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The Journal is directed to an international readership among librarians in government and international agencies, as well as in universities and research institutions. Librarianship is a key subject in a rapidly changing world. Improved practice will help produce economic benefits, and special attention should be given to problems concerning libraries in Developing Countries.

Articles will be drawn primarily from activities conducted within IFLA. But on occasion the Journal will publish articles on specified topics by non-IFLA contributors. Any reader interested in preparing such an article is invited to submit the paper to the Editor. Material on all aspects of librarianship will be considered eligible for publication.

The views and interpretations in articles published are those of the authors and do not necessarily represent the policies of IFLA or ASpB.

Comments or brief notes responding to Journal articles are welcome and will be considered for publication to the extent that space permits.

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AR ✓

UTILIZING ADVANCED INFORMATION TECHNOLOGY TO IMPROVE INFORMATION ACCESS IN THIRD WORLD LIBRARIES

By Isabel Olivera R.

Abstract: A pilot project to demonstrate the validity of two hypotheses was conducted between 1991 and 1993. They involved two recent technological development: the compact disk read-only memory (CD-ROM) and the telefacsimile (telefax) machine, both of which can support effective inter-library cooperation and networking.

This was possible through a joint venture between a developed country library and a developing-country one.

Important results were obtained: significant progress in bibliographic access and document delivery, better information services, and fostering of institutional support for other projects such as integral automation and purchase of equipment and other resources.

A less tangible but not less significant achievement was the involvement of Library staff in a new challenge, that of working with larger resources and contributing to an expanded more visible service.

Introduction

The title of this article is the same as that of the proposal for a demonstration project in Peru, which was a joint venture dream of two libraries. One in the College of Business Administration of Pennsylvania State University, USA and the other one in the Escuela de Administración de Negocios para Graduados, ESAN, Peru, the first business school established in Iberoamerica in the sixties.

These two institutions have a long standing exchange, relation-ship which includes an exchange programme for librarians, exchange of publications and a common interest in international activities.

The proposal aimed to demonstrate, through a Pilot Project, the validity of the following hypothesis:

Two technological developments, the Compact Disk-Read Only Memory (CD-ROM) and the telefacsimile (TELEFAX) machine can support effective interlibrary cooperation and networking, both within third world regions and between third world countries and the United States.

The goals proposed were the following:

- To determine the effects of the CD-ROM and Telefax technologies on information - seeking behaviour of South American students and researchers.
- To demonstrate that the long-standing difficulties which South American libraries have had established networking relationships, can be overcome with the use of these technologies.
- To determine the usefulness of CD-ROM technology in the Latin American context.

It was a very ambitious project for a three one-year stage period that should benefit other select social science libraries in Peru.

Three CDs were selected: The Business Periodical Index, the Social Sciences Index and the ABI Inform. PSU Library offered document delivery support via telefax.

An investment of US\$ 100,000.00 was estimated to cover the cost of workstations, fax equipment, CDs subscriptions, telephone lines, staffing, supplies and other expenses. Both institutions looked for financial support for almost two years, without success.

This failure was a new challenge for both co-investigators on the project, Bruce Bonta (USA/PSU) and Isabel Olivera R. (PERU/ESAN). As an alternative they decided to work in another dimension, trying to carry out a least a Mini-Pilot Project.

Bruce Bonta obtained support from his Library for the document delivery to ESAN via telefax free of charge and a three-year subscription to ABI-Inform as an UMI donation (US\$ 15,000).

In Perú, Isabel Olivera R. obtained a computer and a telefax machine. The information center already had a direct telephone line which was allocated to the telefax. It was possible to obtain a CD-ROM drive through a larger project, ESAN-World Bank.

Now that we have this reference tool in operation and we are at the end of the pilot project, we would like to comment on the results of the application of this technology.

Chronology of the Pilot Project

May - November 1991

ABI on Disk and Proquest software was received in May. Software installation was easy but it was not possible to use it until September because of technical problems with the equipment. It was necessary to switch from a NCR microcomputer which was in use, to a micro Data General 286. UMI Technical Support provided valuable assistance in this first stage.

We also had problems with the transmission by fax, since our Sanyo equipment was not very modern.

It was in September when we started with the structured introduction to the use of ABI. At the beginning this was done with groups (professors, students, clients) and later on a one-to-one instruction basis.

Using ABI was not difficult for the staff because they were familiar with data base use. They were helped by qualified personnel of our Computer Center, ESAN/DATA, to install the data base and also wherever there was a computer system crash.

November 91 - April 92

Document delivery in this period was done by mail because it was not possible to obtain a better fax machine. But the worst problem was the delay in receiving the material by mail from PSU (It took about 25 days).

April - November 92

Direct end users access started as a result of one-to-one instruction.

The Librarian to whom this project was assigned developed a User's guide in Spanish which was very useful.

Document delivery from PSU improved because we started using a mail box in Miami which operates as a courier service.

Another problem we had to face in this period was related to printing. The equipment did not operate very well because of its being obsolete (a IBM Pro Printer XL).

November 92 - April 93

We received Proquest v. 2.5, 2.42, 4.00 and 4.1 and the disks. The software greatly improved the use of the data base which benefited users. The workstation was set up in the Reference Area, open to users 13 hours daily from Monday to Friday and 7 hours every Saturday.

We still have one workstation and customers used the equipment in turns.

Average time of use was 45 minutes per search. Users saved their searches on a diskette which they could take with them.

During this period we noticed that document delivery was still slow and as we only obtained 64% of the articles requested, we started thinking of looking for a second institution as another article supplier.

May - July 93

As we had obtained other CD's in 1992, some of them donated by their publishers, we decided to assess them all in terms of use. We confirmed that ABI Inform continues to be the most useful reference tool for our users.

From 1100 articles retrieved from ABI, ESAN had 39% (431 articles) and we requested 61% (669) (see graph in Appendix).

From 1000 articles retrieved from ABI, ESAN had 38% (376 articles) and we requested 62% (624) (see graph in Appendix).

Comments

The report of this project aims to be a testimony not only of the faith and effort of a group of institutions to develop a joint venture, but also to demonstrate the usefulness of a CD-ROM Date Base of research and teaching purposes in a business school in a developing country.

ESAN is still the only institution in Peru that has ABI-Inform Data Base. We still subscribe to the Research Edition for 1994 and we are sure that it should have a more intensive use.

Access to this reference tool has had a great significance on the introduction of new technology and has encouraged institutional support for other projects such as the automation of our bibliographic data base (1963-1993), now included in ESAN's LAN and, what is more, it has been a open door to information at an international level.

To assess the usefulness of ABI, we first designed a questionnaire which not many users answered. Therefore we decided to conduct interviews with different kinds of customers: students, faculty and external users, allowing them to evaluate the

accessibility to this data base. In all cases we found 100% acceptance and satisfaction.

Although we have only requested 669 articles so far, we feel that ABI has been exploited effectively since we have a good number of articles in our collection. In total we have received almost 3,303 photocopies from PSU.

As an immediate result of having ABI-Inform there were innumerable requests for the original documents referred to in the data base. Most of the sources were not at our Center, therefore PSU support was very important.

All this time we have been using our own periodicals collection, collections from other libraries in the country and from PSU Library. The documents supplied are classified and well used. The benefits for customers have been faster and more sophisticated searchers, and the inexistent barriers to obtain the documents.

The impact on the staff, was an increased workload and the provision of permanent assistance to users. Staff members were very well motivated since they were the first users group.

Good results and the use of new technology have changed the structure of our information services.

The Last Year of the Project

During 1993 we extended the use of ABI to other groups of customers. For that purpose we signed agreements with our library network. The material we could not obtain from PSU or local libraries were requested through other sources, in which case customers paid for the service.

Since access on line is too expensive, CD's offer the best solution to the information gap in developing countries. Therefore we thought that this experience had to be made known, particularly to colleges and other institutions. In order to achieve this, we organized several meetings with potential users. Results have to be measured in 1994.

The graphs in the appendix illustrate the use of ABI - Inform from June 91 to December 1993.

Conclusion

When the pilot project was set up in 1991, our Center had scarce resources. On 1993 we had:

- A CD-ROM Workstation
- Several Personal Computer based bibliographic workstations
- Access to wider data bases
- A Telefax machine Sanyo Sanfax 100
- A Mail Box in Miami
- A LAN
- A telematic network
- Access to Internet

And in synthesis, a promising future for our information services, but the most important thing: we have changed their structure.

ABI - Inform in ESAN/CENDOC has been the key event of the past three years, it is a successful project that will also enable Information Services to open a new retrieval and re-packing services for our faculty members and business community customers. Those services showed provide useful information and save their time.

For 1994, we will be using a computer faxcard, improving our printing resources and having more alternatives to obtain the material we need, through other academic contacts and accessing Internet.

We have to expand our workstation number or optimize the use of ESAN's LAN keeping CDs in a remote server.

This network will allow for a longer number of users, lessen problems of security and it will solve the problem of having just one workstation.

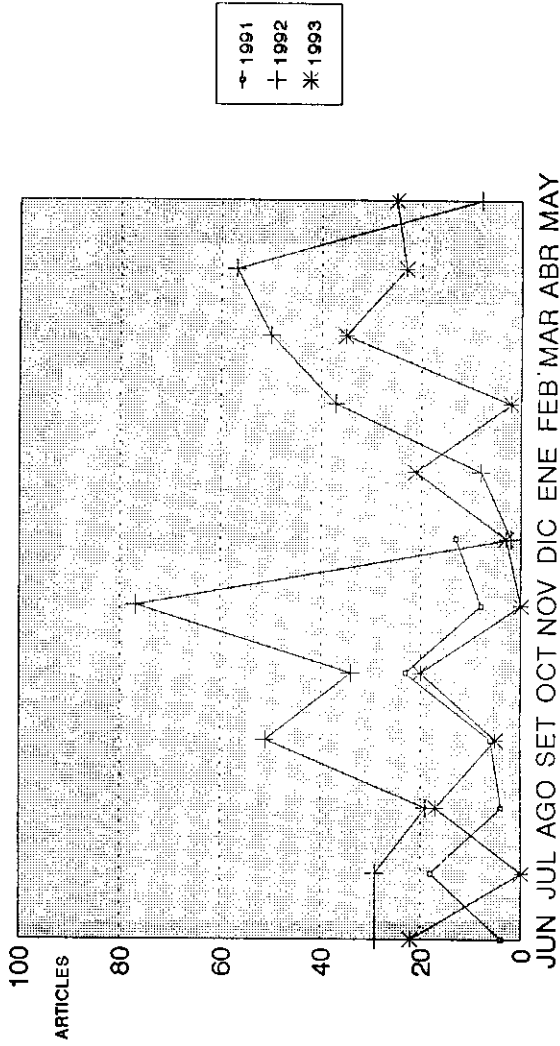
A less tangible but no less significant, important achievement was involving library staff in a new challenge, opening doors to large resources and contributing to an expanded and more visible service.

The implementation of the project remained an important impulse of automation for long a critical element in ESAN/CENDOC operations, and the opportunity of having other products and services presented to a large group of colleges in the country.

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Graduados
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Lima 100 Peru

ARTICLES REQUESTED FROM PENNSTATE

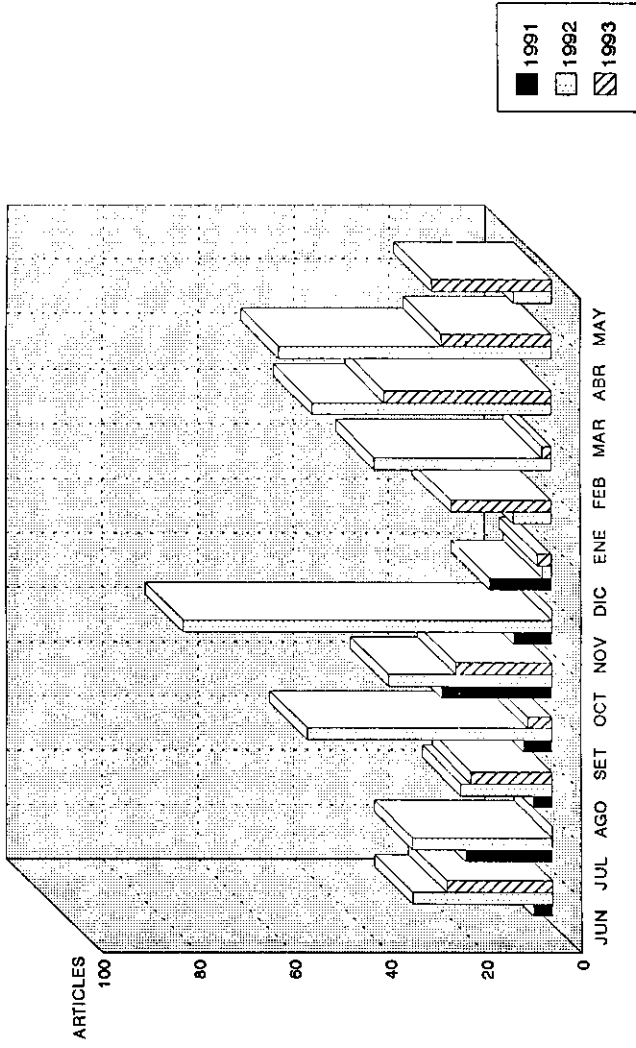
June 1991 to December 93



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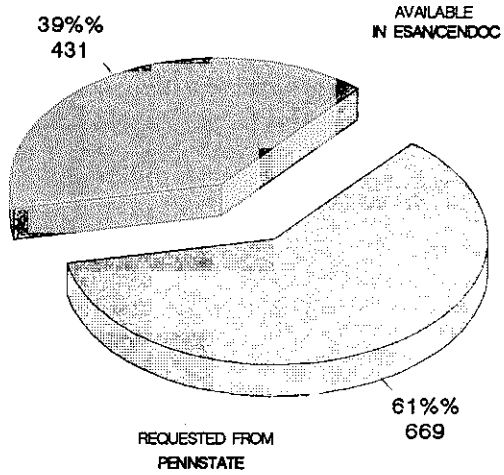
ARTICLES REQUESTED FROM PENNSTATE

