (a) knowledge and application of principles of library and information science for identifying, evaluating, selecting and maintaining appropriate information resources and providing access to them; (b) knowledge and application of principles and practices for the organization of such resources as well as application of communication skills required for effective retrieval and dissemination; (c) knowledge and

application of information technologies for the design and development of data bases, information systems, products, services and networks; as well as the establishment of guidelines, procedures and standards; (d) the application of management principles to the creation, operation and evaluation of library and information services.

2.C.03. General Service library and information jobs require: (a) performing record-keeping, processing and other support operations according to established methods for the procurement, maintenance, preliminary cataloguing of materials, and preliminary reference services; (b) maintaining support files for the acquisition, cataloguing and circulation of library materials; (c) performing operations relevant to the storage, retrieval, distribution and preservation of library materials; (d) utilizing software packages for library use to input data, update and maintain information files, access and manipulate data according to prescribed guidelines.

D. Issues in the field of work

13. The field of work described in this standard includes those previously described in the Common Classification of Occupational Groups (CCOG) under Librarians (1.C.03.) and Information network specialists (1.C.07.). As a result of the increasing introduction of new technologies in the library and an extension of the service role of the library/information centre, the existing definition of librarians is changing; the task is now viewed as actively seeking to bring information and its users together. Earlier occupational definitions of librarians focused on the role of the librarian as caretaker of information; greater emphasis is now placed on the pro-active role of the librarian and information specialist as information provider. Often, the work of librarians involves extensive use of computerized technology and information networks, overlapping with the role of the information network specialists. Librarians as well as information network professionals are concerned with knowledge and information in their many forms - their identification, selection, acquisition, preservation, analysis, organization, interpretation and dissemination, and with assistance in their use. Subject areas dealt with may be of a highly specialized or multidisciplinary nature. These definitions have therefore been merged into a new occupational group, 1.C.03: Library and information specialists.

14. No posts at the P-1 level were found to exist at the time this standard was developed and no description for this level has been included.

15. Significant changes are presently occurring in the field of information science. The role of librarians as evaluators, producers and disseminators of information has been expanded while the more traditional function of collection, organization and preservation of information continues. This expansion has been influenced by and made possible through the ability of the library and information specialists to exploit advances in technology.

16. The concept of information is evolving rapidly and the contribution of library and information specialists is increasing in the production of information, the marketing of information services and the selective dissemination of this information to users.

17. In the United Nations common system, libraries must provide access to an increasingly varied body of information, including numeric, full text, image and bibliographic data, using sophisticated methods. It should be noted that even though all organizations are moving in this direction, they are not doing so at the same pace. Nonetheless, this standard is applicable to both traditional and new technological environments.

18. New information and communication technologies and the development of new international standards for the storage, retrieval and exchange of data have led to increased cooperation among information specialists to improve access to information and to share information resources. Endeavours to forge partnerships among libraries and related information networks of the common system, as well as between complementary services within the Organization will result in cooperative efforts and integrate information services in the activities of the organizations. For example, the production on automated systems of the full text of documents could be tied to detailed indexing and access provided by the library, and greater bibliographic control could be achieved by creating a link between the library's accession files and the record control files of document control offices.

19. In a library which provides information on a wide range of subject matter, library and information specialists usually perform more specialized library/information management functions covering a wide range of subject areas. At the same time, some functions may require knowledge of a substantive field as well. In some organizations which have scientific or specialized information requirements, knowledge of the relevant field may also be needed.

20. The semantic problems encountered in defining the profession are the reflection of changes taking place in this field of work. A glossary of terminology used in this standard is included in annex II.

II - GRADE LEVEL DESCRIPTIONS AND EVALUATION RATIONALES

P-2 GRADE LEVEL

A. Description of typical duties

Library and information specialists at this level work under the supervision of a senior Professional. They normally specialize in one area described below and are responsible for reviewing and recommending materials for inclusion in the collection, verifying accuracy of information on requisitions, preparing bibliographic descriptions, analysing, abstracting and indexing materials in accordance with guidelines, and assisting clients in the use of information collections. Typical responsibilities at this level require that the incumbents:

- Review a variety of sources to identify appropriate materials which meet the information needs of the Organization and its information clientele; review and recommend material for inclusion in the collections; verify the accuracy of information on incoming requisitions; maintain gift and exchange agreements; monitor the performance of vendors and exchange partners and recommend changes where necessary; identify and withdraw material in accordance with collection and retention policies.
- Provide complete bibliographic descriptions of items to be added to the collection by identifying bibliographic elements and determining choice and form of entries; analyse the content of documents and publications and other material in order to identify and select significant concepts which are judged to be the most relevant for the user; translate these concepts into terms of controlled vocabulary; compose annotations and/or abstracts of the content of material; propose new name headings for the authority file; propose new terms for the controlled vocabulary to represent new concepts; identify the predominant subject of an item to determine its place in a classification scheme; review bibliographic citations and indexing obtained from external sources for inclusion in internal databases.
- Provide reference services by searching easily accessible sources such as collections, searching internal and external databases for delivering information relevant to specific user requests; review and recommend material for inclusion in reference and special collections; make recommendations to senior library and information specialists regarding the creation of reference tools, and the compilation of bibliographies using manual and computerized techniques which serve the information needs of the institution.

B. Factor rating rationales

I. PROFESSIONAL KNOWLEDGE

H. Theoretical knowledge

A level of theoretical knowledge equivalent to that obtained through an advanced university degree in the field of library or information science. Knowledge of automated information systems as applied to libraries and/or information networks.

V. Practical experience

Professional experience in library work or information network administration for one to five years at the national level or up to two years at the international level.

D. Language knowledge

Proficiency in one working language and in one additional language relevant to the job.

II. DIFFICULTY OF WORK

H. Individual contribution

Review and identify material of interest to the Organization and its information clientele. Review unsolicited material (gifts) from a wide variety of sources to determine its usefulness to the work of the Organization. Catalogue and index material published in a variety of languages. Compose annotations and abstracts. Analyse subject matter, identify concepts and express them in terms of controlled vocabulary for retrieval purposes. Interpret a complex set of cataloguing rules for bibliographic description and propose modifications to meet the library or network's specific needs. Analyse the needs of clients and utilize knowledge of the Organization's structure and activities, the library or network's collections, and of other internal and external sources to identify, research and compile specific information.

