

**THE LIBRARY
OF THE ECONOMIC COMMISSION FOR AFRICA:**

**report of the Survey on the use of the library and
information resources at the Secretariat**

**The Library
United Nations Economic Commission for Africa
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Ethiopia**

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The ECA Library takes this opportunity to thank all those respondents who spared time to complete and return to the Library, their responses to the questionnaire on library use which was administered in February and June this year. But for their cooperation in completing the questionnaire, it would not have been possible to have the raw data to analyze and compile this report. We therefore thank all the respondents sincerely for their time, commitment and interest in the ECA Library.

Our special thanks to go Mr. Tunde Oludumiye of the Information Systems Section (ISS) who assisted us with the graphics, despite his own busy schedule. He, however, bears no responsibility for any misrepresentation of the data assembled in this report. Any such blame is totally ours.

Our User Services Librarian (Ms. Jeannette Ngay) worked very hard to analyze and prepare the tables in the report. I therefore commend and thank her for her commitment and dedication to the exercise.

To all others who assisted in this exercise in other ways, the Library is equally grateful.

Chief Librarian

EXECUTIVE SUMMARY

In 1992, the Policy and Programme Coordination Office (PPCO) of the ECA hired a consultant to evaluate the performance of the ECA Library. The terms of reference for that evaluation included, among others, an examination of the then situation of the Library (including the opening and closure times); an examination of the services rendered; a review of the quality of the Library collections; and examination of the quality of staff working in the Library. Even though the evaluation report did not go into much detailed discussion of the concerns which prompted the evaluation, the report did make some useful recommendations, none of which have been implemented to date.

Concerned about the low utilization level of the ECA Library information resources, particularly by the staff of the ECA, the Library undertook, early this year, an internal assessment of its facilities and services with a view to identifying any short-comings in the provision of services and to assembling proposals and suggestions for modernizing and for improving information provision to the internal clients of the ECA Library (i.e. the staff). Surveyed were 217 ECA staff members (professionals and research assistants), 97 of whom completed and returned their questionnaires. The outcome of the analysis of their responses constitutes this report.

The report highlights in Section I, the main findings of the Survey while Section II focuses on the suggestions and recommendations made by the respondents. Where appropriate, commentary is provided in order to clarify issues; indicate status of actions currently under implementation; point out the constraints (human, financial and administrative); and finally, to indicate whether recommended actions are feasible and implementable. Section III concludes with an appeal to have the ECA Library strengthened so as to enable it better serve its clientele and to contribute towards UN system library networking arrangements.

The three priority recommended actions proposed by ECA staff comprise:

- (i) acquiring and up-dating library collections;
- (ii) automating the ECA Library; and
- (iii) up-grading the skills of Library personnel.

The report discusses these in some detail and urges concrete actions to resolve them against a back-drop of the constraints and problems faced by the ECA Library in the past in effectively implementing actions along these lines.

The recommendations of the Joint Inspection Unit (JIU) contained in its report to the UN General Assembly entitled "Towards an Integrated Library Network of the United Nations System (A/47/669; A/48/83: A/48/83 Add.1) have focused on the necessity for UN organizations and units" to establish an effective and integrated library network within each organization, with the necessary leadership, services and support provided by the central library. The leadership role, responsibilities and functions of the central library within the overall information system of each organization have to be clearly defined..." This goal has not been met at the ECA and so the Survey report urges ECA to show more commitment so that the ECA Library can be strengthened and be able to better serve its internal and external clients and thus become a catalyst for regional library and information networking along with the lines recommended in the JIU report and also supported both by the Administrative Committee on Coordination (ACC) (A/48/83/Add.1) and by the Secretary-General (A/48/83).

INTRODUCTION

No library or information facility can remain relevant, up-to-date and provide adequate quality services if it becomes complacent about the type of services it offers. To ignore the necessity to streamline its activities, services and products so as to meet the specific requirements for the delivery of modern information and documentation services to its users, is to invite irrelevancy and dissatisfaction with services, not to mention mounting costs for unvalued and under-utilized services and products.