June 1991 to December 93



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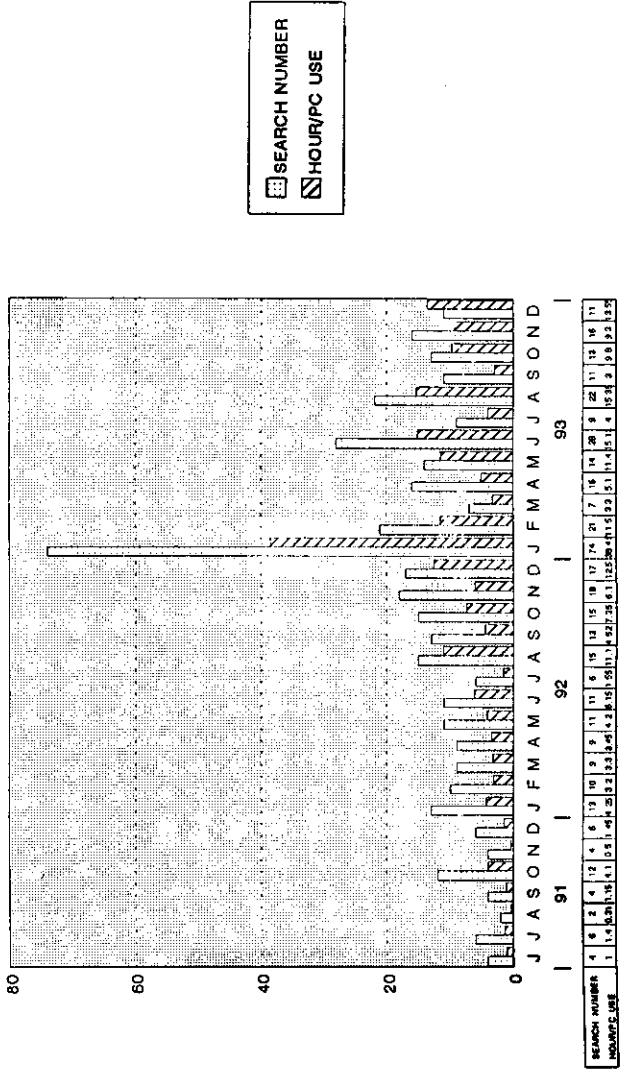
1100 ABI/INFORM ARTICLES RETRIVED
June 1991 to December 1993



DIPE-SII/G2/5-4-94

CD-ROM ABI/INFORM SEARCHES

JUNE 91 - DECEMBER 93



DIPE-SII/GRAF11/5-4-94

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NETWORKS OF SPECIALIZED INFORMATION SERVICES IN LATIN AMERICA

By Elizabet Maria Ramos de Carvalho and Ivone Tálamo

Abstract: Because of advantages such as resource sharing, avoiding unnecessary duplications, granting access to information on a broad scale, in due time and at reduced costs, networking is being increasingly adopted in Latin America and in the Caribbean. The present study deals with the definition of networks and information systems, considers their advantages and presents models of configuration of such services.

This study details some operative information networks in several fields of knowledge in the above mentioned region. A list of addresses of the networks presented here has also been included.

Introduction

Due to socioeconomic problems in underdeveloped countries, we have to increasingly endeavour in order to integrate their cultural, scientific and technological potentialities so as to produce an *articulation* that may ensure a coherent and well balanced development of the Region.

Devices that can ensure a better awareness of these potentialities and types of information *exchange* should be set up so as to maximize the available resources and disseminate broadly this data, which should always reach the users in proper form and especially be available when decisions have to be made either by public or private organizations protecting the social, cultural and economic interests of our countries. We should make the best out the developments achieved in this field, rationalize the use of resources and cooperation and should introduce new information technologies in such a way that information may be taken as a *resource* and so that, in each country, it will be acknowledge both as regional offer and demand.

In Latin America and in the Caribbean, networking is increasingly expanding

This paper was delivered at 58th IFLA General Conference, New Delhi, India, 30 August - 5 September 1992.

itself, because it is through resource sharing that we may have access to the information we need, avoid unnecessary duplications and grant access to existing available information in the region, in due time and at reduced costs.

In this study, we first define networks and information systems, because these terms are often used interchangeably. We deal with the advantages of networking and its structure, leading to the description of networks found in Latin America and in the Caribbean. However, this study is neither exhaustive nor intends to be seen as pioneer, but may stimulate other studies to go perhaps deeper.

Since we are fully aware of the importance of knowing about, having access to and making use of the services and products of networks found in the Region, we are including an annex containing their addresses, so as to facilitate the indispensable approach for supplying the needed informational resources in Latin America and in the Caribbean.

2. Information networks or information systems?

Relying on a revision of literature made by BALDUÍNO and on studies of ARAÚJO and PAULA, we are led to the conclusion that, usually, the terms "networking" and "system" are used interchangeably. The SLA Networking Committee defines network as "a formal arrangement according to which several libraries and other organizations engage in a common standard for information exchange, materials and/or services, having as target a functional purpose."

GRAY of the British Library gives the following definition: "An information network is essentially a means of joining a large variety of users. This definition departs from the idea that each source is based on certain resources and that these resources, even if possibly elaborated for a specific purpose, should be shared by all that can profit from them".

On the other hand, VON BERTALANFFY, in his *General Theory of System* defines a system as a "complex of interacting elements."

According to PAULA, as a good example we can take the INIS - International System of Atomic Energy, which is called a *system*. Also the ISONET - the ISO network, which is called *net*. In both cases, however, the model of organization and performance is practically the same, as per example: decentralized information gathering, centralized processing and integration of this information, and decentralized use and distribution. This example shows well the use of both terms indicating the same meaning.

For better clarification, we reproduce here the chart "Basic differences between the concepts of 'network' and 'system'", taken from BALDUÍNO's Master Dissertation:

NETWORKS

- Interconnected elements
- Common objectives
- Autonomous components
- Individual characteristics
- Cooperation
- The lack of one component will not endanger the attainment of the network aims as a whole

SYSTEMS

- Integrated elements
- Specific objectives (of the system)
- Interdependent components
- Standardization
- Intercomplementarity
- The lack of one component will endanger the attainment of the system aims as a whole

A full account of the application of these basic differences is specified in the above mentioned dissertation. BALDUÍNO arrives at the following conclusions regarding the definition of networks and systems:

- The network is formed for the attainment of a common purpose when the components agree to comply with conventions, attributions, etc.;
- The system is conceived, philosophically, as a definition of attributions of each element of a set designed to attain a pre-determined objective;
- Whereas the network components interact and reach effective communication, producing mutual exchanges of influence and so configuring a kind of interdependence, the system consolidates and enlarges itself. Thus the network components may also become parts of a system;
- It is impossible for a network to exist completely deprived of a system, even if it is present only as a philosophical concept of the network as a whole; and
- The system, on the contrary, can exist independently from a network.

This verification allows us to conclude that the two realities under study - "network" and "system" - may coexist in the same structure and the name chosen, be in network or system, may be used, as it almost always happens, for both aspects simultaneously.

As it could not have been otherwise, the same is applicable to Latin America and the Caribbean, where these terms are used interchangeably to designate programs of cooperation aiming at a common purpose.

Taking the above into consideration, we will use the term "network" in the present study.

3. Information networks

The ultimate objective of networking consists in offering wider and better services to the users, at reduced unit costs and in due time. It is as if isolated units would get ready to become integrated and share services and collections, forming a "common fund" to which any user may resort to.

Among the advantages of networking, we can emphasize some aspects such as: better utilization of information, allowing broader information sharing by an increasing number of users aware of their requirements. Also as an advantage, there is the non-duplication of services and products, which avoids costs with unnecessary duplication. Quickness in serving is another benefit of networking, since the alternatives in the search of information are broadened. Sharing the development of common services and products involves economy of costs, which will result in benefits for the participants of the network.

3.1 Configuration of the Information Networks

Among several studies on the structure of information networks, we have singled out LINSTON and SHOENE's suggestion that the following factors deserve consideration: function, scope, large number of clients, organizational basis, availability of workmanship, degree of centralization of authority and production of imported technology as compared to domestic.

The same authors, while examining factors and conditions prevailing in Latin America, concluded that the model tending to centralization is the most adequate for the Region.

On the other hand, GROLIER considers that according to their territorial extension, networks comprise:

- a - infranational level (local and regional)
 - b - national
 - c - supranational (regional and world-wide)
- a - Infranational level: local and regional networks

As an example, we can quote the networks of public, university and other libraries which, as a rule, are co-ordinated by a central library and constitute the most representative models of local networks.

b - National level

It comprises national information systems or networks, planned and structured so as to meet the information requirements of a certain country. Being mostly in use in Latin America, these networks cover especially scientific and technological fields. A typical example of this kind of network is the Mexican Scientific and Technical Information System developed by the National Council for Sciences and Technology [(Conselho Nacional de Ciencias y Tecnologia (CONACYT)].

c - Supranational level

It comprehends multinational firms and International or Regional Information Systems as well as International Networks sponsored by UNISIST (World System of Scientific Information).

Of this kind are the networks directed toward information requirements existing in Latin America and in the Caribbean.

4. Overview of information Networks in Latin America and in the Caribbean

In underdeveloped countries, the concept of network, as we have already mentioned in the introduction, is being well accepted, because it is with networking that the economically less favoured countries find a solution for the access to valuable information at acceptable and shared costs.

In the study "Latin American Information Networks" ["Las Redes Latinoamericanas de Informacion"] presented at the Taller-Seminar on the Experiences of the Regional Information Networks in Latin America, in Havana - Cuba, in 1988, observations on the development, handling and utilization of networks have been registered.

In a global overview it shows that the first networks established in the Region were designed for data base in technological and scientific fields, such as agriculture (AGRINTER) and health (BIREME). Another example in the field of education is REDUC, which was created in order to facilitate communication among researchers of the field, forming a data base comprising information and resumés.

In the same study, it is said that the failure of some networks is due to the fact that some could not rely on strong support of a regional organization and that of others results from the fact that their initial objectives have been superseded. The benefits of some networks have not been limited to the participating information units. Their influence has reached other institutions. The focal points of some networks have served to introduce new concepts and methodologies in the field of information, as well as to demonstrate new technologies already in use. The networks also

have a decisive role in the organization of national systems and specialized information services in a country. This study also demonstrates that there is a strong exchange between networks, especially during their first stages of existence. However, there is no systematic registration and dissemination of these experiences for the networks operating in the region, which could possibly serve to overcome several problems that generally occur.

4.1 General information on networks operating in Latin America and in the Caribbean

In our study the following networks have been reviewed: BIREME, DOCPAL, REDUC, REPIDISCA, RIALIDE, RIBLAC, RICORR, RITLA, SIAMAZ and INFOPLAN.

For each of them a short historical presentation will be given, mentioning its aims, products and services, aside from their respective addresses given in Annex 1.

Latin American and Caribbean Information Centre for Health Sciences [Centro Latinoamericano y del Caribe de Información en Ciencias de la Salud (Bireme)]

The Latin American and Caribbean Information Centre for Health Sciences, formerly called Regional Medical Library [Biblioteca Regional de Medicina (BIREME)], was one of the first networks in the region. It was founded in 1967 by means of an agreement between the Pan-American Health Organization [Organización Panamericana de la Salud (OPS)] and the Brazilian Government.

Its purpose is to establish a regional Information and Documentation System in Health Sciences, and its structure is that of a cooperative network designed to meet the information requirements of health professionals at any level and in any place wherever they may be.

BIREME is the coordinating centre; its structure reckons with domestic co-ordinating centres, an advisers' committee and technical staff.

During its first years, it functioned as co-ordinating and centralizing unit for activities and services, facilitating access to international biomedical literature, especially to texts issued in Latin America and in the Caribbean, and giving training to the participants of the system. Among its responsibilities it also had to create a Latin American data base and to process all the literature to be integrated into the system; later it changed to decentralized co-ordination, allocating specific and precise responsibilities to the participating institutions.

In Brazil, its national co-ordinator, it has 298 libraries, 30 cooperators, 15 collaborators and other participants.

To become a participating unit, the basic requirements are as follows: a micro-computer, a CD-ROM reader and a printer; and for teleprocessing: a modem and a facsimile. Having a modular structure gives the Library the opportunity of developing further inside the network.

It is responsible for supplying information in the fields of human, environmental and public health, nutrition, hygiene, sanitation, environmental contamination and food supplies.

Among its services stand out bibliographical research according to the Medline and LILAC's system, bibliographical exchange and Selective Dissemination of Information (LACRIP).

It is responsible for creating the data base LILAC's, which includes literature concerning health sciences by Latin American and Caribbean authors since 1980, and publishes the Index Medicus Latinoamericano (IMLA), which includes 150 Latin American periodicals.

Documentation system on population in Latinamerica [Systema de documentaci3n sobre poblaci3n en America Latina (DOCPAL)]

It was founded in 1976 by the Latin American Demography Centre [Centro Latinoamericano de Demografia (CELADE)] from the CEPAL System of the United Nations with the support of the International Development Research Centre (IDRC) [Centro Internacional de Investigaciones para el Desarrollo (CIID)] in Canada. It has been maintained by the United Nations Fund for Population Activities [Fondo de Naciones Unidas para Actividades de Poblaci3n (FNUAP)] and by CEPAL.

Its objective is to improve the flow of information about population in Latin America and in the Caribbean, to organize and disseminate the documents produces in the region, especially those having significance for its economic and social development. It maintains a bibliographical data base and makes contributions to the collection of the CELADE Library, assembling information related to this subject matter.

Information that comprise this network refer to population in general, to geographical distribution, migration, fertility and mortality, marriages and family.

Among its products and services, besides the data base initially constitutes by the CELADE Library collection with some editions recorded on CD-ROM together

with LILACs, it also publishes "DOCPAL: Summaries about population in Latin America, bibliographical research and bibliographical exchange service".

Information and documentation network on education for Latin America and the Caribbean [Red de Información en América Latina y el Caribe (REDUC)]

REDUC grew out of the necessity of professionals in the field of education to have access to literature related to their areas of activity produced in Latin America and in the Caribbean.

The main goal of this network is to identify, assemble, summarize, divulge and disseminate documents produced in the field of education in the region.

REDUC is a cooperative, decentralized network constituted by a coordinating centre, and special and national centres - a total of 23 centres at present. Studies are being made in order to transform it into a Non-Governmental Information Organization (ONGI), so as to obtain more funds for its development. Brazil participated in this network through Carlos Chagas Foundation with 80% of the literature on education produced in the region.

The products and services offered by this network are analytical summaries [Resúmenes Analíticos de Educación (RAE)], in national and Latin America editions, RAE indexes, microfiches carrying the complete text of documents, data base in CD-ROM to be issued together with LILAC's, national and subject matter bibliographies, seminars and so forth.