V. Complexity of assigned work

Work requires a general understanding of the information needs of the Organization and its information clientele in order to identify relevant material and to recommend efficient ways of obtaining materials for the collection. Subject analysis is a decision process involving discrimination and problem solving and requires that the incumbent possess knowledge of a variety of subject areas relating to the Organization or in-depth knowledge of a specific field,

as well as the ability to interpret data and information and to determine the level of exhaustiveness and specificity necessary to provide complete and precise subject coverage. Analysis and research to answer queries require a knowledge of available information sources either in a wide variety of subject areas or in-depth knowledge of a specific subject, and the ability to identify and interpret data and information through the use of a variety of information tools.

III. INDEPENDENCE OF WORK

H. Guidelines

The work is generally guided by established library or information network policies and practices and by administrative guidelines and instructions. Existing library and information network system manuals and cataloguing, indexing and abstracting rules and standards are applied.

V. Supervisory controls

The incumbent works under the guidance of a senior library and information Professional with whom problems are discussed when they arise. Specific instructions are provided for new or difficult assignments. End products such as bibliographic records, abstracts, recommendations for acquisition and bibliographic searches are reviewed for relevance and accuracy.

IV. WORK RELATIONSHIPS

Internal

H. Skill

Answer research questions, disseminate information, instruct users on use of information resources; consult with other library units on the provision of information services. Clarify information with regard to requested materials. Exchange information with colleagues on methods, policies and search strategies. Request information and documentation on organizations' activities.

V. Importance

Contacts are maintained with staff of other offices of the Organization, occasionally also with staff of other duty stations. Frequent contacts with other units in the library or information network.

External

H. Skill

Advise on approach to research and dissemination of information. Clarify information with vendors regarding requirements for procurement of materials. Request feedback on quality of information disseminated for subsequent evaluation.

V. Importance

Contacts described above are with representatives of permanent missions, governmental and non-governmental organizations, staff members of other organizations of the United Nations system, vendors and members of the general public to exchange information on the availability of information materials and to provide advice on research methods and search strategies. The contacts impact on the work of the unit.

V. **SUPERVISORY RESPONSIBILITY**

H. Responsibility for support staff

Normally, there is no supervisory responsibility at this level.

V. Responsibility for Professional staff

Does not supervise the work of Professional staff.

VI. **IMPACT OF WORK**

H. Effect on work

Decisions taken pertain mainly to individual cases and methods of work, such as determining the source of information in answering specific requests; deciding on appropriate procedure to apply when identifying new material for the collection and on which rules or information tools to use when drafting annotations and indexes and

providing bibliographic descriptions. Recommendations are made to the supervisor regarding selection and withdrawal of information material, introduction of new terms for the controlled terminology or the creation of reference tools.

V. Consequences of Errors

Inadequate reference services to users may contribute to loss of quality, or of users' time. Errors in cataloguing, indexing and abstracting result in loss of time to the work unit for correction. Undetected errors could lead to inefficient or inaccurate use of the information available in the library or information network. They also affect the content and quality of the information base of the library and/or information network as well as ease of retrieval. Recommendations concerning inclusion of materials in the collection may affect the quality and currency of the collection. Providing accurate and timely processing of information affects the work of other library and/or information network units.

P-3 GRADE LEVEL

A. Description of typical duties

Library and information specialists at this level are responsible for the selection and acquisition of materials for the collection; for the analysis, processing and organization of information according to generally accepted rules and the Organization's special needs; for the provision of reference services to clients and constituents, and for implementing and managing systems and upgrading technical expertise of the staff. Responsibilities at this level may include supervision of Professional and General Service staff and require that the incumbents perform the following range of duties:

- Collection development duties and responsibilities include all those found at the P-2 level, plus: Select material for the development of collections; coordinate selections and departmental requests for materials, ensure their accordance with collection development policies, and recommend appropriate procurement methods; initiate and maintain gift and exchange agreements; evaluate performance of vendors and exchange partners and initiate changes where necessary; suggest establishment of additional guidelines for collection development taking into account the needs of the Organization; for the purposes of technical cooperation, provide tools that can aid regional and other institutions in selecting and ordering new material and cataloguing and indexing of this material; inform institutions in the regions of available services for ordering such as revolving fund.
- In addition to work performed at the P-2 level, incumbents at this level catalogue, abstract and/or index material of greater complexity, i.e., documents of a scientific and technical nature requiring in-depth treatment of subject matter or documents of a politically sensitive nature; make recommendations for modifications to computer programs and on the application of cataloguing/indexing tools, rules and procedures; produce Cataloguing-in-Publication (CIP) for publications issued by the Organization; produce bibliographic records in printed and electronic format for distribution; ensure consistency and accuracy within records and in relation to the related databases; review and validate input received from participants in decentralized systems.
- Utilize the collections, internal and external database services, and other available sources, and knowledge of the Organization to provide the user with reference services; organize, plan and carry out search and retrieval of information relevant to user requests

by analysing information needs; evaluate adequacy of existing reference tools and develop new tools using both manual and computerized techniques; instruct users in the use of the collection and assist them in locating relevant material; provide training in the use of resources and research methods; review and recommend material for the development of the reference and special collections; make recommendations for the development of the collections, and make suggestions regarding cataloguing and indexing practices; maintain communication with networks in the relevant fields and with associations of library and information specialists.

- Manage various installed systems and ensure coordination among them; implement new systems and utilities; upgrade technical expertise of the staff.
- Depending on the organizational structure, may supervise work of one or more Professional staff and/or support staff assigned to the area of work.

B. Factor rating rationales

I. PROFESSIONAL KNOWLEDGE

H. Theoretical knowledge

A level of theoretical knowledge equivalent to that obtained through an advanced university degree in the field of library or information science or in a relevant substantive field supplemented by an advanced degree in information. Knowledge of automated information systems as applied to libraries and/or information networks.

V. Practical experience

Professional experience in library work or information network administration for five to eight years at the national level or three to five years at the international level. Practical experience should include a specialization either in one functional area of library work, in general library management or in the substantive technical field serviced by the network.

D. Language knowledge

Proficiency in one working language and in one additional language relevant to the job.