Users of information have changed and expect higher levels of expertise from the information profession (both personnel and services). It is no longer acceptable simply to provide lists of references on given subjects or to have several hundreds of metres of stack space to hold books and other traditional library materials which may even not be consulted. With computers and other forms of information technology revolutionizing the ability to manipulate and analyze large amounts of data; with on-line systems making information accessible at a speed undreamt of in the lifetime of many of our users; with changes in communications technology making document delivery and personal networking well within the realms of possibility, both in terms of cost and accessibility, user demands have assumed sophisticated levels. Users now demand that value must be added to the traditional sources of information, whether it be in the form of information analysis, evaluation or recommendation. Accessibility to information sources has become increasingly critical. The growing awareness in many countries that information is the primary raw material for economic and social development has not only heightened user demands but also confirmed information as the tool from which to fashion higher and wider horizons for intellectual exchanges and pursuits.

It was against this background of increasing intensive and sophisticated user demands for library and information resources that the central Library of the United Nations Economic Commission for Africa (ECA) decided to undertake a survey to enable it determine the extent to which its clientele utilizes the library and information resources available at the Library, and which improvements could be brought to current operations and services both in the short term and in the long term.

Objectives of the Survey

The ECA Library itself, despite its long years of existence has never attempted a formal assessment of its services and outputs. As a first-time exercise therefore, the Survey was undertaken to:

- (i) audit current services and outputs with a view to identifying any short-comings in the provision of services;

- (ii) re-affirm the positive aspects and contributions to services and outputs provided by the Library and;
- (iii) assemble proposals and suggestions for modernizing and for improving information provision to the internal clients of the ECA Library (i.e. the staff) as seen from the perspective of the user.

Methodology

In February 1995, therefore, the Library administered a questionnaire (Annex I) to 217 ECA staff members (professionals and research assistants) in an effort to gauge their needs and to solicit their views on the way the Library has been operating and which improvements (if any) needed to be made to better support the intellectual work of the Commission. No interviews of respondents were conducted. Excluded from this Survey were the external users of the Library (i.e. users from the other UN agencies and offices, the diplomatic missions in Addis Ababa, Ethiopian Government Offices, etc.). It is planned to separately survey the needs and requirements of this group at a later date.

In view, however, of the rather low response rate, the questionnaire was re-administered in June 1995 with the deadline for submission of questionnaires being extended to the end of September 1995 to allow more time for staff members to send in their responses. Despite the extension, however, only 97 out of the 217 projected respondents completed and returned their questionnaires. None-the-less, we believe that the 97 responses are representative enough to enable us:

- (i) better understand the Library's strengths and weaknesses;
- (ii) better appreciate the current services both in qualitative and quantitative terms; and
- (iii) to guide future directions of the Library.

This report attempts an objective analysis of the 97 responses highlighting in Section I, the actual findings illustrated for clearer understanding with tables and graphs. The Library has not spared itself from criticism or negative comment - it has bared its chest to accommodate constructive criticism in the hope of enabling the Library to improve upon current services and outputs in the future. Section II focuses on the suggestions and recommended actions as drawn from the findings of the Survey. We have drawn on the experience of the Library itself to provide commentary on some of the recommendations and suggestions made and to indicate how feasible or not, they could be implemented. Section III concludes by indicating which actions need to be taken to restore the ECA Library to its original role as the UN regional library for Africa strengthened to enable it effectively contribute towards UN system-wide library networking arrangements

SECTION 1: THE FINDINGS

BACKGROUND

In order to set the findings of the Survey in their proper context, it will be important to give the historical background and other characteristics of the ECA Library facility. This, we believe will facilitate a better understanding of the findings themselves.

THE ECA LIBRARY

Its history:

The Library came into existence in 1959 following closely on the establishment of the Commission itself under the provisions of the UN Economic and Social Council Resolution 671 (XXX). This fact thus makes the Library one of the pioneer structures which was put in place at the new ECA in 1959. It moved in to its present premises (three floors of stacks and reading areas plus two large basement areas) in 1977. It was originally conceived as a regional reference and referral library for information on Africa's development. It was, in fact, originally established to serve as a social and economic Library for the continent along the same lines as those for the Library of Congress of the United States of America. With the dearth of intellectual works on Africa produced by Africans themselves (as was evident during the post-colonial era), the ECA Library had been expected to attract Africanist scholars familiar with the African social and economic situation to research using its facilities and "to play a decisive catalytic role in shaping Africa's political and economic thought, leading to a grand theory of socio-economic development in the region"^{1/}. The ECA Library is among the oldest special, research libraries in the African region, if one excludes African academic and university libraries.