Pan-American information and documentation network in Sanitary Engineering and Environmental Sciences [Red Panamericana de Información y Documentación en Ingeniería Sanitaria y Ciencias del Ambiente (REPIDISCA)]

The network started functioning in 1981 and was co-ordinated by the Regional OPS Centre, Pan-American Centre of Sanitary Engineering and Environmental Sciences [Centro Panamericano de Ingeniería Sanitaria y Ciencias del Ambiente (CEPIS)], with its headquarters in Lima, Peru, and by the International Development Research Centre (IRDC) in Canada.

The purpose for establishing this network was to develop an infrastructure so as to facilitate access to information and documents generated inside specialized institutions in the field of sanitary engineering and environmental sciences, as well as to maintain exchange with the cooperating centres in Latin America and in the Caribbean. The network has a coordination and exchange centre, a library, per-

forms information analyses and has a data base in CD-ROM, published together with LILAC's data base (BIREME).

The document funds receive contributions from 300 regional institutions; only in Brazil there are 31 such cooperating centres. The network is decentralized; in each country there is co-ordinating unit and several cooperating centres. Brazil, due to its territorial magnitude, owns two co-ordinating centres: one for the southern region, with headquarters at the Technology and Basic Sanitation Company [Companhia de Tecnologia e Saneamento Básico (CETESB)], in São Paulo, another in Brasília, FD, with headquarters at the Brazilian Institute for the Environment [Instituto Brasileiro do Meio-Ambiente (IBAMA)], for the rest of the country. The network has approximately 27.000 documents and an annual increment of 3.000. Among its services and products, there are such publication as REPINDEX (Bibliography), TABACONT, Thesaurus of Sanitary Engineering and Environmental Sciences, general catalogue, catalogue of the CEPIS Library and CD-ROM containing a data base and manuals; assistance is given to companies that integrate the network concerning organization and automation of their libraries; bibliographical surveys and reproduction of documents are performed.

Information networks of the Latin American Association of Financial Development Institutions [Redes de Información de Asociación Latinoamericana de Instituciones Financieras de Desarrollo (RIALIDE)]

RIALIDE was founded by the Latin American Association of Financial Development Institutions [Asociación Latinoamericana de Instituciones Financieras de Desarrollo (ALIDE)], in order to the information requirements of financial development institutions in Latin America. It is formed by part of the main libraries and documentation centre of ALIDE member institutions.

The main goal of the network is to strengthen cooperation, operative and technical capacity of the participating libraries and thus make accessible financial and related information to its users to provide support for decisions, studies and research.

To fulfill the goals of the network, three projects have been developed in 1991: Consolidation and co-ordination of ALIDE Information Network, Consolidation of ALIDE Documentation Centre and Qualification in Technical Assistance for the Information Units of the Financial Development Institutions.

The network has a co-ordinating unit and national centres with mini-networks. It supplies bibliographical, statistical and legal information concerning capital investment in projects. It reckons with bibliographical data base in legislation and

projects in development and financing sources, aside from services in Financial and Technological Information about Projects and Investments [Información Financiera y Tecnológica sobre Proyectos y Inversiones (SIFT)], available upon request.

Information network in Biosciences for Latin America and the Caribbean [Red de Información en Biociencias para Latinoamericana y el Caribe (RIBLAC)]

RIBLAC was developed with the aid of the General Information Program (GIP) of UNESCO, in order to foster cooperation among institutions specializes in biosciences in Latin America and in the Caribbean.

It is a referential information network and covers the fields of general and molecular biology, biotechnology, biomedicine and related subjects. Its data base has been built with the information supplied by the network participants and it provides information on biosciences, projects in progress, institutions and events related to this field.

The Regional Co-ordinating Centre has its headquarters at the Venezuelan Scientific Research Institute [Instituto Venezolano de Investigaciones Cientificas (IVIC)], in Caracas, Venezuela.

In a meeting that took place in Venezuela in April 1992 the following recommendations have been made: dissemination of information will be processed semianually through remittance of disks; the Regional Centre should generate, as a by-product, a bilingual Portuguese - Spanish dictionary having as starting point information generated in Brazil; electronic remittance will be used for any kind of communication, the RIBLAC Bulletin should have informative content.

Ibero-American network of Technological Information on Corrosion [Rede Ibero-Americana de Informação Tecnológica sobre Corrosão (RICORR)]

The network was created at meetings that took place in Medellin, Colombia, in 1991, where the following countries participated: Argentina, Brazil, Colombia, Spain, Mexico, Peru, Portugal and Venezuela.

RICORR integrates the XV Corrosion Sub-program/Environmental Impact on Materials and the Ibero-American Program of Science and Technology for Development. The objective of the network is to establish and turn operative an Ibero-American Technological Information Network on Corrosion, with special emphasis on diffusion of information related to corrosion, anti-corrosion protection and available technology. The network should be structured so as to strengthen

the technological capacity of the participating countries, stimulating innovation, supplying and facilitating the use of information especially to small and medium sized companies.

The methods and procedures for RICORR will be established and it will render efficient service analysing and evaluating information in easy language for the user; the network will contribute to disseminate information and therefore these guides should contain: titles of specialized periodicals in the field published in the network member countries, research centres on corrosion, consulting firms, qualification and specialization courses, information and documentation centre functioning in the member countries and national technical standards in the field of corrosion and protection set up by the countries participating in the network.

The compilation of information for the Guide will be performed by the representatives of the Network in each country and will be co-ordinated by Brazilian representatives, who will be in charge of editing and publishing.

Diffusion Brochures will present basic information on corrosion and protection against corrosion in straightforward style to be easily understood by non-specialists in the field.

The activities foreseen for the second year are as follows: preparation of a technical glossary, audio-visual diffusion devices, bulletin and implementation of a data base which will contain Ibero-American production in the field.

Latin American network of Technological Information [Rede de Informação Tecnológica Latino-Americana (RITLA)]

The RITLA executive committee was created in 1983 according to a decision of the Latin American Counsel of the Latin America Economic System [Sistema Econômico Latino Americano /SELA)] which, in compliance with a Brazilian request, designated the country as headquarters and holder of the Office of the organization. The above mentioned committee was installed in Rio de Janeiro, Brazil. In 1990, by means of an edict of the Brazilian government, RITLA was formally established in Brazilian territory.

Besides Brazil, the following countries constitute the network: Argentina, Mexico, Nicaragua, and Venezuela.

The main objectives of RITLA are:

- a) To support the development of infrastructures, technological information systems for the member countries and to promote their full utilization by governmental and private circles;

- b) To foster permanent co-ordination and cooperation so that the exchange of technological information takes place in accordance with the requirements of the participating countries;
- c) To consolidate national and regional competence in generating their own technologies;
- d) To support and improve the ability of member countries in search for, negotiation, evaluation, adaptation and employment of imported types of technology;
- e) To stimulate the formation and qualification of the human resources requires for the technological development of the member countries;
- f) To promote exchange of technico - economical information in order to strengthen the link between supply and demand of regional technology;
- g) To foment technological cooperation among member countries by means of diffusion of existing opportunities and other activities which respond to the problems and challenges arising from regional cooperation;
- h) To establish operative connections with other international, regional or sub-regional technological information systems or networks. In order to avoid improductive superpositions RITLA will be integrated with the National Council for Scientific and Technological Development [Conselho Nacional do Desenvolvimento Científico e Tecnológico (CNPQ)], through the National Research Network [Rede Nacional de Pesquisa (RNP)], a project developed by the National Council which will allow an optimization in the transmission of data for researchers and research institutions, ensuring compatibility of technological solutions, efficiency in the network connections, and conditions for dissemination of electronical networks for data transmission in the States and regions of the country.

Arrangements are being made with the Brazilian Institute of Scientific Technological Information [Instituto Brasileiro de Informação Científica e Tecnológica (IBICT)], so that the Institute can provide technical support for the utilization of the network as a means of systematizing contacts between the so called Brazilian "Nuclei of Technological Information" located in Brazil in the sphere of the Project for Scientific and Technological Development [Plano para o Desenvolvimento Científico e Tecnológico (PADCT)], receiving financial support from the World Bank.

On the other hand, UNIDO has communicated that it intends to seek good interaction between its Data Bank in Industrial Technology and RITLA, in concrete activities arising in regional and sub-regional integration.

Amazonian Information System [Systema de Informação da Amazonia (SIAMAZ)]

The idea of an Information System in the Amazonian Region originated in the recommendations of the First Scientific and Technological Meeting of the countries which signed the Amazonia Cooperation Treaty [Tratado de Cooperação Amazônica (TCA)] in 1924, namely: Bolivia, Brazil, Colombia, Equador, Guiana, Peru, Suriname and Venezuela.

In 1988, during the International Seminar on Amazonian Scientific, Technological and Cultural Information and Documentation, which took place in Iqitos, Peru, a proposal was made for the institutionalization of the Amazonia Information system [Systema de Informação da Amazônia (SIAMAZ)], which occurred in 1990.

This system is a fundamental instrument for efficient Pan-Amazonia cooperation in collecting, processing, recuperating and disseminating scientific, technological and cultural information of the region, interconnecting the member institutions of the Association of Amazonia Universities [Associação de Universidade Amazônicas (UNAMAZ)], a computer interconnected information network. The SIAMAZ is being installed regionally through National Co-ordinating Centres.

This is a decentralized network and each country has a national co-ordinating centre which is responsible for the operability of its network, that is, for collecting and processing the information generated inside its borders and for incorporating same into the System. It is also responsible for the diffusion of available national and regional information. This exchange of regional data is to be accomplished by means of data base in CD-ROM, distributed to each member of the network.

Among the services and products of automatized information there is a data base containing bibliographical references, referential information (institutions, experts and researchers, research and development studies, later on yearbooks and prognoses), factual information and information on legislation related to the Amazonia Region; alerting services, bibliographical exchange services, analytical summaries, directories of institutions and experts, events calendar, publications in CD-ROM of research texts on the Amazonian Region.

Through the Federal University of Pará, Brazil is, at present, the Regional Co-ordinating Centre of the SIAMAZ.

Information System for Planning in Latin America and in the Caribbean (Systema de Información para la Planificación en America Latina y el Caribe (INFOPLAN))

The INFOPLAN system was founded in 1979 by the Economical Committee for Latin America and the Caribbean [Comisión Económica para America Latina y el Caribe (CEPAL)], which belongs to the Latin American Centre of Economic and Social Documentation [Centro Latino-Americano de Documentación Económica y Social (CEPAL)] and the Latin American and Caribbean Institute for Economic and Social Planning [Instituto Latino-Americano e do Caribe de Planejamento Econômico e Social (IPLES)], with the financial aid of the International Development Research Centre (IDCR) having in view the information requirements for planning the economic and social development of Latin America and of the Caribbean.

The INFOPLAN is responsible for bibliographical coordination and cooperation among underdeveloped countries, controlling, analysing and disseminating information generated by these countries. The system consists of a regional decentralized network formed by participating and cooperativa centre, co-ordinated regionally, sub-regionally and nationally.

The system covers all the documentation generated in Latin America and in the Caribbean written in French, English, Portuguese and Spanish, related to socio-economic planning, global, regional and local programs and projects.

The INFOPLAN system is the most important project of CLADES and functions as general co-ordinator of studies and researches about the most efficient documentation techniques, provides technical assistance and promotes qualification courses to enable the personnel to operate the system on regional and national levels.

Among products and services of INFOPLAN are found:

- a) Publications - EL PLANINDEX, Regional, the first INFOPLAN product; National PLANINDEX, INFOPLAN Series and INFOPLAN Bulletin.
- b) Services - Bibliographical research, data base consultation service, reference service, document distribution service.

In the future, the INFOPLAN system shall undergo changes in its scope of activity, enabling its continuity inside the organizations.

5. Conclusion

It becomes clear in this study that the networks are quite similar: a data base and a bibliography or a specialized index which recompiles the information generated in the region at pre-determined regular intervals.

One has to emphasize that, in general, the goals and guidelines of the existing networks have almost always been based on international, national or regional networks that succeeded.

After analysing several aspects of this study, we come to the conclusion that information networks or systems can be set up and successfully used in institutions. However, to implement, operate and maintain them we should take into account aspects such as infrastructure, human and technological factors which have been responsible for their success or failure. Therefore, some basic steps should be observed such as establishing a policy, determining the resource to be employed and the costs involved in each case.

If on the one hand there is great motivation for implementing networks in Latin America and in the Caribbean due to the similarity in the requirements of these countries, these networks are often doomed to cease operation because of the political and economical instability in the member countries, which prevent that goals be fully achieved unless the networks can rely on substantial support from a Regional or International Organization.

And finally we would like to stress the necessity for the networks to undertake enlightening and public campaigns aimed at the government, institutions and users, focusing on the mutual benefits that may be gained from networking such as resource sharing, mastering a great number of informative materials and offering services at lower costs.

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Annex

Addresses of the Coordinator Centers

BIREME

Centro Latinoamericano y del Caribe de Información en Ciencias de la Salud
Rua Botucatu, 862
04023 São Paulo - SP
Brasil
Tel.: (011) 549-2611

DOCPAL

Centro Latinoamericano de Demografía
Edificio Naciones Unidas
Casilla 91, Santiago-Chile

INFOPLAN

Centro Latinoamericano de Documentación Económica y social (CLADES)
Edificio Naciones Unidas
Avda. DAg Hammarskjold, s/n
Casilla 179-D
Santiago-Chile

REDUC

Rede de Información y Documentación en Educación para América Latina y el Caribe
Erasmus Escalla 1825
Casilla 13608
Santiago-Chile

REPIDISCA

Rede Panamericana de Información y Documentación en Ingeniería Sanitaria y Ciencias del Ambiente
Centro Panamericano de Ingeniería Sanitaria y Ciencia del Ambiente (CEPIS)
Los Pinos 259 Urb. Camacho
Lima 12, Peru
Casilla de Correo 4337
Lima 100, Peru
Tel.: (5114) 37-1077
Fax: (5114) 37-8289

RIALIDE

Centro de Documentación, Secretaria General de ALIDE
Paseo de la Republica 3211 s.1
Apartado Postal 3988
Lima 27, Peru

RIBLAC

Instituto Venezolano de Investigaciones Científicas
Apartado (POB) 21827
Caracas 1020-A - Venezuela

RICORR

Instituto Nacional de Tecnologia
Centro de Documentação
Av. Venezuela, 82
20081 Rio de Janeiro - RJ
Brasil

SIAMAZ

Centro Coordenador Regional
Universidade Federal do Pará
Campus Universitario - Guamá
Caixa Postal 558
66050 Belem - Pará
Brasil

Elizabet Maria Ramos de Carvalho

IFLA

Regional Office for Latin America and the Caribbean

Rua Avanhadava, 40 - conj. 110

01306 São Paulo

Brazil

Ivone Tálamo

Imprensa Oficial do Estado S.A.