II. DIFFICULTY OF WORK

H. Individual contribution

Review and identify material of interest to the Organization and its information clientele. Evaluate and decide on the most expeditious method of acquiring material from a variety of suppliers. Review unsolicited material (gifts) from a variety of sources to determine its usefulness to the work of the Organization. Catalogue, index, annotate and/or abstract specialized or problematic material published in a variety of languages. Express concepts in terms of controlled vocabulary for retrieval purposes. Interpret a complex set of cataloguing rules for bibliographic description and propose modifications to meet the library or information network specific needs. Coordinate a complex series of clerical operations necessary for the proper tracking of the material until it is available in the collection. Analyse the needs of clients and utilize knowledge of the Organization's structure, the library or network's collections, and of other internal and external sources to identify, research and compile specific information.

V. Complexity of assigned work

Work requires a general understanding of the information needs of the Organization and its information clientele in order to identify relevant material from a wide variety of sources. Incumbent resolves problems regarding the supply or non-supply of material, being sensitive to political and economic conditions which may affect the supply of publications. Subject analysis is a decision process involving discrimination and problem solving and requires that the incumbent possess knowledge of a variety of subject areas relating to the Organization or in-depth knowledge of a specific field, and the ability to interpret data and information and to determine the level of exhaustiveness and specificity necessary to provide complete and precise subject coverage. Analysis and research to answer queries require either knowledge and proper use of available information sources in a wide variety of fields or in-depth knowledge of a specific subject, as well as the ability to identify and interpret data and information through the use of a variety of information tools.

III. INDEPENDENCE OF WORK

H. Guidelines

Guidelines are provided in the form of administrative directives and instructions of the library and/or information network, manuals, thesauri, standards for bibliographic description, cataloguing rules, indexing and abstracting standards. Interpretation of and

deviations from these guidelines are sometimes required in dealing with unusual and complex situations (e.g., treatment of parliamentary material, technical reports and other grey literature).

V. Supervisory controls

The approach is normally developed jointly between incumbent and supervisor. The work is reviewed for soundness of conclusions and judgement in identifying appropriate materials for acquisition, in the provision of reference and information services to clients and in the appropriate analysis and description of information sources as related to cataloguing, abstracting and indexing.

IV. WORK RELATIONSHIPS

Internal

H. Skill

Exchange information with colleagues on approach, policies and search strategies. Request information and documentation on Organization's activities. Advise on questions of research, disseminate information, instruct users on use of information resources; clarify information with regard to requested materials. Bring to the attention of individual users new material which may be of special interest. Arrange for the acquisition of material from organizational departments and other duty stations.

V. Importance

Frequent contacts are maintained with staff of other offices of the Organization both inside and outside the duty station.

External

H. Skill

Request information to ensure reliability of information disseminated. Advise on questions of research, disseminate information, provide training to users in library or network systems. Clarify information with vendors regarding requirements for procurement of materials. Make arrangements for the receipt of material by purchase, gift or exchange.

V. Importance

Contacts are with representatives of permanent missions, governmental and non-governmental organizations, staff of other Organizations within the United Nations system, research and academic community and the media, with specialists of other information systems, with vendors and consultants, as well as with other libraries in the United Nations system, and with members of the general public. Contacts are to exchange information on the availability of information materials produced by the work unit, to exchange bibliographic records and/or to clarify use of compatible standards and formats, to clarify research requests dealing with complex subject matter, and to provide technical assistance to Member States on collections development and the establishment and management of information networks.

V. SUPERVISORY RESPONSIBILITY

H. Responsibility for support staff

Supervises work of a small number of support staff (two to ten).

V. Responsibility for Professional staff

Normally, does not supervise work of Professional staff.

VI. IMPACT OF WORK

H. Effect on work

Decisions on the selection of materials, the production of catalogues, indexes and bibliographic records affect the quality and timeliness of services to individual users and the quality of the information contained in catalogues, bibliographies or other information databases. Proposals for the establishment of additional collection development guidelines and recommendations regarding cataloguing, indexing, annotating and/or abstracting practices, if approved, affect the quality and currency of collections and the usefulness of information. Decisions taken in the process of installing and managing information systems and recommendations concerning adaptations of systems or automated procedures affect the operation of the unit's information systems.

V. Consequences of errors

Errors in judgement regarding selection and procurement of materials affect the quality of the collection development programme and may have financial implications for the Organization. Errors and poor decisions in cataloguing, indexing and/or abstracting of complex materials are difficult to detect and would impair the quality and accessibility of

information in the library or network's catalogues, indexes abstracts and databases. Incorrect use of terminology, particularly in annotations, may lead to complaints by Member States. Inadequate reference services will contribute to loss of time and quality of work for both the Organization and the user.

P-4 GRADE LEVEL

A. Description of typical duties

Library and information specialists at this level may be responsible for organizing a specialized service related to a substantive field, or specialized functions in a library or information network programme. They are responsible for analysing and discussing the information needs of the Organization and its information clientele and making recommendations concerning collection development, organizing the acquisition and exchange of materials, development and production of bibliographic and other databases, development and production of printed and electronic products, developing cataloguing and indexing and abstracting standards and ensuring that they are maintained, and organizing reference services to users. They maintain close contacts with the clients in order to promote and market the information services offered and adapt them to their needs. May formulate and implement projects and provide advice and assistance in setting up, expanding and/or reorganizing libraries or information resource centres. Responsibilities of posts at this level normally include supervision of staff at the Professional and General Service level, and require that the incumbents:

- Coordinate selections and departmental requests for materials to ensure their accordance with collection development policies, and determine appropriate procurement methods; review, select and analyse a variety of sources to identify appropriate materials in order to develop collections; review work related to the maintenance of acquisition order files, serials control files, payment records, and review purchase orders for accuracy; develop the gift and exchange programmes; evaluate the performance of vendors and exchange partners and negotiate changes where necessary; develop guidelines for collection development taking into account the needs of the Organization, its constituents and information clients; evaluate collections to assess their quality in accordance with collection and retention policies.
- Promote and develop internal and external bibliographic and other databases as well as additional files to ensure consistency and accuracy; develop and maintain contacts with database hosts and other external clients for the databases; develop and edit printed and electronic products based on the information in the databases; prepare introductory and

supplementary information; revise work of cataloguers, indexers, and bibliographers at lower levels; analyse and describe, without revision, documents and their contents; verify accuracy of factual information; manage and develop thesauri and authority control files; interpret and adapt cataloguing, indexing and abstracting standards to meet the requirements of documents and specialized material; develop guidelines and instructions for cataloguing, indexing and abstracting policies; develop and maintain contacts with external clients of the databases.