Its objectives

The stated objectives of the ECA Library were (and still are) to serve:

- (i) the research and information needs of the Secretariat of the ECA and participants at ECA conferences, seminars and workshops;
- (ii) UN agencies and diplomatic missions in Addis Ababa, OAU research personnel, visiting scholars and students;

^{1/}Economic Commission for Africa. Report of the Evaluation of the Central ECA Documentation Repository and the Library, 1992. 7p.

- (iii) African Government departments and persons in Africa and overseas seeking information on Africa in the field of economic and social development.

The mission of the ECA Library is thus to support research and intellectual pursuits pertaining to the developmental issues of the African region.

Its collections and holdings

The ECA Library has accumulated over its thirty-six years of existence, about a quarter of a million volumes, excluding UN mimeographed materials etc. It subscribes to over four hundred periodicals, journals and newspapers. It serves as a depository for the UN and other UN specialized agencies (e.g. UNESCO, FAO, WHO, IBRD etc.). It maintains extensive gifts and exchange programme with over one thousand institutions and organizations (both in Africa and outside Africa) for the exchange of publications. Its collection of official governmental and non-governmental publications are among the most extensive in Addis Ababa and in Africa. As the depository for the official publications from ECA member States, it has linkages with most African government offices to enable it systematically collect these materials from different sectoral ministries and offices. Since the beginning of this year, it has become a focal point of the International Federation of Library Associations and Institutions (IFLA) for collecting official government publications from African countries and for promoting their utilization in the region.

As the UN regional library for the African region, it collaborates closely with the Dag Hammarskjöld Library (the central library of the UN) to monitor the performance of the UN depository libraries located in Africa. Through periodic inspection visits to these libraries, the ECA Library is expected to assist the depository libraries to serve as effective dissemination points in the region for UN documentation. The Dag Hammarskjöld Library plans to decentralize the supervision and coordination of the UN depository libraries to the libraries and information centres of the regional commissions which are uniquely placed to have closer links with national and other libraries in the regions. This process of devolution will be gradual to enable the UN regional libraries to become effective supports to the UN depository libraries system and so as to ensure wider dissemination and utilization of UN documentation in our countries.

Its clientele

The ECA Library presently provides traditional library services to the Secretariat staff of the ECA (who are entitled to borrow materials from the Library); to the staff of other UN agencies located in Addis Ababa; to the diplomatic missions; and to the Organization of African Unity. It also extends its services and facilities to Ethiopian Government offices, the

University of Addis Ababa, the International Livestock Research Institute (ILRI), the Ethiopian Health and Nutrition Research Institute (EHNRI), the National Urban Planning Institute, the Ethiopian Civil Service College, the Ministry of Economic Planning and Development (MOPED), the National Computer and Information Centre of the Ethiopian Science and Technology Commission and other organizations with which it maintains inter-library loan agreements.

In any typical year, the Library serves more than one thousand external users in Addis Ababa alone, comprising university faculty and students, government officials, diplomats and many other categories of external users. The number is increasing. From January to November 1995, a total of 2456 external users had consulted the Library. Written requests from users from other African countries are handled by correspondence and the demands are also increasing.

Its services and outputs

As already noted, the ECA Library offers traditional library services encompassing lending services, query/answer services, reference and referral services and other related services. Book displays and exhibitions are offered from time to time to create better awareness of available library materials.

Linked on-line to the UN Bibliographic Information System (UNBIS) at the Dag Hammarskjöld Library, UN Headquarters, library users are offered access to bibliographic information pertaining to United Nations documentation, UN General Assembly proceedings, Resolutions of the UN Economic and Social Council proceedings etc., etc. users can also access the UNBIS data base on CD-ROM.