IMESP

Rua de Mocca, 1921

03103 São Paulo

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COMPUTERISATION OF GOVERNMENT LIBRARIES IN NAMIBIA

By Renate Morgenstern

Abstract: Computerisation of libraries in Namibia only started in 1990, with the Library of the University of Namibia setting the pace. In November 1991 the Government Libraries started with a computerisation project, with the ultimate aim of a joint database of the holdings of monographs of the various libraries, of which the first phase was accomplished in September 1993. Due to reasons of the past access to the materials held by Namibian libraries was and still is poor, resulting in an inaccurate picture of the stock of the Namibian libraries in general, and Government Libraries in particular.

To partly rectify this shortcoming the special libraries of Government in Namibia were computerised and a joint database was created, which will be available to the Namibian library community.

This paper gives an description of the stages of the project, decisions taken, until the conclusion of the first phase.

Background

Namibia was a German colony from 1884 to 1915, and since then it was administrated as a Class C Mandate by South Africa. In March 1990 Namibia finally gained its independence, after decades of a war and negotiations between the UN, South Africa, and a final general election in Nov. 1989.

Geographically Namibia is situated in the south western corner of Africa, a semi-arid region with the vast Namib Desert along the Pacific coastline.

It is a very sparsely populated country, with a population of only 1,5 million.

Libraries in Namibia

Generally Namibia can be described as an information poor country. Due to historical reasons, library development and activities have to a great extent been regulated and administrated by South Africa, with the result that today we are still very dependent on South Africa for many of our information retrieval sources.

National Library

Presently Namibia does not have a "National Library", as no act makes provision for the operation of a national library with the essential legal support. However, a Bill on Library and Information Services is in the pipeline. Legal deposit is regulated by the outdated Ordinance No. 10 of 1951.

Part of the functions of a national library are presently performed by the Estorff Reference Library. An exiting prospect is the compilation and publication of a national bibliography with the help of a project sponsored by the USA, which will start in Feb. 1994.

The Estorff Reference Library also houses the Namibia related material and publications obtained through legal deposit. Presently there are no union catalogues or lists of monographs or journals held by Namibian libraries, and we are dependent on South African Joint Catalogue of Monographs compiled by the State Library, and the union list of periodicals, PISAL (Periodicals in South African Libraries), which include Namibian libraries, but is not up to date. The interlending scheme is also managed by the State Library in Pretoria.

Public and Community Libraries

In total there are 26 public and community libraries in Namibia. These deliver an essential service to the population of the country. The placement of these, however, is not suitable, as only one community library serves the north of the country, where more than half of the population lives.

Libraries of Educational Institutions

The major library in this category is the library of the University of Namibia. It is a modern facility which is fully computerised. Another noteworthy library is the information service of the Windhoek Teachers Training College.

School Libraries and Resource Centres

Due to the historical reasons some of the school libraries are well developed, while those in the northern region are in a rudimentary stage of development, and sometimes even non-existent. Of the 1351 Namibian schools only 98 have a fully-fledged resource centre, 370 own a very basic developed centre, while 853 do not have anything.

Special Libraries

There are a multitude of smaller, special libraries, serving their specific users groups, mostly government ministries, parastatal institutions and non-governmental organisations.

Libraries within Government

The regulation of libraries in the civil service is administered by the Directorate of Library and Archives Service of the Ministry of Education and Culture, comprising 5 divisions: National Library, Public and Community Library Service, School Library Service, Government Library Service, and Archives Service.

These various types and divisions of libraries were only joined into one Division after independence, and co-ordination and co-operation has improved since.

Government Libraries

The emphasis will now shift to this Subdivision and its activities

Historical background

Up to 1972 the Namibian government departments were served by the old "Administration Library" which today actually forms the nucleus of the collection of the Estorff Reference Library.

Due to the transfer of certain administrative units of Namibia to Pretoria in South Africa in the early 1970's, and the decentralisation of the library service, separate libraries evolved, first as branches and later as independent libraries, serving their respective user groups. In preparation for independence most of the administrative functions were retransferred to Namibia after 1981, and with these some libraries as well. However, stock acquired during this period in South Africa, did not form part of the collections that were relocated, leaving a gap in the collection of these libraries. During the period of the Namibian interim government (1985-1989), government departments were established for the Central Government, which could be compared to Ministries in independent countries. As needs for information arose for the officials of these Departments, information services were established.

It was actually only then that collection development could be pursued explicitly and purposeful in these special libraries of government. Due to neglect in the past by the South African government, the collections of these libraries are generally lacking the most basic information sources. Instead of acquiring needed information sources, the easy way was followed by obtaining it through inter library loan

from a South African library, which, at that time was free of charge. That, however, was only a temporary solution and the result of this practice is that *essential* books and periodicals were not acquired, although they should have formed part of the core collections of these libraries. In 1989 interlending charges were imposed, which made interlending a costly way of information provision, and we could see the negative effects of this trend on the budgets of our libraries.

Access to information sources in Namibian libraries and information services presently is very poor, as the tools for this access are absent, i.e. the necessary union lists of monographs and journals, as well as adequate in-house catalogues of the various libraries. One of the reasons for this situation partly can be ascribed to the fact that the infrastructure for these activities were created and maintained by the State Library of South Africa.

Concurrently due to various reasons, but especially a shortage of qualified staff, the holdings of the various departmental libraries were reported only very erratically to the "Joint Catalogue of Monographs in Southern African Libraries" and "Periodicals on South African Libraries" which both are available in microfiche form and on-line on the South African Bibliographic and Information Network (SABINET) in South Africa. The quality of the records that were submitted, often were below standard, and could not be included on the database.

The result of this is that of the holdings of all the government libraries presently approximately only 20% are reflected on the named union catalogues and lists. I am convinced that at times materials were requested from a library in another country, while the item was available from a Namibian library at a fraction of the cost.

Present situation regarding Government Libraries

With independence new ministries and departments were established, and provision had to be made for these new libraries. These ministerial libraries and information services are the responsibility of the retrospective Ministries with regard to collection building, housing, and administrative tasks. The personnel, however, is provided by the Government Library Service of the Ministry of Education and Culture.

The Government Libraries' purpose is to set standards regarding service, the cataloguing, classification, and indexing of these libraries, support and advice, and to improve co-operation, co-ordination, collection development and resource sharing between these services and the other divisions of the Directorate of Library and Archives Services.

Service points are decentralised, and the processing of materials takes place there as well.

The following Government Libraries presently are serving the officails of these Ministries. Those marked with an asterisk, are presently not staffed by the Subdivision Government Libraries, due to a shortage of posts on the establishment.

EDUCATION AND CULTURE:

MEC RESOURCE CENTRE serving educational planners, curriculum designers, and other professional staff;

STATE MUSEUM LIBRARY serving the personnel of the State Museum of Namibia;

NIED RESOURCE CENTRE serving staff of the National Institute of Educational Development;

FINANCE:

FINANCIAL RESOURCE CENTRE

JUSTICE:

ATTORNEY GENERAL'S LIBRARY

* JUSTICE LIBRARY

AGRICULTURE, RURAL AND WATER DEVELOPMENT:

NATIONAL AGRICULTURAL INFORMATION CENTRE (NAIC) serving the agricultural personnel of this Ministry. This service includes 2 branch libraries, i.e. the Herbarium and Veterinary Services Libraries.

WATER AFFAIRS LIBRARY serving the staff of the Department of Water Development, mainly engineers.

MINES AND ENERGY:

One library at head office.

Library of the Geological Survey

WORKS, TRANSPORTS AND COMMUNICATIONS:

Main library

HEALTH AND SOCIAL SERVICES:

MEDICAL LIBRARY including a branch library

FOREIGN AFFAIRS LIBRARY:

Main library

FISHERIES AND MARINE RESOURCES:

Main library, situated in Swakopmund

LABOUR AND HUMAN RESOURCES DEVELOPMENT:

One main library

*** INFORMATION AND BROADCASTING:**

One main library

OFFICE OF THE PRIME MINISTER:

One main library

NATURE CONSERVATION AND TOURISM:

Due to this Ministry being a part of Agriculture before independence, they are still served by the NAIC staff.

NATIONAL PLANNING COMMISSION:

One main Library

*** TRADE AND INDUSTRY:**

One main library

*** LOCAL GOVERNMENT AND HOUSING:**

One main library

Six ministries have collections of books, periodicals and other materials, however, not organised into a proper library.

Most of these libraries are manned by only one person, who is responsible for all the day to day tasks.

At the time of independence none of the existing libraries were computerised in any of their functions. With all the new libraries that were established at that stage, we argued that instead of starting card catalogues, the most viable and practical option would be to start with the computerisation of the main functions, namely cataloguing, in order to make the information sources accessible to the users, as well as all Namibians. All possible options were investigated, and an online computerised network of the holdings of these libraries was set as the ultimate goal, to be developed in phases.

Factors considered

Software and Hardware

1. The costs of computerisation had to be as low as possible, as financial resources were shrinking. Budgets were reduced every year, and as the

Ministries are responsible for hardware and software, costs had to be kept to the bare minimum.

2. Due to the decentralised nature of the dispensation of Government Libraries, a large central host system would not be viable and unpractical for the initial stages of our project, because of the high costs of such a system. It would be a better solution to first show results, and afterwards as the system would expand, change over to a centralised system.
3. Selection of a software package that would give us the possibility of independence and self-reliance in order to maintain, improve and develop the system in agreement with own needs without paying a large sum of annual service fees and charges for the development of the system to a software enterprise.
4. A software package which would make provision for the adding on of additional programmes, routines, etc. that could be developed by local staff and programmers.
5. A system that would make the exchange of bibliographic records with other bibliographic agencies possible.
6. A package that would be easy enough to acquire and teach the necessary skills and knowledge to enter records, maintain and extend the system.
7. A system that would make the exchange of data and records possible by means of diskettes, as all of our libraries would be using personal computers.
8. A system that would make networking possible, as the ultimate aim was to form a computerised network between the Government Libraries.
9. To save effort and time of the entering bibliographic records, the system was to make provision for the uploading and copy cataloguing by the other Government Libraries.

Before independence Namibia was quite isolated from the international library and information world due to sanctions imposed on South Africa and Namibia. The only contact we had was with South African libraries.

I then read in the periodical "Information Trends-News Magazine" and "UNISIST Newsletter" about CDS/ISIS, a software package suitable for the handling of textual data, e.g. bibliographical information, which was developed by UNESCO.

I was fortunate enough to be selected by the German Foundation for International Development (DSE) to attend a course on CDS/ISIS in Gaborone, Botswana in June 1991.

On my return I offered a training course in CDS/ISIS to my colleagues to make them aware of the possibilities of CDS/ISIS, and help them to decide whether the package would meet the requirements of the various Government Libraries. In June 1992 another colleague attended a CDS/ISIS course in Botswana, and a follow-up Trainer-of-Trainers course in Bonn was attended by myself.

To us CDS/ISIS looked like the best solution, as it was free of charge and would enable all the libraries with a personal computer to start with the computerisation process immediately or when a computer became available. It also met the criteria, guidelines and specifications, as specified in the above 9 points.

1. The system is supplied free of charge to libraries in developing countries;
2. CDS/ISIS can operate on a small personal computer, needing only 640 Kb RAM and 500 Kb hard disk space for the system.
3. & 4. As CDS/ISIS is an open system, databases can be developed according to own needs, and the ISIS Pascal programming language makes provision for add-on programmes and routines, also to be designed according to own needs.
5. CDS/ISIS records can be exported and imported in ISO 2709 format, which would make the import of records of other bibliographic agencies possible, as well as the export of local records to these agencies.
6. CDS/ISIS can be taught and learned on various levels, e.g. the input and retrieval of data for beginners, advancing gradually to the more advanced levels.
7. With ISIS it is possible to export and import records on diskettes.
8. At the time the decision was taken it was NOT possible to network with ISIS. However, in 1992 ISIS Version 3.0 was released, which supported local area networking. A UNIX Version of ISIS is presently in the BETA test stage, which would be the option for the UNIX users.
9. As CDS/ISIS makes provision for the export and import of records, it would be possible to download records, and then upload them into local databases.

Database Format/Structure

At that stage no decision regarding the database format/structure had been taken yet.

Requirements were specified as follows:

1. Libraries in our setup are serving varying user groups, each one with very specific information needs - the format should make provision for detailed and in-depth cataloguing of these materials in libraries.

2. The various government libraries are housing different types of media, e.g. maps, report literature, air photographs, photographs, video's, cassettes, music, sheet music, etc.

The format should make it possible to describe these media in one database.

3. The indexing of periodicals received by these libraries, would be handled at a later stage, however, the format should provide for it in a single database, which would be achievable through the linking of records.
4. Again the exchange of records with other bibliographic agencies was set as a prerequisite, as well as the interchangeability of records between different bibliographic agencies. As many of our libraries previously contributed holdings information to the "Joint Catalogue of Monographs in Southern African Libraries" directly or on-line via SABINET, the uploading of these records would speed up the addition of records to the joint database. The use of a MARC format would thus help to achieve this goal. UNIMARC is a very detailed format which allows data to be coded from different formats with appropriate accuracy.

After the evaluation of other formats, it was decided to use the UNIMARC bibliographic format, as developed by IFLA. We would continue using Cataloguing Level 3 of the Anglo American Cataloguing Rules, which could be used with the UNIMARC format. The AACR2 cataloguing Rules are used widely in Namibia.

Regarding the choice of a suitable thesaurus, "Library of Congress Subject Headings" would be too general for the specialised collections of the various government libraries. Libraries would use thesauri for specific subject fields, e.g. AGROVOC for the NAIC, ERIC for the MEC Resource Centre, etc.

Database Design

The 'GOV' database was then designed according to UNIMARC with a few omissions, changes and additions. The 9-- Block was used to define fields according to local needs, e.g. the ordering of books, reporting of donations to the Treasury.

Input of the first records started in December 1991 at the MEC Resource Centre.

An intensive in-service training programme on the use of CDS/ISIS and UNIMARC as a bibliographic format was started - up to now 7 in total.

As more personal computers became available in other Ministries, databases were created for those Government Libraries, and input could be started.

UNESCO Consultancy

In February 1992 a UNESCO consultant, Ms. Anna Franqueiry, visited the National Archives and the Subdivision Government Libraries to advise on the various options and possibilities on the sharing of the mini-computer the National Archives had acquired for their in-house database.

In the recommendations the joint use of this computer was put forward as a viable option, in order to form a Namibian bibliographic and information network, thus providing access to holdings of all Government Libraries and the government records of the National Archives of Namibia.