- Develop and coordinate reference services and tools to ensure adequate services and to maximize the utilization of collections; provide internal and external database services, identify other available sources, and utilize knowledge of the Organization to provide the clients with reference service; review and select material for the development of the reference and special collections; plan and oversee the creation and compilation of bibliographies and reference tools, using manual and computerized techniques, to serve the unique information needs of the Organization; support network information activities by specific initiatives: advisory services; training; accessing resources available within the UN system; sharing of resources, etc.; organize the two-way information flow between field staff and headquarters/regional offices or between various members of a network through the implementation of appropriate facilities and methodologies offered by the Organization; provide feedback to management and coordinate a clearinghouse to ensure effective support for information activities in all regions; maintain communication with networks in the relevant fields and with associations of library and information specialists.
- Evaluate applications and cost-effectiveness of services in relation to technology options, and prepare data and recommendations for decision-making, create a link between libraries and related information networks; develop user interfaces and end-user facilities; ensure the public access of the Organization's bibliographic and other databases in various media (print, CD-ROM, diskette, on-line); identify the need for and propose modifications to computer programs; provide advisory and training services.
- Depending on the organizational structure, may supervise work of one or some Professionals and of support staff assigned to the area of work.

B. Factor rating rationales

I. PROFESSIONAL KNOWLEDGE Rating:

H. Theoretical knowledge

A level of theoretical knowledge equivalent to that obtained through an advanced university degree in library or information science or in a relevant substantive field supplemented by an

advanced degree in information. Knowledge of automated information systems as applied to libraries and/or information networks.

V. Practical experience

Professional experience in library work or information network administration for nine to fifteen years including three to five years at the international level. Practical experience should include either a specialization in one functional area of library work, general library management or in the substantive scientific or technical field serviced by the network.

D. Language knowledge

Proficiency in one working language and in one additional language relevant to the job.

II. DIFFICULTY OF WORK

H. Individual Contribution

Coordinate the provision of specialized services of the library or network such as acquisition, cataloguing, indexing or abstracting, and reference services. Evaluate and decide on the most expeditious method of acquiring material from a wide variety of suppliers. Develop acquisition programmes. Edit and produce computerized files and printed products. Analyse and describe complex documents. Adapt standards to deal with specialized issues; analyse the information needs of the Organization, its constituents and information clientele, and organize the development of databases and unique reference tools. Provide guidance to Professional staff at lower levels and review their work.

V. Complexity of assigned work

Identify problem areas of work and propose measures for improvement. This involves matters of substantial intricacy requiring the consideration and adaptation of numerous and complex variables and the development of new methods. Work is either broad in scope, i.e. covering a wide variety of subject matters and/or functions or restricted in scope requiring considerable depth of treatment such as a scientific or technical field. Problems such as the coordination of resources from a variety of network services into a cohesive whole, the promotion of services and the evaluation of new automated systems and technological needs are sometimes difficult to solve.

III. INDEPENDENCE OF WORK

H. Guidelines

Guidelines are provided in the form of administrative directives and instructions of the library or information network, manuals, thesauri, standards for bibliographic description, cataloguing rules, indexing and abstracting standards. Interpretation and adaptation of and deviations from these guidelines are sometimes required in dealing with unusual and complex situations (e.g. treatment of parliamentary material, technical reports or other grey literature).

V. Supervisory controls

Supervisory controls are concerned primarily with the allocation of work. Approaches developed by the incumbent with regard to the evaluation or assessment of the collection, the development of new databases or reference services may be reviewed beforehand by the supervisor. The work is then performed without technical supervision. End products are reviewed for achievement of programme objectives.

IV. WORK RELATIONSHIPS

Internal

H. Skill

Contacts normally require persuasion and advocacy on the part of the incumbent when discussing the needs of the particular functional area and coordinate work with other functional areas within the library or information network; discussing with colleagues approaches, policies, and search strategies; advising on questions related to the work area and coordinating the use of controlled terminology. The incumbent must also bring to the attention of a wide range of users new material which may be of special interest. Arrange for the acquisition of material and provide training in information systems to clients.

V. Importance

Contacts are maintained with various offices of the Organization, including other duty stations, in order to provide support to field libraries or information networks. Frequent contacts with other units within the libraries or networks of the Organization to ensure consistency and reliability of databases.

External

H. Skill

To discuss the content of services, and integrate proposals for change; coordinate acquisition needs and discuss the requirements for procurement of materials. Resolve problems regarding non-receipt of material. Advise on questions of research, disseminate information, provide training in library systems to users. Provide practical advice on setting up library and information network services at the national level and train staff.

V. Importance

Identify and maintain internal and external contacts who can provide information, resources and services required by library or information network clients. Contacts are with representatives of permanent missions, governmental and non-governmental organizations, staff of other organizations within the United Nations system, research and academic community and the media, with vendors and consultants and members of the general public. Contacts are to identify needs of clients and constituents within the framework of overall collection development policy; to ensure the relevance and currency of information products provided by the unit to the needs of external users; to establish cooperative arrangements with other libraries and networks in the development and exchange of information material; and to provide technical advice to members states on collection development and the establishment and management information networks. Contacts influence the work of the unit and also the overall delivery of information services.

V. SUPERVISORY RESPONSIBILITY

H. Responsibility for support staff

Supervises work of two to ten support staff.

V. Responsibility for Professional staff

Supervises work of one to three Professional staff.

VI. IMPACT OF WORK

H. Effect on work

Decisions are taken with regard to the selection of materials for inclusion or withdrawal from the collection, the classification, indexing or abstracting of material, and the selection of

vendors. Recommends and drafts new guidelines which affect the quality and currency of the databases, reference and other collections of the library or network, and the quality and ease of retrieval.

V. Consequences of errors

Errors in judgement regarding procurement and payment of materials affect the quality of the collection development programme and have financial implications for the Organization. Errors and poor decisions in relation to cataloguing and indexing and abstracting standards or in the development and management of the thesauri and authority files impair the quality and accessibility of information in the catalogues, indexes and databases of the library or network. Incorrect use of terminology, particularly in annotations, may lead to complaints by Member States. Dissemination of inappropriate or incorrect information adversely affects the work of staff members, constituents and clients of the Organization and might lead to an incorrect picture of the ability of the Organization to execute its mandate. In certain specialized fields, incorrect information products could adversely affect other information programmes related to the well-being of individuals.