Through various guides, indexes and special bibliographies, the Library attempts to keep its users aware of the information resources and holdings of the Library. Major among its outputs are:

- Africa Index: selected articles on socio-economic development (quarterly)
- New Acquisitions in the UNECA Library (bi-monthly)
- Table of contents of selected professional journals (monthly) (for internal circulation to ECA professional personnel)
- IBRD Confidential Reports (annual)
- ECA-in-Print (annual)
- LIBALERT (listing of major acquisitions in the Library) available to staff members with electronic mail facilities

From the foregoing, it is clear that the ECA Library engages in an extensive operation in an effort to fulfil the objectives which were set for it at its inception. In view of

the growing demands for the services of the Library, an evaluation of its operations was conducted in 1992 by an outside consultant hired by the ECA with the following terms of reference:

- "(i) to examine the current situation in the Library including the opening and closure times;
- (iii) to examine the services rendered;
- (iv) to review the quality of the Library collection;
- (v) to examine the quality of staff working in the Library;
- (vi) to look into the degree of comfort for its users;
- (vii) to review the usefulness of the Library in relation to newspapers, periodicals, journals, books, UN documents, intergovernmental publications, government publications, and other publications; and
- (vii) to examine the Library's policy on borrowing, and acquisitions".^{2/}

The 1992 evaluation report made several useful recommendations to address perceived problems and concluded by stating that "the Library is the life-blood of the Commission, particularly in terms of implementing the Commission's mandate in the field of research... The Library should be able to assist ECA in the development of an intellectual focus that is likely to spur member States to action around a set of ideas and purposes..."^{3/}

Unfortunately, there has hardly been any follow-up to the 1992 recommendations. There is therefore no visible "improvement in the present conditions of the Library" [to facilitate] reinvigorating ECA's role as a think-tank^{4/}

The present Survey is a self-evaluation undertaken by the Library itself, in order to capture some facts about the present pattern of use of the ECA Library from the users' own perspective. While the Survey results add to the saga of identifying issues and problems, we hope that the findings listed below will not remain mere findings but will propel actions in the future - actions which can turn the ECA Library into a valued tool for bringing about greater accessibility to information and related resources in support of the work of the Commission.

^{2/}Op. cit

^{3/}Op. cit

^{4/}Op. cit

THE FINDINGS:

The Survey questionnaire covered seven major areas of concern:

- Frequency of the use of the Library's services by users;
- Subject areas of interest to users;
- Types of library materials most used;
- Needed materials that are unavailable;
- Alternative sources of information;
- Perceived strengths and weaknesses of the ECA Library;
- Suggestions on ways to improve the Library's services.

The major findings are summarized below:

1.1 FREQUENCY OF THE USE OF THE LIBRARY'S SERVICES BY USERS

Of the 97 respondents, 51 (52.6%) reported that they use the library very often (at least twice a month); 15 (15.5%) indicated that they use the Library from time to time (once every two to three months); while 31 (31.9%) said that they use the library irregularly (once every six months or less). Table I presents the data on the frequency of use while Figure I provides a graphic representation of the same data. The reasons why respondents do not use the library more often are summarized in Table II and graphically represented in Figure 2.

**TABLE I: FREQUENCY OF THE USE OF THE
LIBRARY'S SERVICES BY USERS**

How often the library is used	Number of respondents
1. Very often (REGULAR)	51
2. Irregularly	31
3. Occasional	15