It was recommended that in the meantime each library should continue with the input of records on their personal computers, providing records on diskettes to Government Libraries headquarters for the purpose of compiling a joint database of the collective holdings.

The quality of the records was controlled by checking and marking of print-outs for correction. Today personnel trained in-service, deliver satisfactory records, containing the most basic information.

Problems are often encountered with the choice and form of the entries, as well as the assignment of indexing terms and Dewey Decimal Classification Numbers. For this project we surely would need and welcome the help of an experienced librarian.

However, these are not problems of UNIMARC, but of cataloguing rules, classification and indexing. But in spite of this shortcoming, materials are retrievable now by ISBN, ISSN, title, series, corporate and personal author(s), which is a great improvement in comparison to the past situation.

By September 1993 the following Government Libraries had started with input on their own databases:

MEC Resource Centre
Geological Survey Library
National Planning Commission
Attorney General's Library
Foreign Affairs Library
Health & Social Services

NIED Resource Centre
NAIC
State Museum Library
Transport Library
Fisheries and Marine Resources
Water Affairs Library

Records of the Libraries of the Water Affairs Library and the State Museum Library had been purchased from SABINET, as these 2 libraries previously had entered records on-line onto the SABINET database from the terminal at the Estorff Reference Library. A conversion table for the transfer of records from SAMARC to UNIMARC was written, as well as the transformation of the format of downloading from a main-frame computer to ISIS 2709 format for importing purposes.

Fortunately SAMARC and UNIMARC differ only slightly, chiefly with regard to subfield indicators of some fields, and in the 3- Notes Block.

Compilation of Joint Database

A prerequisite for a union database or catalogue is the omission of duplicate records, with the indication of all the libraries owning that item.

Before a new incoming record is added to the database, it should first be checked for the presence of the record, and only if not found, a new record is added to the database, otherwise the holdings information is added.

A programmer was requested to write a programme for that purpose with the help of ISIS Pascal, which forms part of CDS/ISIS.

Presently this add-on routine checks whether a record is already on the database by first comparing the ISBN, then the title, edition and as last criterium the publisher. If none of these match, a new record is created, and automatically adding the Record Identifier Number in the 001 field, as well as the Holdings Field (984), into which the code of the holding library, availability of the item, and the location (shelf number) of the item is inserted, Should the search find a record that match, the holdings field is appended with the data of the incoming record, as well as the Originating Source of Record (801) field as multiple occurrences.

The joining of the 13 databases started in September 1993 and was completed on 25 September 1993, concluding the first phase of our project. The 'GOV' database presently contains 17500 records, and the duplication of holdings in Government Libraries is minimal. This signifies that selection of materials for these libraries is really done with great care. The only noteworthy duplication exists between the MEC Resource Centre and the NIED Resource Centre, and the NAIC and the State Museum Library.

Problems that were experienced are those records without ISBN numbers, as they had to be double checked.

The costs of this venture has been N\$ 1400 00 for the writing of the special add-on programmes, aside from the hardware, software and personnel expenses, that would have been an expenditure anyhow for the computerisation project of Government Libraries.

Access to the stock of the different Government Libraries has thus been improved in Namibia. It should save the country some money by reducing inter library requests from foreign libraries.

Records already on the database, can now be imported into the own database, saving on time, effort and money.

The next challenge lying before us is the continuous and regular updating of the database by adding new records. As records are updated and edited regularly by libraries these will have to be updated on the joint database as well. The programme will have to be adjusted and improved to make provision for that purpose as well.

The next step will be to add the records in the 'GOV' database to the SABINET database, for which a conversion from UNIMARC to SAMARC will be needed. This eventually should improve access to publications in the Southern African region.

Income for Namibian Government Libraries from inter library fees should theoretically also increase, due to improved accessibility.

Currently the Subdivision is engaged in the compilation of a union list of serials held by the different information services. Records are retrieved on "The Serials Directory on CD-ROM", which are downloaded as 'Conser' records, processed as a text file, converted from USMARC to UNIMARC.

Every library will then have to add the necessary holdings information, and with the same checking programme used for the monographs database, a joint periodicals database will be compiled. This can then be used for interlibrary loans within Namibia.

The next project to be attempted is the networking of the database on the host computer of the National Archives, which will make the database available online for retrieval, and export and import purposes.

Conclusion

Despite severe budget reductions of libraries over the past three years it was possible to carry on with the project and complete the first phase.

The succes can be ascribed to the following factors:

- Perseverance of all Government Library personnel who relentlessly continued with data entry;
- The possibilities CDS/ISIS offers to maintain, improve, develop, and expand own applications without expensive programme development;
- The facilities CDS/ISIS offers for the exchange of records between different bibliographical agencies;
- The fact that CDS/ISIS is distributed free of charge, which makes it the ideal software package for developing countries where a shortage of money is a constant factor to be taken into account before venturing into such projects;
- That CDS/ISIS is improved and updated according to new information technologies continuously, thus keeping pace with new developments;
- The training courses in CDS/ISIS offered by the DSE, which gave our personnel a good understanding of the software package and its possibilities, and the knowledge to develop, maintain and improve systems and applications, when problems were experienced.

With the conclusion of the first phase of the project, the initial aim of the project had been achieved - to improve access to information sources in Namibian Government Libraries, and partly also to Namibian Libraries in general.

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REDESIGNING THE STATE PROFILE FOR SOCIAL AND ECONOMIC DEVELOPMENT CHANGE. STATE RESTRUCTURING FOR THE STRUGGLE TO COMBAT POVERTY

By Syed Abdus Samad*

1. Introduction

Poverty alleviation became a major concern for the governments of the third world developing countries only in the mid-seventies, after the dominant growth focused models had been judged flawed against the backdrop of increasing poverty, inequality, growing unemployment, underemployment and secular stagnation of these newly independent nation states. It is true that in this large set of sovereign nations there were many former colonies displaying the common attributes of the fundamental political, social and economic premises of colonial exploitation, suppressions of different types and deprivations. These naturally led to the emergence of many distortions in the structures of the political economy of those countries whose remnants are still present. Many of the countries in Africa, Asia and Latin America had passed into non-representative, authoritarian forms of governments, including military dictatorships of the most repressive type. In such states, obviously, there was very little scope for participation of the major stakeholders in decisions on development goals, strategies, sectoral policies, programmes and development projects. A centralized bureaucracy remained in charge of designing these critical elements of economic policies. Social considerations were minimal in these designs and it was assumed by the politico-bureaucratic regimes of this genre that 'up by the bootstraps' approach was a panacea for all perceived economic and social maladies. A quiet revolution however was already brewing in the world outside the bureaus of the stereotyped state politicians and isolated and insensitive bureaucrats. This was not a revolution of the destructive type

* Views expressed in the paper are personal and do not represent those of the Centre or any other agency with which the author is functionally linked.

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one would associate with violent and abrupt changes often termed 'culture of revolution' in literature.¹ It was something more akin to a crawling evolution whose major theme was democracy, participation and action for change. The seventies and the eighties witnessed the end to many firmly entrenched dictatorships in the three continents of relevance to this paper, Asia, Africa and Latin America. In the nineties, particularly after the sudden and almost intriguing collapse and demise of the Soviet Union which had symbolized the 'ultimate' in dictatorship and centralization as systems of governance, we have already witnessed the reconfirmation of the trust of the vast majority of the people of the third world in democracy as a form of government, in decentralization, deregulation and participation as systems of management, in market economy as the economic system and in poverty alleviation as the principal objective of development policies. In this paper we would analyse some of these restructurings and the promise they hold for a better world for the hitherto disadvantaged, deprived and disfranchised poor of this planet. In the following sections we discuss a) the limitations of state-sponsored poverty alleviation programmes (PAP) in the third world and a testable model of a successful PAP, b) the desired restructurings in programme conceptualization, designs and implementation, c) linkages between economic and social policies, d) professionalization of social management, e) creation of mechanisms for active community participation in management and assessment of social programmes and f) conclusions. All the observations have been made in the context of countries of Asia and the Pacific, the region with which I am familiar. The approach of the paper is non-doctrinal eclectic and the sources of most of the information are action research carried out in the Asia-Pacific region in the recent past.

2. Limitations of State Sponsored Poverty Alleviation Programmes (PAPs)

"One of the most disconcerting aspects of economic growth in the non-socialist developing countries of South and South-east Asia is the fact that the problem of ... poverty has remained as acute as ever. ... Indeed it appears that economic growth in those countries, which has been considerable by some standards, has not only bypassed the ... poor, it has often extracted a sacrifice from them even though they can least afford it".² The trickle-down hypothesis obviously did not work for the state-sponsored development programmes. Some governments of the region however did not stick to one variant of intervention alone. They pursued growth, equitable growth, fulfillment of basic needs, targeted poverty alleviation, etc., as major development objectives in the decades of seventies and eighties, but because of the limitations which we could report shortly the planned objectives remained largely unattained. Some governments of course chose to do nothing or

pursued policies which were no policies at all because of the widespread internal conflict that fragment and diffuse the use of political and other resources. Some governments adopted policies which because of their inherent contradictory nature cancelled each other out.³ Another inherent limitation of governments of the region has been their inability and/or unwillingness to change policies even after it had become clear that they were not working. This stubbornness is one of those irrational traits in the third world public domain. While observing these handicaps we have at the same time to acknowledge the fact that the 'intent' of the many PAP approaches adopted by the diverse governments was not unsound and might even have been benevolent. They however did not tick because of:

- a) lack of effective strategies of resource mobilization;
- b) inadequate political and administrative support at the top levels;
- c) inadequate resource allocation;
- d) incomplete understanding of the 'culture of the poor' and the social and economic contexts in which they live;
- e) lack of total commitment to the programmes which had low overall priority in the larger public sector;
- f) lack of a broad plan of action incorporating the total regime of interventions as an integrated state programme to combat poverty and transform the society.⁴

2.1 Poverty Alleviation Programmes (PAP) of the Governments

In the Asia-Pacific region one would come across the following broad classification of state sponsored PAPs:

a) Direct Programmes

These would include projects that have direct impact on the lives of the poor, e.g., integrated rural development programmes (IRDP), social welfare and women's programmes, infrastructure development and target groups oriented programmes.

b) Indirect Programmes

These would include projects that have other major objectives and would impact poverty only indirectly, e.g., sectoral development programmes on agriculture, irrigation, fisheries, livestock, education, health, nutrition, family planning, agricultural credit, production and employment programmes (PEP), inputs distribution programmes.

c) Remote Programmes

They include projects that have impact on the lives of the poor from a somewhat remote situation, i.e., whose benefits are not very visible or tangible.⁵

Many governments have undertaken large PAPs in the region (Bangladesh, India, Philippines, Fiji, Sri Lanka, etc.). They have tried to address the most distressed

groups of the poor but judged by results these interventions have been rather unsuccessful and have had marginal impact on altering the poverty scenario. We may note here the following reasons for such limited results:

- The design and delivery systems of most of these programmes suffer from certain built-in weaknesses. The programmes are designed centrally at the macro levels⁶ paying inadequate attention to the needs of the target groups. This makes the programmes exogenous and as a result they are not owned by the clientele.
- The goals of the programmes are not precisely defined, condemning worthwhile goals to inevitable non-fulfillment. This happens because of the nearly total absence of any participation from the clientele in such goal setting exercises.
- The process of reaching the target groups can be lengthy and tedious, eventually resulting in programme distortions. Target groups are seldom well-defined and as a consequence of this programme benefits are appropriated by non-targeted groups. This process is aided by poor enforcement of the eligibility criteria on the part of untrained, poorly motivated state functionaries in charge of implementation.
- Individual PAPs usually lack effective linkages with other enabling agencies and complementary programmes. Even when for a change some provision for such inter-linkages are envisioned in the programme design these are hardly understood and pursued by the government agents due to a serious, almost debilitating, problem of inter-agency and inter-programme coordination and overall management inefficiencies.
- Programme delivery (supply) system often is observed with the sheer number of programme benefit recipients rather than with the actual and targeted individuals/households of programme coverage. The size of the programme itself can be a hindrance in such a milieu. Qualitative side of PAPs would get subordinated in such number games.
- Functionaries of state-run PAPs are not attuned to performing their assigned tasks. Their background (social as well as economic), recruitment, training, orientations, attitudes, values, practices and interests are not in step with PAP management. They lack the professionalism to deal with various complex aspects of poverty. Their tradition-bound, conformist and risk averse attitude do not permit them to be innovative and plungers in terms of risk taking. High risks, therefore high returns, events can not be effectively handled by such a workforce. They have little incentives to work for the poor. They are not ac-

countable to the clientele and there is no punishment for non-performance. Most of such workforce are mere pen pushers and time servers.

Because of these limitations large state-sponsored PAPs have failed to achieve their targets in countries of Asia-Pacific.

2.2 A Simple Model of Poverty Alleviation

As we have already observed, poverty is a complex problem. It is not even primarily an economic problem. Poverty is caused by the structures of the society, the political economy and the fundamental premises which govern such structures. Poverty occurs not merely because of the inadequacies of a country's resources, but because of a process of systematic repression of human potentials and the resultant deprivations.⁷ At the national level, this process gets initiated and perpetuated by the rich and the powerful elites who usurp the political, social, economic and coercive powers of enormous magnitudes.⁸ At the subnational, local levels, the landlords, the money lenders, the traders, local touts, etc., cause the major harm to efforts at uplifting the poor from their abysmal status. These configurations of forces make the poor totally dependent on them not only in an economic sense but even for their physical survival. Local institutions like cooperatives, credit unions, banks and other financial intermediaries merely reinforce this process of deprivation and pauperization. The most basic requirement for any worthwhile PAP would be its ability to penetrate this cobweb of unequal power matrix and work through for attaining the eventual goal of empowerment of the poor. The simple model sketched below is derived from this precept.

2.2.1 Independence from poverty entails a transition from dependence (on charities, handouts and other forms of unrequited transfers) to improved productivity which would demand matching compensation and lead to eventual emancipation of the poor. This transition from doles (or calories for sheer survival) to empowerment or capacity creation proceeds through four autonomous, but interrelated stages as follows:⁹

Stage #1: Doles

Any programme of interventions would have to have a dole component to ensure the physical survival of the client. This is a necessary condition for programme success, but by no means sufficient.