P-5 GRADE LEVEL

A. Description of typical duties

Library and information specialists at this level may be responsible for managing all Library and information network activities in an organization with specialized information needs, or for supervising a group of related functions in a programme covering a diversity of information needs and functions. They make recommendations for policy decisions and supervise other staff at the Professional and General Service levels. Responsibilities at this level require that the incumbents, within the area of responsibility:

- Plan and give guidance with respect to development and provision of services; assess and evaluate databases, products and services, and propose new ways of addressing needs; strengthen coordination of networks or resource management.
- Manage the development of the collection to meet the requirements of the Organization and its information clientele.
- Plan and manage the implementation of new technologies (e.g. databases, CD-ROM products, integrated systems, electronic archival storage, etc.).
- Represent the unit or the library on matters relating to its work and coordinate its activities with other units within the Organization and with activities of centres belonging to the network.
- Plan, develop and organize activities; prepare proposals for the work programme and budget; formulate and implement policy proposals; maintain adequate financial and human resources.

B. Factor rating rationales

I. PROFESSIONAL KNOWLEDGE

H. Theoretical knowledge

A level of theoretical knowledge equivalent to that obtained through an advanced degree in Library and/or Information Science or in a relevant substantive field supplemented by an

advanced degree in information. Knowledge of automated information systems as applied to libraries and/or information networks.

V. Practical experience

Professional experience with increasing responsibility in library work or information network administration in a specialized field for more than twelve years which may include six years at the international level. The work requires thorough knowledge of the work of the Organization and experience in the management of projects and staff.

D. Language knowledge

Proficiency in two working languages of the Organization.

II. DIFFICULTY OF WORK

H. Individual Contribution

Implement the library and information policies of the Organization in the area of responsibility; plan and develop the work of a library or network section or library or network sub-programme. Review work of other professional staff in the section. Analyse quality of services, and develop specific approaches for improvement. Anticipate future information needs for planning purposes; coordinate the work of partner libraries which relate to the information network.

V. Complexity of assigned work

The incumbent is responsible for organizing, providing the framework for and guiding the development of the collections and services. In-depth analysis of the technical requirements for a range of library or network functions and the best way to implement them. This requires thorough knowledge of issues involved and may include problems which are difficult to solve.

III. INDEPENDENCE OF WORK

H. Guidelines

Guidelines are in the form of collection development policies, library or information network system manuals; technical and administrative instructions; or advisory committee

recommendations. Incumbents at this level may establish guidelines for the work in their particular area of responsibility, and have the flexibility to deviate from written policies.

V. Supervisory controls

General supervision is exercised. The approach is developed by the incumbent. The decisions/products are reviewed for attainment of programme objectives.

IV. WORK RELATIONSHIPS

Internal

H. Skill

Provide advice to senior management on programme, resources and policy matters; make recommendations on the activities of the library or network unit; assess information needs and ways to meet these with other departments; discuss problems and seek solutions under final responsibility of a higher official.

V. Importance

Frequent contacts are maintained with colleagues and staff in a wide variety of other departments, and with libraries and network members in other duty stations.

External

H. Skill

Represent the library or network in inter-organizational meetings, international conferences and seminars. Present and discuss the position of the library or network. Provide advice at the governmental level on policy decisions regarding the creation of library and information services.

V. Importance

Contacts are with delegates of member states, senior staff in other United Nations and governmental organizations, academic institutions and the general public. Contacts include the creation of networks of information services at the national, regional and international level in order to strengthen the dissemination of information.

V. SUPERVISORY RESPONSIBILITY

H. Responsibility for support staff

Supervises work of 11 to 25 support staff.

V. Responsibility for Professional staff

Supervises work of four to eight Professional staff.

VI. IMPACT OF WORK

H. Effect on work

Decisions taken with regard to the management and organization of library and information network systems and services directly affect quality, timeliness, accuracy and adequacy of the provision of information services to the clients, constituents and staff of the Organization. Recommendations affect the design of a wide range of integrated library and information programmes, operations and equipment within the Organization and in other organizations belonging to the network.

V. Consequences of errors

Errors would adversely affect the Organization's library and information services, and the quality and cost-effectiveness of library or network services to the Organization and users. In certain specialized fields, incorrect information products could adversely affect other information programmes related to the well being of individuals.

D-1 GRADE LEVEL

A. Description of typical duties

Library and information specialists at this level plan and implement organizational policies with respect to the information resources needed to support the work of the Organization and the requirements of the network involved. The responsibilities of the job require that incumbents:

- Develop medium and long term goals for the programme, establish goals for the annual programme, and ensure adequate financial and human resources to implement the programme.
- Plan, develop, organize and direct library and information services within an organization which deals with a wide variety of subject matters.
- Provide general guidance and overall supervision to methodological and developmental work.
- Provide advice to senior management, and coordinate services with those of related international, national, and private organizations.

B. Factor rating rationales

I. PROFESSIONAL KNOWLEDGE

H. Theoretical knowledge

A level of theoretical knowledge equivalent to that obtained through an advanced degree in the field of library and/or information science and/or a relevant substantive field. Knowledge of information science and its application to library and information work.

V. Practical experience

Professional experience with increasing responsibility in library and information science services and/or a relevant substantive field for more than sixteen years including six to ten years at the international level in the management of information programmes.

D. Language knowledge

Proficiency in two working languages of the Organization.

II. DIFFICULTY OF WORK

H. Individual contribution

Direct, plan, supervise, coordinate and provide authoritative advice on development, formulation, and integration of major policies concerning the library and information services of the Organization. Responsible for continuous improvement of the services and new approaches reflecting developments in the Organization and in the field of work.

V. Complexity of assigned work

Responsible for managerial and planning activities in the library or information network of the Organization. The subject matter is broad in scope as it requires a thorough knowledge and in-depth treatment of the various aspects of work in a library or information network; the ability to identify information needs of an organization dealing with a wide variety of technical programmes and subjects and to find solutions to meet these needs in a rapidly changing and competitive environment.

III. INDEPENDENCE OF WORK

H. Guidelines

Guidelines are in the form of existing collection development policies, library and/or network system manuals; administrative instructions and general guidelines on overall policy objectives of the Organization. These require extensive interpretation when developing new approaches and planning and developing the library and information programme. The incumbent establishes guidelines for the development of new methods or approaches, and provides advice on related guidelines to other areas of the Organization. Incumbents at this level have to develop guidelines and policies.

V. Supervisory controls

General library and information policies and desired results are discussed between supervisor and incumbent. Results are reviewed for attainment of these objectives.

