

UNITED NATIONS COMMON LIBRARY

ANNUAL REPORT 2001

Despite facing a setback during the year 2001, due to reduced staff resources, we continued to collect relevant materials for our print collections as well as digital resources and the following new developments made during last year are particularly related to improving access to our valuable collections:

- We have launched our library's website offering some new web-based services that we plan to launch shortly. Some technical support for the launching of these services is being negotiated with UNDP LAN Manager. These services include:
 - a. Web Searchable Library Catalog
 - b. Web subscription to the Thematic Update e-mails
 - c. Automated Register of Publications by UN System in Pakistan
 - d. Online reference Questionnaire

As these services develop over the next quarter, we would be able to carry UN's message and information to a wider range of audience in Pakistan as well as abroad.

- We have added a page for Weekly New Additions to our website, which is updated every week. Whereas the new additions e-mail will now feature only the information about particularly interesting publications from our latest arrivals and will act as a shop window for the complete list on the web.
- Our 'Review of UN Information Resources' Service produced 13 reviews covering the major Information Resources of the UN and its various agencies.

Collections:

Our print items' collection, which was 7776, at the start of the year 2001, had reached 10975 volumes at the end of the year. The processing of newly received books remained suspended for a while, still we managed to process 3199 items during the year (mostly by subcontracting). The subject coverage of the Catalog Database is now as follows:

Total title references in Catalog Database = 10255 records

Subject coverage:

AFGHANISTAN	168	ENVIRONMENT	211
AGRICULTURE	2278	INDUSTRY AND TRADE	612

CHILDREN AND YOUTH	338	INTERNATIONAL LAW	64
CULTURE	645	POPULATION	491
DRUG CONTROL	59	REFERENCE	301
ECONOMIC AND SOCIAL DEVELOPMENT	1676	SCIENCE AND TECHNOLOGY	138
EDUCATION AND LITERACY	1051	STATISTICS	76
ENERGY	133	UNITED NATIONS	76
ENVIRONMENT	211	WATER	226
COMMUNITY HEALTH	1132	WOMEN AND GENDER	509
HUMANITARIAN AID AND RELIEF	70		

Library Use and Users Statistics

Total **652** persons (283 female and 369 male) accessed the Library to use its various resources and services. Following is a statistical profile of the users and the use of services.

Apart from the UN staff (149), the largest majority of the users were students (184). Other categories included Govt. Officials (46), Academicians (21), NGO workers (37), researchers (41) and some doctors, politicians and diplomats.

1. Access Method

	UN Users	Other Users	Total
Over Phone	26	40	66
In person	97	439	536
By e-mail	26	24	50
Total	149	503	652

2. Subject of Inquiry

AFGHANISTAN	7	COMMUNITY HEALTH	33
AGRICULTURE	46	INDUSTRY AND TRADE	23
CHILDREN AND YOUTH	40	INTERNATIONAL LAW	10

CULTURE	12	POPULATION	17
DRUG CONTROL	4	REFERENCE	16
ECONOMIC AND SOCIAL DEVELOPMENT	93	SCIENCE AND TECHNOLOGY	5
EDUCATION AND LITERACY	72	UNITED NATIONS JOBS	45
ENERGY	5	WATER	15
ENVIRONMENT	23	WOMEN AND GENDER	46

3. Hours of use

Hours slots	Users	Total use hrs.
1 hrs	378	378 hrs
2 hrs	161	322 hrs
3 hrs	39	107 hrs
4 hrs	21	84 hrs
6 hrs	3	18 hrs
TOTAL HOURS OF USE		909 hrs

Note: This data shows the time spent by the users in the library. It does not reflect the staff time spent on replying the e-mail or phone inquiries.

Services

- Total of the book issue/return transactions done by library during the year was 362 (167 books issued and 195 returned).
- 10 - New Arrival Lists were produced
- 652 - Reference inquiries were answered including 58 Electronic Reference Service queries answered by e-mail
- Our Electronic Document Delivery Service delivered 179 items by e-mail. These included, 149 - Electronic documents and 30 - Statistical Tables
- 109 users were given search results on 2 - 6 page computer printouts from Library Catalog Database. Users can take these prints with them as a reference bibliography. Some return to see particular items later.
- 34,300 pages photocopies were obtained by users from our print collection, through our Photocopying Service