**FIGURE I: FREQUENCY OF THE USE OF THE
LIBRARY'S SERVICES BY USERS**

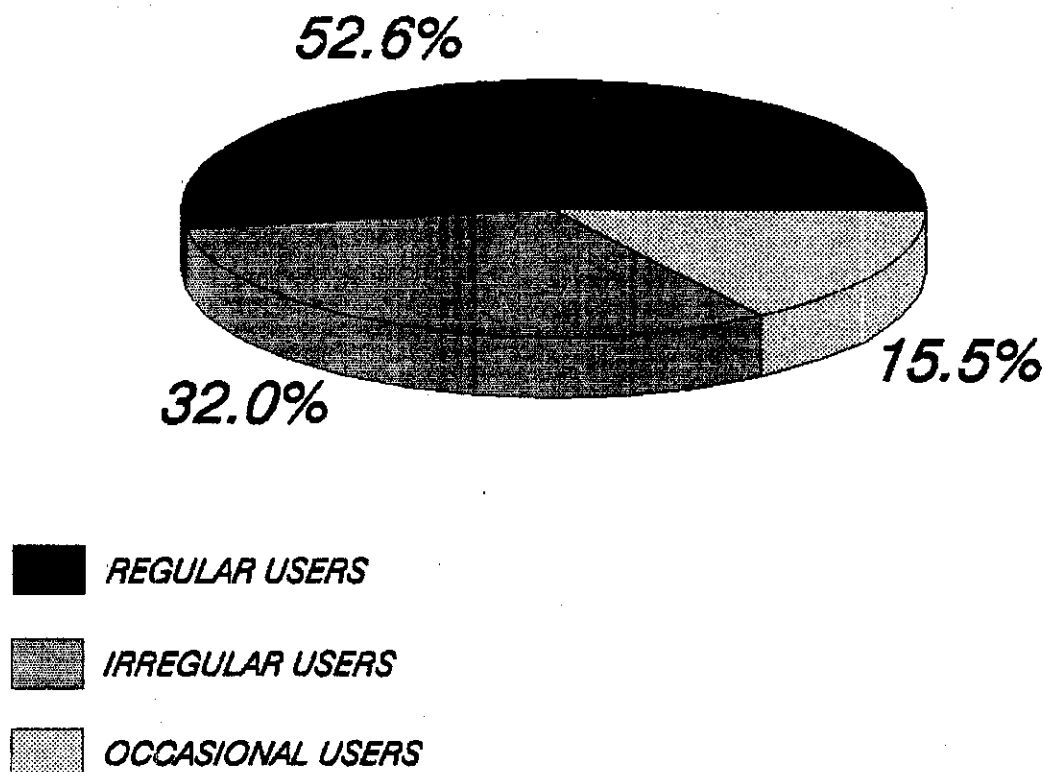
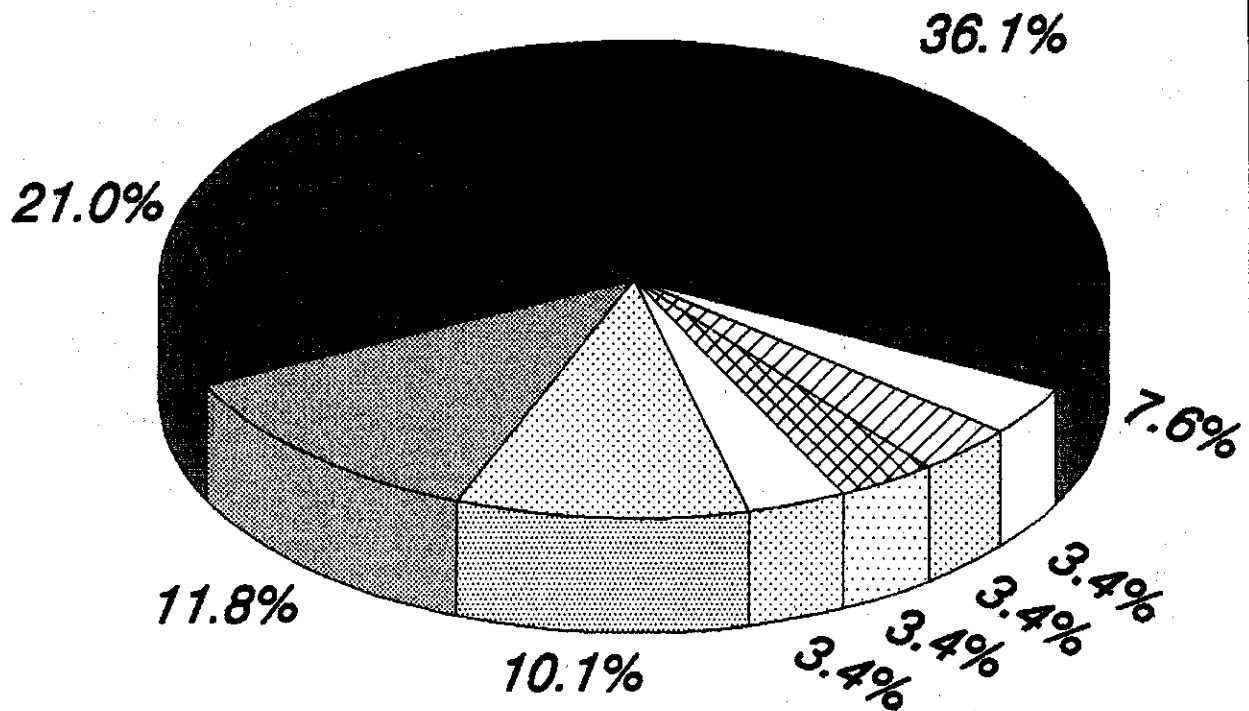