Stage #2: Entitlement/Conscientization

Freedom from doles can come through an increase in entitlements in which a person has a legal claim. The entitlements can come in cash or in kind, in the form of food-for-works, for example, for a labour; or it may come in the form of retirement benefits for the employee. To realize such claims or entitlements people

have to first know that they exist, i.e., they have to be made aware of their entitlements which represent a legal right. In society, unjust and unfair regulations, customs, practices and divisions of labour can deprive members of any disadvantaged group of their entitlements because of their ignorance or lack of power to appropriate them in a hostile external environment. A sound PAP would have to incorporate a component for conscientizing the poor, i.e., raising their awareness of the conditions surrounding their lives, their strengths, weaknesses, the external milieu and eventually all the equations that confront them, highlighting their functional as well as their 'conflict' dimensions.¹⁰ Claims or claim to right on guaranteed employment have got to be endorsed by the constitution or the government. In times of severe economic crisis such claims may be difficult to satisfy by either the government or the statute books. Such an entitlement therefore would lose its meaning and can only be viewed as ephemeral forms of poverty alleviation where the attempt is for such alleviation via employment generation. Viable entitlements backed by adequate conscientization efforts need to be socially, politically and economically sustainable.

Stage #3: Asset Formation/Its Distribution, Redistribution

Independence for a sovereign country means sovereign power over all its territories and assets - material, human and financial - subject to the usual legal-juridical limitations. Individuals like nations can own and regulate assets, movable and immovable. But, in poorly articulated economies and less than perfectly functioning politico-legal-juridical systems, asset ownership tends to be highly skewed. In such societies, they are held, owned, used and reclaimed by the rich and the powerful classes represented by the landlords, the waterlords, the merchants, the politicians, etc. Wholesale expropriations of landed assets in particular have been witnessed in many newly independent countries as well as in post-revolution era in countries which experienced such revolutions led by the bourgeoisie or the peasantry. Many enlightened governments also have attempted asset redistribution through measures like radical land reforms, tenancy reforms, fiscal and monetary reforms. But, such measures have had rather limited successes. Allowing the poor a capacity which would enable them to have productive assets, including their labouring power, can be a critical component in a PAP. Human development approach can bring this about. More egalitarian public policies are also likely to reinforce such impulses of asset formation and asset redistribution. But, redistributions by themselves are insufficient to ensure sustained increases in productivities or eradication of poverty.

Stage #4: Empowerment/Capacity Creation

Independence means the freedom to develop one's skills, knowledge and capacity to commandeer newer technologies for productive purposes. The wider the choice

set the better would be the prospects of empowerment of the target groups. Human capital formation thus represents the final component in this model of poverty alleviation or struggles to overcome poverty. When one is empowered he/she can take care of himself/herself and thus ends the need for external support in the forms of programmes, projects or direct transfers. Empowerment would enable them to identify the many opportunities for satisfaction of human needs that exist in their own environment and beyond. This empowerment or capacity creation which comes through human resource development/human capital formation can provide permanent end to dependency. A PAP can claim 'graduation' only when it helps its clientele/target group reach this stage in which the clientele is ready for the impersonal marketplace, can compete there, produce, create, transact, exchange and be compensated. A graph of the model has been reported at Annexure 1.

3.0 The Desired Restructuring in Programme Conceptualization, Designs and Implementation

PAP is frequently a part of larger economic growth programmes which means that attention paid to this component would be only a fraction of the total project management time. The success criteria laid down for the larger programmes do not usually accord any poverty weightage. As a result if the PAP component of the total programme fails it is not considered a serious problem. This is one of the basic weaknesses in the programme design. PAPs should be exclusive and the crew deployed for its implementation should be evaluated, punished or rewarded, solely on the basis of their performance in this programme. Programme design should take into account the total conditions in the life of the targeted client. The selection criteria for such clients should be precise and unambiguous to exclude the free riders and the rent seekers from programme benefits. To the extent possible, the design should be simple and comprehensible to the clients.¹¹ The goals of the programme should be clearly stated and the strategy of reaching them designed in consultation with all the stakeholders in the programme. It is not expected that all PAPs would be able to cover the four stages of programme graduation mentioned in the model presented in the preceding section of this paper. As a matter of fact, according to available information, the majority of anti-poverty projects end in the second stage, i.e., entitlement/conscientization. The third (asset formation) and the fourth (empowerment) stages are the more difficult ones and many of the large PAPs have come nowhere near achieving these targets. Before we discuss the programme delivery system (arrangements for management and supply of project outputs, including coordination, monitoring, training, skill formation, etc.) and its reception system we would like to make one

fundamental observation on restructuring. Governments play a major role in initiating PAPs in the region. A lot therefore depends on the character of the government. In the seventies and eighties we witnessed strong tendencies towards democratization of these governments in the Asia-Pacific region. Many erstwhile military dictatorships (in Bangladesh, Fiji, Pakistan, Philippines, for example) were transformed into people's democracies following mass movements. A democratic form of government offers the ideal political environment for the success of redesigning PAPs. In a democracy, the decision makers can not ignore the preferences of their constituents simply because they depend on their votes to come to and remain in power. A democratic government is more likely than not to come up with the appropriate conceptual framework for combatting poverty because of its representative character. The usual deficiencies in highly centralized forms of authoritarian governments (like non-participation, non-accountability, inadequate focus on results/outputs, inane and insensitive bureaucracies, etc.) would be gone even in a moderately functioning democracy. But, we have to note here that a mere democracy is no guarantee of programme success. India, for example, has had a democratic form of government for almost fifty years. Of all the countries of the Asia-Pacific region where poverty is widespread, India seems to have made the most persistent attempts at poverty alleviation with state-sponsored and budget supported programmes. India resorts to multilevel planning, block development programmes, integrated rural development, production and employment programmes, area development, credit, etc. But, in reality, all these meant only an exercise in futility and increasing frustration for the sponsors. Poverty stubbornly refused to vanish. How should this be rationalized? In a highly unequal and socially fragmented and stratified environment, typical of India, the entire planning and implementation structures, processes and procedures of all development works, including targeted poverty alleviation, are controlled by an oligarchy consisting of politicians, planners, technocrats and bureaucrats who allocate resources to suit their own preferences and there is very little participation in the entire decision-making process by the intended recipients or programme beneficiaries. Such one-way and non-participatory development planning systems existed in almost all the countries of the region, even though one would feel and notice winds of some welcome changes in these arrangements at the present time. As a result, genuine decentralization of decision-making, devolution of adequate administrative and financial powers to representative local or subnational level entities/institutions and a real participatory process of programme designing and implementation have received much attention and importance in development literature. Therefore, before one could speak of any desired restructurings in programme conceptualization one has to mention restructurings in the system of governance and intervention, as we have done in these paragraphs.

3.1 Special Programme Delivery Systems (DS) for the Poor

Since the traditional delivery systems, represented by the public sectors, have had only limited success in alleviating poverty, one hears increasingly of alternative delivery systems (ADS).¹² Many non-governmental organizations (NGOs), community based organizations (CBOs), grassroots organizations, private charities, etc., have specifically focused on targeted poverty groups with a view to designing and implementing PAP-DS suit their very special needs. We may mention a few of these efforts as follows:

- a) The Grameen Bank in Bangladesh with appropriate design and delivery system has been successful in reaching out to the target group - the bottom poor and the landless.
- b) The Philippines Business for Social Progress (PBSP) (set up in 1970) has made generous grants to alternatively designed anti-poverty programmes and projects.¹³ At times it got involved in the management of such projects. 'It reports a high degree of performance from a social and economic standpoint'.¹⁴ The PBSP is now about to expand the coverage of its delivery system.
- c) The case of Sherabad-Rohanabad in Pakistan. The Agha Khan Rural Support Programme (AKRSP) enabled small farmers to transform their lives through their own efforts in the Gilgit district in North West Frontier Province of Pakistan. The principal features of the delivery system have been its flexible organization for providing productive physical infrastructures which was highly democratic and participatory.¹⁵

In India, Sri Lanka and Thailand also there are examples of such alternative delivery systems of poverty alleviation with high levels of democratic participation by the stake-holders in programme formulation and implementation. They have been termed alternative because they are not part of the government efforts. The salient features of these ADS - the ones that perhaps make a difference between success and failure - are:

- Economic participation of all the stakeholders/agents in an unstructured institutional setting.
- Designing of precise and unambiguous strategic interventions for poverty alleviation.
- The capacity of the ADS to scale up.
- Total commitment of all the agents to the success of the delivery systems.

- Dedicated and selfless leadership by highly conscientized and competent staff manning the delivery systems.

A delivery system however perfect in design and actual performance would only have limited success if the recipients of the deliveries are not adequately prepared to receive them. Capacity building of the poor - the target clientele - is critical to PAP-DS successes. The poor often represent a large heterogeneous set of fragmented lot with very different kinds of handicaps and deficiencies which debilitate their creative, productive endowments. Just as one wants to improve the delivery system so must one the recipient system or the clients of the deliveries. The ground has got to be prepared first before sowing otherwise there would be scant prospects for a good harvest. Seeds, fertilizers, water, etc. are as critical in this exercise as the capacity of the soil to absorb them in a venture of creation. Vis-a-vis the alternative delivery system of a PAP the poor would be this soil.

3.2 Development of the Recipients of Programme Benefits

The poor are illiterate, ignorant, suffer from other forms of socio-economic deprivations and are helpless. Actions need to be mounted to:

- a) convert this helpless lot into viable productive forces and active participants in consuming, distribution and other forms of economic activities;
- b) For this they have to be educated, given easy marketable skills and conscientized;
- c) their asset base needs to be widened;
- d) the poor need to be organized and mobilized in viable groups of active, thinking, working and hoping human beings, they must be made to feel that there is hope yet and one should not give up;
- e) their organizations should be strengthened and provided with the necessary supplies and ideas.

In addition, there must be a critical re-examination of the politico-socio-economic realities in which the poor live and endeavour to eke out a living. The conscientization effort must assist the legitimate entitlements and access to external resources. These sum up as follows:

- Creation of a knowledge/skill base.
- Creation and strengthening of participatory organizations.
- Mobilizing of own, neighbourhood and external resources for their development.

- Acquisition of technical and managerial skills by the poor.
- Assertion of and access to resource flows.¹⁶

The restructurings in the concepts of poverty alleviation programmes and the mechanisms of their implementation thus would centre around a) restructurings of the designs, b) the delivery system and c) the antenna of the recipients. This would be possible only in a milieu or democracy and decentralized administrative arrangements. Too much centralization in the past did not allow otherwise viable PAP-DS to deliver. This is the lesson of the past. We have to remember that the more remote a decision-making entity from the subjects of those decisions, the lower the probability of those decisions having their intended impacts. People must participate in as close a proximity as possible in decisions that affect their lives, living, workplace and interactions with the exterior world. Any worthwhile programme restructurings at the conceptual and implementation levels must acknowledge this simple but often ignored truth.

4.0 Linkages between Economic and Social Policies

There are obvious links and interactions between economic and social policies which influence the course of secular growth, economic development and poverty alleviation. Monetary, fiscal, incomes, commercial and different sectoral policies influence the allocation of societal resources, management of aggregate demand, stabilization of the financial structures and employment. Social policies on housing, retirement benefits, welfare and other transfers and income redistribution, for example, can be affected by the macroeconomic and sectoral policies. These have obvious implications for poverty alleviation and organized struggle to combat and overcome poverty. Those who endorse programme/project solutions to poverty emphasize the design and delivery factors of sectoral programmes a lot more than those who believe that sustained economic growth of the economy would eventually take care of the poverty problems. These represent polar views on the strategies of growth and poverty alleviation and the 'trickle-down thesis'. The linkage between macroeconomic policy and social project perception can be easily observed from the following illustration. A well-designed and equally well-delivered rural credit for the poor programme for the landless and marginal farmers may collapse and have no impact if appropriate pricing policies are not put in place to ensure that the growers of additional grain gain a remunerative price to sustain them at the higher level of production made possible in the first place by the credit for the poor programme which can qualify both as an economic policy as well as a form of social engineering. Fiscal and monetary policies of the government in particular can reinforce or demolish any gains made by the specific targeted programmes and social policies. It is not uncommon to find a set of contradictory

and mutually nullifying economic and social policies in many third world countries afflicted with the most severe forms of poverty and deprivations. The institutional arrangements for policy coordination are either not there or not functioning. In the absence of serious research support, often the policy-makers are unable to choose an internally consistent set of economic and social policies. In the last two decades however a lot of grounds have been gained in this sphere, thanks largely to the structural adjustment loans of the World Bank and the IMF whose conditionalities heavily stressed sound macroeconomic and sector adjustment policies. This has now created an enabling environment for social programmes to have better chances of success. In a regime of relative stability in prices, reasonable deficits in the budget, market determined exchange rates, free trade and continuous adjustments, the linkages between policies are better seen, understood and appreciated. This is the major restructuring in policy domain that promises to pave the path for successful anti-poverty programmes.

5.0 Professionalization of Social Management

By implications we are assuming that the public sector which looms large in the domain of social management, including health, education, welfare, old age care, social insurance, unemployment compensation, etc., is the focus of our discussion in this section. We have already noted that members of the civil services, other professional services, engineers, doctors, etc., as well as field workers who form the hardcore bureaucracy in a modern state are trained to a) administer, b) regulate, c) control and d) arbitrate. They tend to be narrowly focused and display a somewhat aloof, uninvolved and detached attitude towards the people they are supposed to work for. Their traditional and, to a large extent, outmoded training did not prepare them to work in the so-called soft sector of social engineering where by a fiat you can not bring about the changes that you want, where obedience to orders is not automatic, where things do not happen merely because you wish them. Working with the poor for their upliftment in fact is altogether a new ball game for the members of Weberian bureaucracy. They simply lack the professionalism of this type of social management. In critically poor third world countries (like Ethiopia, Somalia, Bangladesh, Nepal, Bhutan, Sudan etc.) the public sector functionaries engaged in poverty alleviation works need to be trained in the basics of social management and the culture of poverty to acquire a minimum level of professionalism for doing their jobs. A special cadre of officials might be created if it is felt that the old recruits can not be retained or redeployed, that their traditional civil service orientations are too deeply entrenched for them to acquire the new professionalism. These observations are value neutral and not at all in-

tended as an indictment on bureaucracy or a set of general disparaging remarks. If someone is not trained for a job he/she can be blamed. If it is too late for him/her to be trained there is nothing wrong or shameful about that too. There is that simple choice of picking those who could be trained. After all poverty alleviation is not going to be the only function of the government and the bureaucracy in a restructured policy.