IV. WORK RELATIONSHIPS

Internal

H. Skill

Contacts are to resolve policy and operational problems and to provide authoritative advice with respect to the Organization's library and information programme and with respect to the administration of the library or network.

V. Importance

Contacts are with heads of other libraries or networks in the Organization, and with heads of other functional areas throughout the Organization.

External

H. Skill

Contacts are to discuss requirements, methods and means to improve the library and network information programme, and to provide authoritative advice with respect to new approaches, funding sources, and cooperation agreements.

V. Importance

Contacts regarding policy and operational aspects of the library or network are with counterparts and senior officials in other organizations and governmental services to discuss the overall delivery of the information programme.

V. SUPERVISORY RESPONSIBILITY

H. Responsibility for support staff

Supervises 25-50 support staff.

V. Responsibility for Professional staff

Supervises 9-20 Professional staff.

VI. IMPACT OF WORK

H. Effect on work

Decisions affect the scope, structure, and content of library and information services to the Organization. Recommendations are made on new approaches and methods and would affect the overall information programme of the Organization and network; they also affect the design of integrated library and information programmes and systems of other international, national and private organizations and the coordination of information services.

V. Consequences of errors

Errors at this level would result in inadequate information for the formulation of programmes and policies for the Organization. Technical errors could lead to considerable loss of money and time of the Organization and network, and insufficient services to users.

Annex I

ADDITIONAL INFORMATION ON FUNCTIONS OF LIBRARY AND INFORMATION SPECIALISTS

1.C.03. Library and information specialists

1. Analyse the information needs of the institution and its clientele and design, plan, organize, implement, adapt, manage and evaluate library and information services and systems in support of the programmes of the Organization.
2. Develop, establish and operate an information network for the sharing of operations and resources.
3. Formulate collection development policy and select appropriate information in various formats to meet user needs.
4. Devise, implement, or adapt systems and procedures for acquiring library resources.
5. Develop or implement programmes, systems and policies to ensure the maintenance and preservation of library materials, including the application of appropriate techniques and technologies.
6. Analyse and organize (abstract, index and catalogue) information resources for effective retrieval through on-line or manual catalogues, and bibliographic or other databases (factual, numeric, full text, image etc.).
7. Create and maintain thesauri and authority files to ensure consistency in representation of information and to facilitate retrieval.
8. Create databases and maintain and other printed and electronic information products for individuals and groups of users both inside and outside the Organization and promote their use through marketing of the materials and services.
9. Design, adapt and manage systems for efficient storage, preservation and use of collections.
10. Design, adapt and manage circulation control systems for effective loan of library materials, including inter-library loan.

11. Design, adapt and manage specialized library work spaces such as reading rooms, rare book areas, computer centres, etc.
12. Instruct clients in the use of information resources and systems; develop and administer formal and informal training to enhance the information seeking skills of clients and to upgrade information awareness; create guides to the use of databases or other information products (printed or electronic).
13. Answer reference inquiries, undertake initial research utilizing printed and non-printed materials and on line retrieval from internal and external databases including the use of CD-ROMs.
14. Facilitate and provide access to materials through the creation and compilation of special bibliographies and information products, document abstract services, indexing and specialized search services.
15. Review, evaluate and adapt library and information services, systems and products in response to user needs and requirements for quality control.
16. Identify, evaluate and select external information sources and ensure efficient document delivery.
17. Promote library and information network services through presentations, newsletters and other public awareness products, and training programmes.
18. Design and deliver training, as well as technical assistance programmes to constituents and actively develop projects, tools and information products appropriate to their specific needs.
19. Promote the international exchange of information and support the information needs of developing countries; design or adapt systems for developing countries access to collections or databases (microfiche, CD-ROM) with full-text information where possible.
20. Promote the development, optimization and harmonization of information networks at various levels; identify contributors and selectively solicit contributions; collaborate with inter-governmental, governmental and non-governmental agencies to improve related information services; and promote compatibility of information systems and services.
21. Participate in cooperative projects with other units in the Organization concerned with optical and other types of technologically innovative storage for documentation, CD-ROM and alternative media products combining full text and bibliographic data, etc.

22. Provide consultancy in information management.

The work of library and information specialists includes the following three main functional areas: collection development (1.C.03.a), organization of information (1.C.03.b) and dissemination of information (1.C.03.c). Principal functions and activities related to each area are described below.

It should be noted, however, that the functional areas are not mutually exclusive and that, depending on the individual organizational context, some of the functions (e.g. technical assistance) could be placed in more than one functional area. As a result of the introduction of new technologies, new functions have been developed, linked to computerization and the coordination of related systems. The design and implementation of information systems and new information technologies related to libraries and information networks can also be found in all three areas.

These functions are reflected in the revised description of occupations which are given below.

1.C.03.a. Collection development specialists

1. Develop and maintain the collection through the identification, selection, acquisition and retention of information in all formats, such as monographs, official and non-official documents, audio-visual material, serials, maps, diskettes, magnetic tapes, CD-ROM, commercial databases etc. which meet the information needs of users; provide the technical programmes with tools that will keep them informed of new developments in their field.
2. Develop guidelines and procedures for collection development in conformity with evolving requirements of the Organization through close contact with users; establish channels for financial development, such as funding agreements, resource sharing, extra-budgetary funding; develop procedures for the control and allocation of financial resources.
3. Analyse collections to monitor relevance, currency and completeness of regional, language and subject coverage; systematically weed obsolete materials.
4. Select publishers, distributors and other vendors and establish gift or exchange programmes; monitor and evaluate the performance of vendors and exchange partners; negotiate with vendors for the best possible terms in cost and services.
5. Manage and coordinate the acquisition programme for all types of materials.
6. Manage and coordinate the physical organization and maintenance of the collection, including special programmes and systems for the preservation of materials.