TABLE II: REASONS GIVEN BY RESPONDENTS FOR NOT USING THE LIBRARY MORE OFTEN

Reasons for not using the library often	Number of Respondents			
	Regular Users	Irregular Users	Occasional Users	Total
1. Nature of the library's collection (collections not up-dated and not covering subject areas of users)	19	23	1	43
2. Physical arrangement of library stocks and reading areas (i.e. poor shelf arrangement, poor labelling, non familiarity with classification scheme)	13	10	2	25
3. Inconvenient hours of the library (opening hours too short)	8	4	2	14
4. Attitude of Library staff (unwillingness to help, and not knowledgeable)	6	4	2	12
5. Physical location of the library (having to walk a long distance to reach the facility)	0	4	0	4
6. Lending regulations of the library (too restrictive)	1	3	0	4
7. Have no time to come to the Library	0	3	1	4
8. Work does not require frequent use of the library	2	2	0	4
9. Others	8	1	0	9

FIGURE II:

REASONS FOR NOT USING THE LIBRARY MUCH MORE OFTEN



- | | |
|------------------------|------------------------|
| ■ LIBRARY'S COLLECTION | ■ PHYSICAL ARRANGEMENT |
| ■ OPENING HOURS | ■ STAFF ATTITUDE |
| □ LOCATION OF LIBRARY | ⊠ LENDING REGULATIONS |
| ▨ NO TIME TO COME | □ NOT VERY NECESSARY |
| ■ OTHERS | |

As can be seen in Table II, the reasons given for not using the library more often fall into eight categories, the two major reasons being;

(a) the nature of library collections - respondents indicated that the Library's collections are not regularly updated, and do not cover some of their needs;

(b) the physical arrangement of library stocks, and of the reading areas - 25 respondents observed that library shelves are poorly arranged and that materials are not properly labelled.

The Survey thus showed that 52.6% of the staff use the services of the Library very often while the remaining 47.4% are irregular users. A close analysis of the data in Tables II indicates that regular, irregular and occasional users have similar reasons which constrain them from using the ECA Library. Since the nature of the Library's collections, and the physical arrangements of library stocks and the reading areas are mentioned by these three categories of users, it can be concluded that these two factors have somehow negatively affected the current use of the ECA Library.

Other reasons reported by respondents include problems related to staff(e.g. unwillingness to help, low level of training...), and the inconvenient operating hours of the Library . Less than 10% of the respondents noted the physical location of the Library (that is, isolated from the ECA main building), and the lending regulations as being too restrictive.

To the question as to whether or not the Library provided them with the information they needed, only 42 of the respondents indicated that they could find much or most of the information needed at the Library. The remaining 55 respondents (or 56.7%) stated that the Library provided them with some, little, or almost none of the information needed.