The training curriculum for the future PAP crew should incorporate at least some of the following:

- a) Understanding of poverty its definitions, causes, measurements, spread; absolute, relative, critical, extreme poverty.
- b) Culture of poverty. Why people remain poor even in surroundings of high affluence? The blacks, chicanos, Puerto Ricans in the US.
- c) Why is there so much of apathy, self-depredation, shame and hopelessness among the marginalized sections of the society.
- d) Why is there so much resistance to mobility among the disadvantaged groups (the culture of fatigue or inertia).
- e) Why some poor do not want to go to schools, hospitals or a bank and other formal institutions?¹⁷
- f) What are the root causes of a seemingly adversarial relationship between programme administrators and the targeted poor?
- g) Why seemingly viable programmes fail.
- h) What, if any, are the inherent deficiencies in public sector PAPs which cause such phenomenal wastages and non-performance.
- i) The prerequisites for PAP success in the public sector.
- j) The countervailing forces in the society who intervene to prevent total disasters, etc.

This listing is only indicative and can be extended *ad infinitum*. The point that I am trying to make here is that a new professional cadre of civil servants who can successfully perform their assigned social management tasks needs to be trained and equipped for the tasks. There are many training courses which are already being run by the NGOs. The public sector can borrow some ideas from them. The need for professionalism in the public domain is a *sine qua non* now. Bureaucratic, dysfunctional and slow scale of operation of the government machinery can end only then.

6. Mechanisms for Active Participation in Social Programmes

We recall the famous 'no taxation without representation' in late eighteenth century of the original 13 colonies of the then new world which is now the mighty USA. Indeed, participation was one of the least focused concerns in the public domain until this decade even though the concept is as old as humanity itself. Representative and transparent forms of organizations can ensure participation. Non-governmental organizations, voluntary groups, cooperatives, direct action groups, etc., are examples of organized efforts where nearly all stakeholders participate in the major decision-making fora and processes. Social and economic NGOs in particular can be very effective in triggering the bottom-up process of needs identification, project formulation and implementation at the grassroots levels. The Grameen Bank credit programme of Bangladesh is such an example where all the members of the embryonic group of five who form a collective entity and whose responsibilities and obligations to the bank as borrowers are joint and several participate in all decisions. It has sometimes been argued that it is possible to evolve an effective mechanism of ensuring participation when the groups are small. However, for devising effective mechanisms of democratic and participatory decision-making in any fora, three basic questions need to be addressed:

- a) Participation by whom/what people?
- b) Participation at what levels of decision-making? and
- c) Participation for what purpose?

Programmes which are transparent and where everybody is answerable for his/her actions offer a genuine mechanism of participation. Decision-making processes often get arrogated by a few persons in organizations/programmes which are not run democratically. Here, the bulk of those to be affected by the decisions do not get an opportunity to contribute to the decisions. Such a system is paternalistic and top-down in terms of exchange of data and information. Soviet-style central planning provided the classic example of this genre. Decision-making processes in North America and Western Europe in comparison are far more participatory. Every crucial social or economic issue is debated at length in these countries before the government of the day takes its pick from the debated choice set. The system of governance at the central/nation level in fact sets the milieu of participation down the line, at subnational, regional, district, local levels. Participation also differs along cultural lines. In orthodox eastern countries it is considered impolite on the part of the young, for example, to demand participation in household level decisions. The head of the family is not obliged to consult anyone unless he himself decides that there is a need for such consultation. Nor is he answerable to anyone for a flawed, unilateral decision. This model is familiar in the area of de-

velopment planning, programme formulation and other forms of interventions in the economy, including PAPs. With the waves of democracy, participation, freedom and market economy sweeping through the continents at the present time, old systems, structures, processes and procedures are also likely to fade and be booted away. Central planning is already passe, even in India. Everywhere one hears louder voices demanding participation, transparency in all decision-making and empowerment. In our view, the time is now ripe for representative, participatory institutional arrangements to take roots in the realm of development management and PAPs. We do not intend to prescribe any specific mechanism. As long as there are strong and effective forces of democracy active in the political domain, appropriate mechanisms of active community participation in social programmes would not be far to seek. Examples already galore in the NGO and CBO domain. The public sector can borrow one to its liking and tastes in states restructured to assume pro-people and benevolent characters. The necessary conditions for participation are democracy, openness and end to hostility between the governors and the governed.

7. Conclusions

State restructurings for the struggle to overcome poverty have already assumed a discernible morphology in the wake of the merger of a unipolar world following the collapse of the authoritarian, non-representative and highly centralized system of governance of the now extinct Soviet Union. Democracy and market economy have emerged as the chosen forms of political and economic systems. Poverty alleviation and sustainable development are now the two major development objectives in nearly all the developing countries. The world has chosen almost a uniform pattern of progression, something that was beyond the wildest dreams of humanity even a couple of years ago. But, still billions of people are considered poor in the continents of Africa, Asia and Latin America and there are poor people even in the economically advanced countries of North America and Western Europe. Poverty alleviation remains the major challenge to organized human efforts at socio-economic transformations that are unfolding this decade as the century draws to a close.

Poverty is the outcome of a long historical process of marginalization of socioeconomic groups, of gross inequalities of income and wealth - derived from the structure of the political economy, the systems and relations of production characterized by dominance and dependence. In this process one group emerges as the all-powerful to dominate the majority who, because of their sheer numbers and lack of bargaining power, can command only a subsistence wage from the system, value being ultimately determined by scarcity. Poverty alleviation (PA) can be a

daunting effort in such a milieu.¹⁸ But, in spite, there have been no dearth of PAPs run by the governments of the third world labour-surplus developing countries. From Fiji to Pakistan one would come across hundreds of such programmes of intervention begun in the the seventies and some running till the writing of this paper. But, after more than three decades of such attempts in Asia-Pacific, a large number of people in most countries continue to remain immersed in extreme poverty. The high growth objective pursued by the states benefited the empowered rich classes except in the countries termed the tigers of Asia, Hong Kong, Korea, Singapore and Taiwan where high growth parallely led to poverty reductions. The programmes of intervention in the region have usually taken one or the other of the following:¹⁹

- a) Integrated rural development programmes (IRDP) for income and employment generation for the poor.
- b) Area development programmes on backward and remote regions like mountains, swamps, etc.
- c) Special credit programmes for targeted clientele, e.g., bottom poor, the landless and marginal farmers, distressed women, etc.
- d) Land reforms.
- e) Gratuitous relief or dole/transfers in times of floods, cyclones, earthquakes and other forms of natural disasters and wars, famines.

The major limitations in these government-led PAPs that have been extensively researched in development literature are the following:²⁰

- a) The PAPs have failed to lay down precise criteria of defining the target beneficiaries (poor).
- b) Personnel running these PAPs have tended to view them as techno-managerial processes and missed out on the deeper political and social dimensions.
- c) Over-centralization of PAP management distorted decisions and led to failures in critical components.
- d) There have been too much stresses on doles and handouts in most of the government PAPs. These one-shot transfers obviously addressed only stage #1 of the PAP model presented earlier in the paper and did not lead the clients to stages of asset holdings and empowerment.

- e) Delivery systems of the credit programmes in particular do not seem to have been appropriately developed bulk of the benefits of such programme interventions.
- f) Most of the known land reform measures have been mere cosmetic efforts at showing off that the governments were trying to do something in the realm of asset holdings and redistributions.

Failures also can and often do provide useful inputs for restructurings. Government PAPs have by and large failed or achieved partial results, but those run by the NGOs, the CBOs, the international charities, etc. have much better track records of success. With flexible planning and implementation system and well thought out approach these innovative interventions are there as true public goods. Anyone can benefit by learning from them, including national governments. In a restructured polity driven by the commitment to improve the quality of life for all, poverty can be overcome. Many countries have done this. Democratic and representative characters of the state are the prime requisites for the remaining ones. It does not need to be belaboured that the authoritarian and non-representative forms of government in many countries of the vast third world acted as agents of those oligarches and plutocrats who brought them to power and sustained them. Such governments could never treat the poor as their natural constituents, they did not depend on them for anything. But, in a democratic form of government, the poor constitute the majority of voters in the third world and therefore they would matter, their needs would matter and they have to be brought to the main stage of the play. As a result, poverty alleviation would be mainstreamed as the dominant goal of state intervention in the economy. This is a dream whose time indeed has come.

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16. Ibid., p. 58-62.
17. Punalekar, S.P., op.cit.

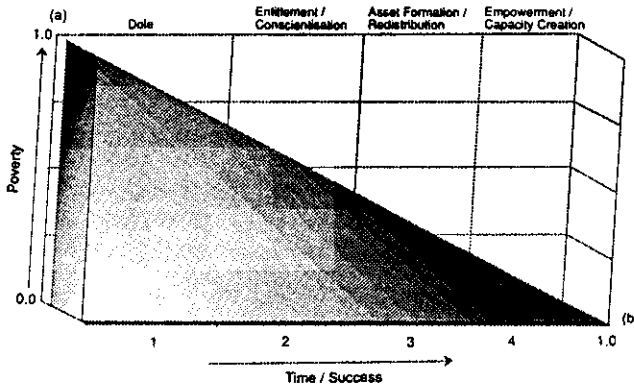
18. Ibid. The existing power structure of a society determines to a large extent the relative income distributions and holds on matching inputs for the economic agents (production and non-production).

19. Shams, Khalid, et al., op. cit., p. 9.

20. Ibid.

Annexure #1

Poverty alleviation Programme: *From Calories to Capacity creation*

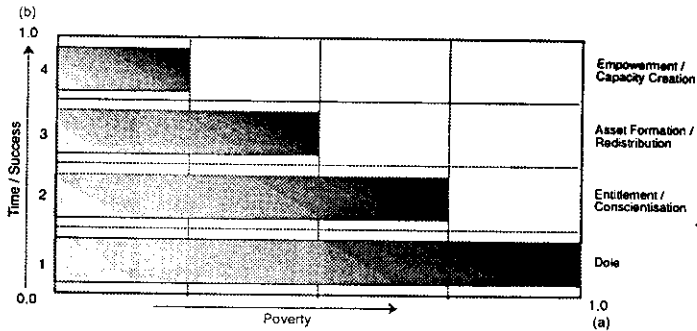


Note:

- 1) The point (a) represents critical stage of poverty or extreme poverty where the client would need doles and handouts for sheer survival.
- 2) The point (b) represents the stage of full empowerment of the client, through PAP interventions of the appropriate kinds, where he is no longer considered poor and the course from calories to capacity creation has been run for him. He is ready for the marketplace.
- 3) The locus (ab) represents the intertemporal transition from stage 1 (calories) to stage 4 (capacity creation/empowerment).
- 4) Ranking of PAPs in terms of measured success would be according to the time taken in reaching their final stage, ceteris paribus. Journey from (a) to (b) can be a two year effort or a ten year one. One may never reach (b). The PAP which leads to mutations or unfinished journeys would be flawed intervention

Annexure #1

Poverty alleviation Programme: *From Calories to Capacity creation*



Note:

- 1) The point (a) on the abscissa represents critical stage of poverty or extreme poverty where the client would need doles and handouts for sheer survival.
- 2) The point (b) on the ordinate represents the stage of full empowerment of the client, through PAP interventions of the appropriate kinds, where he is no longer considered poor and the course from calories to capacity creation has been run for him. He is ready for the marketplace.
- 3) The locus (ab) represents the intertemporal transition from stage 1 (calories) to stage 4 (capacity creation/empowerment).
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UAP: ACCESS TO DOCUMENTS TO INFORMATION IN THE BIOLOGICAL AND MEDICAL LIBRARIES

By Graham P. Cornish

Abstract: The philosophy behind UAP can be applied to all disciplines as the concept of universal availability is non-exclusive. Document delivery is one, although not the only, way to achieve UAP goals. Costs and system design are important but there are real barriers in the legal, political and technological fields. Much work needs to be done to improve professional attitudes to cooperation which is at the heart of document delivery.

Information is a product which knows no borders. The intention of this paper is to examine how access to information can be achieved in the context of Universal Availability of Publications through document delivery systems. Information takes many forms other than publications but this paper will concentrate on published documents at that is the remit for the UAP Programme Access can be achieved by purchase, exchange, gift or reference, all of which are relevant to the Programme's objectives, but interlibrary loan an document delivery will from the focus on this occasion.

Although the name of the Programme is self-explanatory in one sense, nevertheless it is necessary to take a careful look at what the Programme is trying to achieve in concrete terms. The Programme is concerned only with published material, so other types of literature are excluded from its remit. Essentially the tenets of the Programme are that it should be possible to make available.

any published document
any person in
any place at
any time in
any form necessary for that user to read the document

Because of its very wide scope the Programme touches on almost all aspects of

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library and information science including collection management, cataloguing, reader services, interlibrary loan, staff training and legal and political issues.