1.C.03.b. Cataloguing, indexing and abstracting specialists

1. Create and maintain bibliographic and other databases, as well as manual and on-line catalogues, etc. to facilitate access to information, organize information and provide bibliographic control; ensure consistency and quality of manual and computerized files through the development and maintenance of quality control procedures.
2. Analyse and describe information in its various formats (books, documents, audio-visual materials, periodicals, maps, CD-ROMs and other print and non-print materials, etc.) to be catalogued, indexed and/or abstracted according to established standards such as the Anglo-American Cataloguing Rules, the ISBDs, the MARC formats, etc.; identify subject concepts from that material and express them in controlled vocabulary terms, and assign other appropriate access points.
3. Interpret and adapt cataloguing, indexing and abstracting standards to meet special requirements.
4. Develop, adapt and maintain appropriate classification systems, authority files and thesauri to organize the collection, maintain quality control and facilitate retrieval.
5. Draft and edit annotations and/or abstracts of the contents of material.
6. Provide Cataloguing-in-Publication (CIP) for publications issued by the Organization.
7. Produce and distribute various types of information (such as bibliographic and other databases, manual and on-line catalogues) in printed and electronic format in support of the needs of the Organization, its information networks, inter-library cooperation programmes, and technical cooperation activities.
8. Develop training materials, manuals and programmes, organize and deliver training in the techniques of cataloguing, indexing and abstracting to in-house and external library, documentation and information systems staff.

1.C.03.c. Reference and information dissemination specialists

1. Design, organize and maintain reference collections and information services by analysing users' needs and assessing available resources and technologies; design and manage reading rooms, on-line catalogue facilities and other special work spaces for users.

2. Evaluate and utilize internal information collections, internal and external databases, and other available information sources to carry out and facilitate searching and retrieval of relevant information.
3. Guide users in locating relevant material, undertake initial research, advise them in the use of the collections and develop and administer training in the use of information resources and research methods.
4. Provide for the dissemination of information to other institutions and users through the creation of general and specialized information products in all formats.
5. Evaluate the effectiveness of reference services.
6. Design and manage circulation and inter-library loan systems.
7. Manage document delivery systems.
8. Develop an efficient referral service by establishing communication networks with information specialists in relevant fields.
9. Provide technical assistance to in-house users, external clients, and information specialists by supplying appropriate tools and training in the utilization of available sources of information and the development of local tools and organize and participate in formal training activities.

Annex II

GLOSSARY

This glossary contains definitions of terms used in the standard. A list of the sources used for these definitions is contained at the end of the document. Reference citations also appear at the end of each definition.

Abstract: An abstract is an abbreviated, accurate representation of the contents of a work without interpretation or criticism. Abstracts may be informative, i.e., containing significant findings, arguments and applications and stating the scope; indicative or descriptive i.e, containing descriptive statements about the contents of the work; or selective, i.e., retaining those parts of the text which are deemed to be of interest to a particular category of users. (ISO 5127, 3.3.1-04 and 3.3.1-07)

Abstracting: The act of preparing abstracts. (UNESCO, 31-01)

Accession files or registers: The chief record of the stock added to a library or collection. It may be in book form, on cards, or in a computer database, and may give a condensed description of the acquisition and history of each item from its reception to its withdrawal. (Harrod, p. 4)

Anglo-American Cataloguing Rules (AACR): A cataloguing code. The first edition appeared in 1966 (North America) and 1967 (United Kingdom). A second edition published in 1978 is the product of a Revision Committee including representatives of the British Library, the Library of Congress, the British and American Library Associations and the Canadian Committee on Cataloguing. The 1988 revised edition contains extensive redrafting of a number of rules. (Harrod, p. 1)

Annotation: A note added to an entry in a catalogue, index, reading list or bibliography, to elucidate, evaluate or describe the subject and contents of the item; it may give the particulars of the author. (Harrod, p. 24)

Acquisition order files: The file containing the record of the items on order or requested by gift or exchange, including information about source of material, vendor, cost and claim information.

Authority files/Authority control files: List or file of authoritative headings used in a catalogue, index, database, etc.; e.g., names of persons, institutions, titles of anonymous works, subject headings, descriptors, cross references. (ISO 5127, 3.2.3.1-10)

Bibliographic control: The creation, development, organization, management and exploitation of records prepared to describe items held in libraries or in information network systems, with an end to facilitating access to them. (Harrod, p. 59)

Bibliographic database: A database containing records made up of bibliographic information and designed to identify and locate relevant items. (Harrod, p. 59) The database may include subject analysis or indexing of the items.

Bibliographic description: A set of bibliographic data recording and identifying an item. (ISO 5127, 3.2.2-01) It is the actual description of the physical elements which uniquely identify the item.

Bibliographic information: Descriptive information about a publication, regardless of format, that serves to identify it. Information may include author, title, publisher, date and place of publication, edition, etc.

Bibliographic record or entry: Set of data elements forming the bibliographic description and the heading(s) for inclusion in a catalogue, bibliography or database. Usually includes classification and/or subject analysis. (ISO 5127, 3.2.2-03) It is the collection of specifically defined character strings, describing one or more bibliographic items treated as one entity in a catalogue or database.

Catalogue: Set of bibliographic records of items in a collection or collections arranged according to certain rules to permit their retrieval. (ISO 5127, 3.2.2-05). The catalogue may be in the form of a bibliographic database, cards, books or other physical formats.

Cataloguing: The preparation of catalogue entries and the maintenance of the catalogue.

Cataloguing in Publication (CIP): The provision of bibliographic information for new books in advance of publishing. The information appears in the item at the time of publishing.

CD-ROM: Compact disc read-only memory. An optical storage device to which data are written once. The user may access information on the disc but may not write to or change it.

Circulation: The loan of books, periodicals or any item from a library or information centre.

Circulation control: The development, organization and administration of systems designed to manage the circulation of materials to users.

Classification: The arrangement of concepts into classes and their subdivisions to express the semantic relations between them; the classes are represented by means of a notation. (ISO 5127, 3.4.1-02)

Classification scheme/system: Documentary language for structural representation of documents or data by class symbols and corresponding terms to permit the classified subject approach with the help, if necessary, of an alphabetical index. (ISO 5127, 3.4.1-03)

Collection development: The process of planning for the acquisition of items for a collection not simply to cater to immediate needs, but to build a coherent and reliable collection to meet the objectives of the Organization. The term denotes a depth and quality of stock, and includes associated activity towards exploitation of the collection through publicity, staff training, etc. (Harrod, p. 145)

Controlled vocabulary/terminology: A list of terms or descriptors that have a fixed and unalterable meaning, and from which a selection is made when cataloguing or indexing data or items. (Harrod, p. 163). *See also* Thesaurus and Indexing.

Copy-cataloguing: The process of taking the cataloguing of one organization and copying it for use by another agency thus avoiding the need for original cataloguing of each item received.