1.2 SUBJECT AREAS OF INTEREST

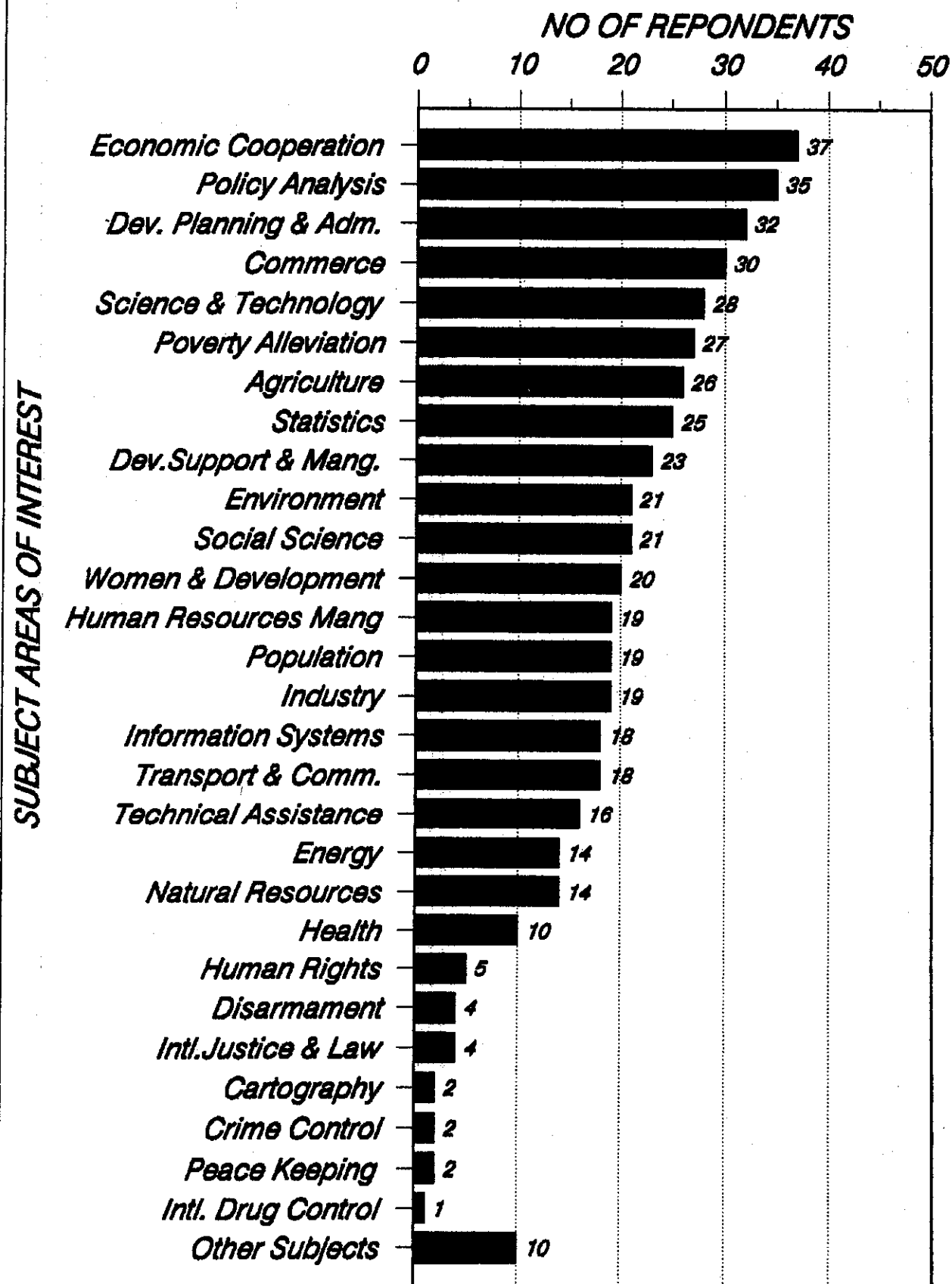
Respondents were requested to indicate their subject areas of interest. Their responses are summarized in Table III below which lists the preferred subjects in alphabetical order.

Table III and Figure III help to illustrate which subject areas are in great demand. This data should enable the Library to develop appropriate collection development and acquisition policies to improve existing Library holdings which, as indicated in Table II, are reported by respondents as being out-of-date and not covering their subject areas of interest.

TABLE III: RESPONDENTS' SUBJECT AREAS OF INTEREST (arranged alphabetically)

No	Subject Areas of Interest	Number of Respondents
1.	Agriculture	26
2.	Cartography	2
3.	Commerce	30
4.	Crime control	2
5.	Development planning and administration	32
6.	Development support and management	23
7.	Disarmament	4
8.	Economic cooperation	37
9.	Energy	14
10.	Environment and human settlements	21
11.	Health	10
12.	Human resources management	19
13.	Human rights and humanitarian affairs	5
14.	Industry	19
15.	Information systems development	18
16.	International drug control	1
17.	International justice, law and national law	4
18.	Natural resources	14
19.	Peace keeping	2
20.	Policy analysis, planning and programmes	35
21.	Population	19
22.	Poverty alleviation	27
23.	Science and technology	28
24.	Statistics and statistical development	25
25.	Social science research and planning	21
26.	Technical assistance and cooperation	16
27.	Transport and communication	18
28.	Women and development	20
29.	Other subjects	10