The philosophy behind the Programme is relevant to all branches of knowledge, all types of library and all categories of published document. However, each of these groups demonstrates particular problems with which the Programme is concerned and the subject field of biology and medicine is no exception. Information knows no boundaries and is essentially an international commodity. Therefore the UAP Programme is also international in scope. With the rapid growth of electronic publishing in various forms this international facet of information becomes even more transparent. A researcher can call up a text without even knowing where the original file was created. Therefore the whole chain of production, storage, distribution and use is international in character and all schemes to provide for the needs of users must take this element into account when they are being designed and funded. It is all very well having a basic aim such as worldwide availability but the problems which need to be overcome to achieve this must be faced realistically. It must be accepted that there are many such problems and not all of them are within the scope of the library profession to find solutions.

a) Costs

Document delivery is complex operation and many of the processes involved are often misunderstood and inadequately calculated¹. Although they may be fairly small in the context of a large library budget, and even less significant within a major pharmaceutical company, they can be prohibitive for small organisations or those with limited or no funds. In the case of international transactions the lack of hard currency for many libraries in developing countries is a real inhibitor to the flow of information.

b) The system - or lack of it

The various models for national interlending have been described in detail by the Programme several years ago². Although the models are designed for national and also international application, they can equally be used to design systems for subject-specialist libraries such as biological or medical libraries and, indeed, this has been done in some countries. The basic models are: centralised, on one central collection; limited decentralisation using a few major libraries, usually specialist ones; planned decentralisation, using a number of large libraries in a network; and unplanned decentralisation - the worst of all scenarios. Whichever systems is chosen, the most important thing is to have system of some kind!

c) Inadequate information on what is available

Bibliographic control and availability are inseparable concepts. Control means just that, not just listing everything in sight. Control really means being able to

identify a document and locate it. So the use of union catalogues as well as good bibliographies is essential. The biological/medical world is well equipped with both of these in many areas but there will be room for improvement both geographically and by specialist topic.

d) Political barriers

Political barriers are one of the most difficult for the library and information profession to live with as they contradict so much of what we have always stood for - freedom of information. This is a major problem between countries. As barriers in one part of the world come down, others seem to be erected with alarming rapidity. However, the political world, in its widest sense, is one of considerable importance for the application of UAP principles to biology and medicine. Intellectual priority, commercial confidentiality and ethical issues can all be areas where access to documents can cause problems. Some researchers may not wish their papers to be made readily available to others in the same field, - a common problem with high level technical research, yet this is one of the risks of publishing. Nevertheless, some authors try to restrict circulation of their papers. Commercial confidentiality is not just a matter of keeping what the company has discovered a secret: it can be as much to do with making sure nobody knows what documents the company wants to acquire. Careful analysis of document delivery requests could, and can, throw considerable light on the areas in which research is taking place. The third area, ethical consideration, is obviously important for topics such as genetic research, birth control, and other more complex issues. There is a real danger here of censorship in terms of libraries either being prohibited from requesting some documents or supplying particular institutions.

e) Legal constraints

Copyright is probably the most serious problem and this will become more acute as new forms of transmission are introduced. The likelihood of being able to supply copies of documents without either the permission of the copyright owner or payment of fees would appear to be dwindling as owners develop mechanisms for controlling access.

f) Technological barriers

Technology brings a variety of problems. Incompatibility of systems and software is one obvious difficulty and a lot of work has been done in standardisation for message structures to facilitate message transfer. A lot of work is being done by the IFLA Programme for Universal Dataflow and Telecommunication (UDT)³ on this issue. Another speaker will tell you more about work on Open System Interconnection (OSI).

g) Professional attitudes

Networks, systems, collections, bibliographies - these can all contribute to a good and efficient document delivery service but the essential element has to be professional attitudes to resources sharing of this kind. Although some librarians are quite enlightened, others still adopt a rather "I've got it so I'll keep it attitude". Resource sharing means just that - everyone putting something in to get something out. Nevertheless it must be accepted that document delivery really does make demands on the supplying library in terms of actual measurable resources. Naturally this is a different issue when commercial document suppliers are used but the majority of document delivery is still handled by one library for another.

h) User ignorance

What point in having a document delivery system if it is not used? In the end, the only reason we establish complex systems for document delivery (or anything else) is to serve the reader. So our primary task must be to educate the reader to know what is possible. This is often one of our worst failings.

So what does the UAP Programme do to improve matters? The IFLA Programme for UAP cannot, of itself, produce any real changes. All it can do is provide guidance and stimulus to the library community worldwide to improve the situation as far as possible. To this end the Programme has produced a number of documents which have had, and continue to have, a significant influence on thinking in this area. Amongst the more important contributions are:

The provision of an international interlibrary loan and document delivery form which is accepted in many libraries in the majority of countries.

The preparation of an internationally agreed code of practice for international interlibrary loan⁴.

A similar national code of practice which provides models on which national systems can be based. This includes a national standard system for collecting interlibrary loan statistics⁵.

Publication of a *Guide to centres of international lending and copying*⁶. This lists most countries of the world with contact points for international interlibrary loan, describes the national system and lists charges and conditions.

Proposals made to Unesco and the Conference of Directors of National Libraries for a voucher scheme to ease the problems of payment for international transactions⁷.

The publication of a model handbook for training staff in interlibrary loan⁸, setting up and managing interlibrary loan procedures and a critical analysis of the work involved to improve work flows.

The preparation of training modules for interlibrary loan⁹ which can be used in any environment from library school, through major general libraries to small remote locations where distance learning is the only method of instruction.

The preparation of performance measures for interlibrary loan and document delivery systems which can be used as criteria for evaluating any system¹⁰.

The Programme has also sought to extent understanding of the problems in this area by encouraging debate about them through organising several conferences on an international basis, publishing the papers^{11,12,13} and speaking and teaching at many others.

Although UAP is a philosophy, it is also a concept which can be expressed in real actions and achieve improvements which can be measured. As technology changes, world markets develop and the gap between those who have information and those who need it grows, so will the importance of UAP. With changing political patterns in the world the need for wide access to information will become crucial. Many of the problems and issues outlined are the ones which UAP will need to address. With limited resources such issues as electronic publishing, standard methods of document delivery and payment, wider availability of information on holdings and greater awareness of the importance of availability in political and economic circles will be its major foci.

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L'ACCÈS À L'INFORMATION SPECIALISÉE À L'HÔPITAL: LE POINT DE VUE DES UTILISATEURS

By Jean-Philippe Accart

Abstract: In the end of the 20th century the medical documentation is like hospitals themselves in full mutation. The multi-disciplinary documentation (medical, but also paramedical, administrative, financial, legal, technical) accordingly is most often decentralized. It uses every possible means in new technologies and so responds to the needs of the clients being themselves specialized and demanding: the doctors, the paramedical professions, the administrative staff. Nowadays there is a tendency towards a centralized medical library facilitating the special information supply.

L'hôpital en 1993: Une structure en mutation

L'hôpital, en 1993 est une structure en pleine mutation: les plateaux techniques (blocs opératoires, salles d'anesthésie) deviennent de plus en plus performants et les équipes médicales et soignantes sont de mieux en mieux formées. La gestion de l'hôpital est dorénavant confiée à des cadres de direction, qui ont suivi une formation spécifique à l'Ecole Nationale de la Santé Publique (ENSP) de Rennes: les attachés de direction, aux finances, au personnel, aux services économiques, à la communication, à l'organisation ... L'hôpital, de nos jours, se gère comme une véritable entreprise: études de marché, planification à long terme, informatisation des services sont devenues des outils courants.

C'est sous cet éclairage nouveau qu'il faut considérer l'hôpital: non pas comme un monde clos, mais un lieu composite, diversifié et riche, à l'image de notre société, s'ouvrant de plus en plus sur l'extérieur; le bibliothécaire documentaliste hospitalier se doit de l'appréhender de manière appropriée, et de comprendre cette réalité particulière.

Une autre donnée à prendre en compte est l'urgence à soigner, tout en raccourcissant la durée de séjour des malades, et en réduisant les coûts de fonctionnement.

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Cette urgence se traduit souvent dans le domaine de la documentation: avec l'arrivée de nouvelles technologies, la diffusion de l'information en temps réel, la constitution de réseaux locaux, de catalogues collectifs, le bibliothécaire documentaliste est à même de répondre efficacement à tout type de demandes. Qu'ils proviennent des personnels médicaux, paramédicaux, administratifs ou techniques, les besoins documentaires sont permanents et multidisciplinaires: de l'économie de la santé aux soins infirmiers en passant par le traitement d'une pathologie, le bibliothécaire a donc en face de lui des interlocuteurs variés et exigeants. Deux grands groupes d'utilisateurs ont été dégagés.

1er groupe d'utilisateurs de la documentation hospitalière: la population médicale

On distingue, dans le premier groupe, 4 types d'utilisateurs potentiels:

- *L'interne ou l'étudiant en médecine ou en pharmacie*, qui, au cours de ses études, utilise essentiellement les ressources proposées par la bibliothèque médicale de son hôpital ou de sa faculté, pour rédiger sa thèse. Parallèlement, il s'abonne personnellement à un ou deux titres de revues, ou à une spécialité de l'Encyclopédie Médico-Chirurgicale (EMC). Il est de plus en plus attiré par l'informatique; l'utilisation des banques de données en ligne et de CD-ROM biomédicaux (PASCAL, Medline) pour ses recherches est d'un grand intérêt pour lui. Une initiation à ces outils documentaires performants est souvent nécessaire.
- *Le professeur et le médecin-chef de service*, dans un Centre Hospitalier Universitaire ou un Centre Hospitalier Général. Il a recours à des monographies, des comptes rendus de congrès, des recueils de revues générales telles qu'en offre le chapitre "Bibliography of Medical Reviews" de l'Index Medicus ou les revues de synthèse. Il dépouille les bibliographies analytiques dans sa spécialité (type Excerpta Medica) ou des sommaires des revues (Current contents, Reference Update, Medexpress ou Medactua).
- *Le chercheur*: il fait une recherche bibliographique rétrospective sur un sujet pointu à l'aide de l'Index Medicus, qui est la bibliographie de base en médecine, des Excerpta Medica, des "Chemical Abstracts". Les banques de données (Medline et PASCAL) lui sont très utiles pour affiner et approfondir ses recherches. Il utilise les mêmes outils que le professeur ou le médecin-chef de service.

Environ 80% de l'information qui est nécessaire au chercheur lui est apportée par les périodiques anglo-saxons. Il peut ainsi se tenir au courant des nouvelles techniques et des derniers résultats parus dans son domaine.

- *Le médecin-praticien hospitalier*: pour sa formation permanente à l'hôpital, il a recours aux Encyclopédies (EMC), aux périodiques de médecine interne, aux revues spécialités, aux "clinics" qui font le point sur un sujet spécifique. Il a recours également aux banques de données. Il attend des réponses rapides et précises pour affiner un diagnostic, connaître les nouvelles thérapeutiques pour une pathologie. Il peut également décider d'entreprendre un travail de réflexion ou de recherche dans le cadre de sa participation à une enquête épidémiologique: les CREDES (Centre de Recherche d'Etude et de Documentation en Economie de la Santé) et la banque de données RHESUS peuvent répondre à ses questions.

Il compte beaucoup sur les relations professionnelles, les rencontres, les colloques, la formation médicale continue pour s'informer.

- *Le médecin-praticien libéral*: de plus en plus, l'hôpital montre une volonté d'ouverture sur "la médecine de ville". Cette ouverture passe par l'accès aux ressources documentaires de l'hôpital. Ses besoins en la matière sont ponctuels, épisodiques. L'hôpital peut cependant lui être utile pour sa documentation générale ou pour résoudre un cas spécifique qui lui est posé en mettant à sa disposition des outils qui sont trop onéreux pour lui. La bibliothèque médicale peut aussi être un lieu de rencontre avec ses collègues hospitaliers.

Nous l'avons vu, les médecins sont donc preneurs d'informations documentaires: la connaissance scientifique est un des moteurs de la médecine, et une bonne appréhension et un savoir intégré rejaillissent forcément sur les malades soignés à l'hôpital.

Les médecins et l'écrit scientifique

A la fin de leur cursus, les étudiants rédigent un mémoire d'études spécialisées ou une thèse. Puis, au cours de leur carrière, les médecins, et plus particulièrement les praticiens hospitaliers, sont amenés à faire part de leur conclusions sur un cas qui leur est soumis à l'hôpital, sur un sujet qu'ils étudient plus particulièrement dans leur service. Il est fréquent que plusieurs médecins de services différents, voire de plusieurs centres hospitaliers, rédigent un article en commun. Publier dans une revue spécialisée d'un certain renom rejaillit automatiquement sur son auteur ou l'équipe qui l'entoure. Si l'article est publié dans une revue indexée par une banque de données, cet article n'en aura que plus d'importance et sa diffusion n'en sera que plus grande: l'indexation et la citation dans une banque de données (américaine type Medline ou française PASCAL) constituent la reconnaissance d'un travail, d'une étude. Cela peut ainsi faire référence sur un sujet donné. La qualité et l'importance des publications est primordiale dans le curriculum vitae du médecin, et donc dans la progression de sa carrière.

La bibliothèque médicale ou le centre de documentation de l'hôpital constituent une ressource précieuse pour les médecins: recherche d'article ou de tirés à part, de références bibliographiques, aide à la rédaction scientifique, à la rédaction d'"abstracts".

2ème groupe: les autres types d'utilisateurs

Devant la croissance exponentielle de l'information sous toutes ses formes, les hôpitaux publics réagissent de diverses manières. L'Assistance Publique de Paris (AP-HP) a développé des centres de documentation spécialisés dans la formation professionnelle continue, le domaine paramédical, la Bibliothèque de l'Internat (ADDM). D'autres hôpitaux ont couplé bibliothèque médicale et formation continue. La règle commune est restée très longtemps de développement de petites unités documentaires dans les services de soins, de mini-bibliothèques dans les écoles d'infirmières, et enfin de bibliothèques médicales centralisées. La documentation s'est développée de manière empirique, chaque service a géré de façon plus ou moins organisée sa propre documentation.

Actuellement, la tendance va vers une bibliothèque hospitalière centralisée permettant une diffusion plus large à tous les niveaux de l'information.

Dans l'équipe de direction et les services administratifs, ce rôle est encore, dévolu aux secrétaires qui réceptionnent, dépouillent, classent les Journaux Officiels, les Bulletins Officiels de la Santé Publique, et toutes les revues traitant de la gestion hospitalière. Les recherches documentaires sont faites les plus souvent en fonction des demandes de l'équipe de direction en ayant recours à la télématique (banques de données juridiques "JOEL", "LEXIS", ou "JURISANTE"); des revues de presse thématiques sont le plus souvent produites par les Centres de Documentation administratifs pour diffuser l'information.

Les écoles paramédicales: beaucoup d'hôpitaux ont ouvert leur propre école d'infirmières, d'infirmières spécialisées. Une bibliothèque y est en général intégrée, un travail personnel important étant demandé aux élèves qui nécessite certaines ressources documentaires spécifiques. Ces structures sont bien gérées et répondent généralement aux normes bibliothéconomiques en vigueur.

Les personnels soignants, avec à leur tête les Infirmières Générales, bénéficient de peu de moyens de s'autoformer. Quelques abonnements sont achetés en commun par et pour le service de soins infirmiers. Des centres de documentation spécialisés (le Centre de Documentation Pédagogique de l'Assistance Publique par exemple), des bibliothèques hospitalières ont été développés.

Le Service Social et le personnel hospitalier de l'hôpital en général ont une demande en ce qui concerne les textes de lois, les décrets, arrêtés ministériels, et bien sûr les actualités sociales ainsi que des outils permettant la formation professionnelle continue de tous les agents. C'est le rôle normalement dévolu à une bibliothèque administrative.

Les Services Informatiques et Techniques présentent également des besoins spécifiques en documentation spécialisée.

En outre, des Départements d'information Médicale (DIM), souvent couplés avec le centre de documentation, ont été créés pour connaître et évaluer l'activité médicale.

En conclusion

En milieu hospitalier, les besoins d'information sont donc multiples: ponctuels pour certains, permanents pour d'autres. Dans la plupart des cas, ce sont aussi des besoins de rapidité, de précision, d'exhaustivité et d'actualité. Une bibliothèque hospitalière centralisée, ou un centre de documentation pluridisciplinaire, répondant aux besoins des différentes catégories d'utilisateurs, développant des techniques documentaires de pointe, joue un rôle essentiel dans la délivrance de l'information à l'hôpital. La tendance actuelle va vers le développement de telles structures.

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