Depository Library: A library in which documents, publications etc. are deposited under certain conditions. (ISO 5127, 1.3.2-08)

Electronic archival storage: Storage of archival data using electronic media, such as optical disc, CD-ROM, databases, etc.

Exchange programme: Programme for the acquisition of materials by an organization resulting from an agreement between agencies to supply documents to one another.

Full text databases: Computer databases which contain the complete text of documents as opposed to catalogues which serve as pointers to appropriate material.

Full/free text retrieval: Sophisticated search and retrieval techniques which allow text information to be searched flexibly and without strict adherence to predetermined index fields.

Gift programme: Programme for the acquisition of materials by an agency without purchase or exchange.

Grey literature: Semi-published material, for example reports, internal documents, theses etc., not formally published or available commercially. (Harrod, p. 275)

Heading: (1) Word or phrase, placed at the head of the catalogue entry and used for retrieval and filing in a catalogue, bibliography or index. (ISO 5127, 3.2.3.1-01); (2) The word(s) or symbol(s) selected from or based on an item in the text, used as an additional part of an entry; this includes any qualifying expression or epithet. Such words or symbols express the subject or idea to which the reference is given. (Harrod, p. 284)

Index: That which specifies indicates or designates the information, contents or topics of a document or group of documents. Also a list of names referring to a document or group of documents. (Harrod, p. 305)

Indexing: Act of preparing an organized or systematic list which specifies, indicates or designates the information, contents of or topics in a document, group of documents, or other types of information sources.(Harrod, p. 304) *See also* Controlled vocabulary and Thesaurus.

Information network/system: An automated system enabling the communication and processing of information across a network and/or in association with network partners. Some examples within the United Nations system include the International Information System for the Agricultural Sciences and Technology (AGRIS), the United Nations Bibliographic Information System (UNBIS), and International Nuclear Information System (INIS).

Integrated library system: An automated package of computer programs to provide for the management of a range of activities and services performed in a library or information centre, in which a core of data is assembled, and used for all required subsystems. For example the circulation control subsystem will use the same bibliographic database as the cataloguing system. (Harrod, p. 317).

Inter-library loan: A cooperative arrangement between libraries by which one library may borrow material from another library. (UNESCO, 31-23)

International Serials Data System (ISDS): An international network of operational centres which are jointly responsible for the creation and maintenance of computer data files with an end to developing an international register of serial publications; defining and promoting use of the ISSN number for identifying each serial; facilitating retrieval of information in serials; establishing a network of communications between libraries, secondary information services and publishers; promoting international standards for the description and identification of serials. (Harrod p. 334)

International Standard Book Description (ISBD): Set of internationally standardized rules presenting the elements of the bibliographic description of a document, their order and the symbols indicating the different elements. (ISO 5127, 3.2.2-13)

International Standard Book Number (ISBN): Number which identifies internationally each book (or each pamphlet) or each edition of a book of a certain publisher. ISBN's are also assigned to material published in different mediums, e.g., CD-ROM, electronic publications. (ISO 5127, 3.2.2-14)

International Standard Serial Number (ISSN): Number which identifies internationally each key-title of a serial publication regardless of publishing medium. (ISO 5127, 3.2.2-15)

Key-title: A name given to a serial publication on the International Serials Data System (ISDS)

Machine Readable Cataloguing (MARC) format: A format developed to provide an international standard for the exchange of bibliographic data in machine readable form. There is a family of MARC formats including UKMARC, USMARC, AUSMARC, UNIMARC, et al. (Harrod, p. 393)

Monograph/monographic publication: A publication either complete in one part or intended to be complete, in a finite number of separate parts, e.g., encyclopedia. (ISBD(M), p. 3)

Online catalogue: See Online public access catalogue.

Online Public Access Catalogue (OPAC): An automated catalogue system. The catalogue is stored in machine readable form, and accessed online by clientele via a terminal or pc and employing user-friendly software. (Harrod, p. 448)

Optical storage: A type of data storage that takes advantage of laser technology to store vast amounts of information. Optical storage media include CD-ROM, videodisc, optical tape, optical card, et al. (Edmunds, p. 520-521 and ACCIS/93/4/Corr.1)

Record control files: The working record maintained by documents control offices to keep track of documents issued, in preparation, symbols assigned, languages available and the responsible issuing departments.

Selective Dissemination of Information (SDI): An automated system of information retrieval for disseminating relevant information to users. Profiles are created to define the area of interest of a client, who is subsequently informed of information available in the area that matches the profile. (Harrod, p. 554)

Serial: A publication in printed form or other format issued in successive parts usually having numerical or chronological designations and intended to be continued indefinitely. Serials include newspapers, periodicals, annuals, journals, monographic series, et al. (ISBD(S) p. 6)

Serials control files: Working records maintained by an organization to control the ordering, receipt, claiming of serial publications. These may be in the form of card files or databases.

Thesaurus: Controlled vocabulary of terms, usually indicating semantic relationships between the terms, which covers one or more specific fields of knowledge. (ISO 5127, 3.4.1-05) *See also* Controlled vocabulary and Indexing.

Glossary sources

ACCIS/93/04/Corr.1: *Optical storage: an overview of the technology and its use within the United Nations System.* Advisory Committee for the Coordination of Information Systems (ACCIS).

Edmunds: Edmunds, Robert A. *Prentice-Hall Encyclopedia of Information Technology.* Prentice-Hall, Englewood Cliffs, N.J., 1987.

Harrod: *Harrod's librarian's glossary of terms used in librarianship, documentation and the book crafts and reference book.* Compiled by Ray Prytherch. 7th ed. Hants, England, Gower, 1990.

ISBD(M): *ISBD(M): International Standard Bibliographic Description for Monographic Publications.* Rev. ed. London, IFLA Universal Bibliographic Control and International MARC Programme; British Library Bibliographic Services, 1987.

ISBD(S): *ISBD(S): International Standard Bibliographic Description for Serials.* Rev. ed. London, IFLA Universal Bibliographic Control and International MARC Programme; British Library Bibliographic Services, 1988.

ISO 5127-1988: Documentation and information vocabulary. In: *Documentation and information.* Third ed. (ISO standards handbook, 1). Geneva, ISO.

UNESCO: *Terminologie of documentation = Terminologie de la documentation = Terminologie de Dokumentation = Terminología de la documentación : a selection of 1,200 basic terms in English, French, German, Russian and Spanish.* Compiled by Gernot Wersig and Ulrich Neveling. Paris, UNESCO Press, 1976

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