**FIGURE III:
RESPONDENTS' SUBJECT AREAS OF INTEREST**



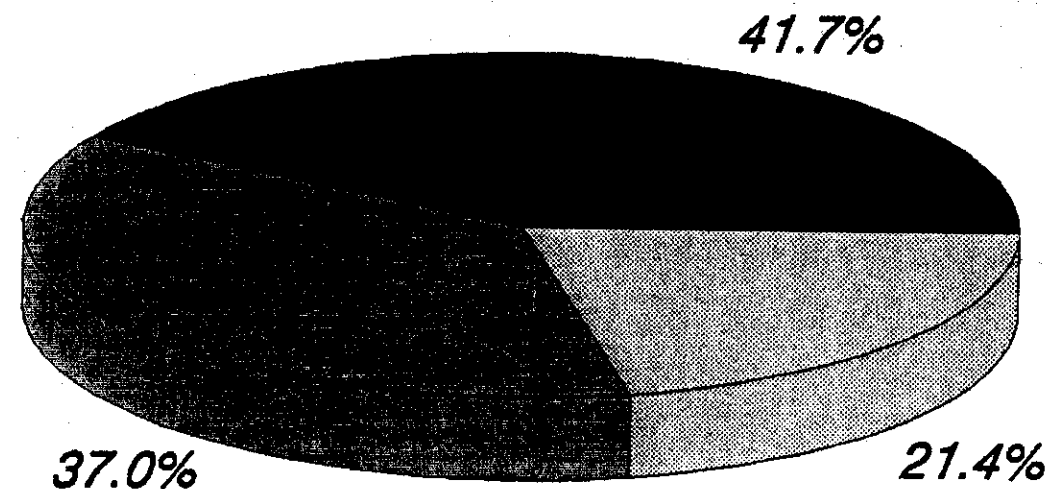
1.3 : TYPES OF MATERIALS MOST USED

Concerning the types of materials most consulted, respondents indicated that they are mostly interested in periodicals and in books and monographs. No preference is indicated for professional or learned journals. Newspapers are also of interest, but only to less than 50% of the respondents.

TABLE IV: TYPES OF MATERIALS MOST USED

TYPES OF MATERIALS MOST USED	NUMBER OF RESPONDENTS
1. Periodicals	80
2. Books and Monographs	77
3. Newspapers	41

**FIGURE IV:
TYPES OF MATERIALS MOST USED**



■ *PERIODICALS*
■ *BOOKS & MONOGRAPHS*
■ *NEWSPAPERS*

1.4. USEFUL MATERIALS THAT ARE UNAVAILABLE OR IRREGULARLY AVAILABLE.

As Table V shows, respondents mostly complained about the scarcity of monographs, especially in the areas of transport and communications, policy and development, etc. Respondents indicated that they would also like to see more official government publications, UN documents and books on statistics, in the Library.

In the area of official government publications, respondents indicated that the following subjects or concerns (international trade, environment statistics, agriculture, national plans, annual budgets etc.) are insufficiently covered.

Among the complete series of UN documents, respondents would like to see more of those published by WHO, World Bank, IMF, UNICEF, and FAO. Books on statistics and shipping seem to be among those that are most irregularly available at the Library.

1.5. ALTERNATIVE SOURCES OF INFORMATION

To the question as to which alternative sources of information are used, most, that is, 58 out of the 97 (59.8%), respondents answered that they relied on their own sources of information and on other informal contacts. Libraries outside Africa are cited as the second most important alternative source of information.

The data in Table VI suggests that a good number of staff are indeed using alternative sources of information other than the ECA Library. The cost-effectiveness and timely delivery of these resources to ECA staff were not directly surveyed and so it was not possible to learn about any inconveniences encountered by those respondents who rely on such external sources of information. It will thus be useful, at a future date, to directly question ECA staff about time lags and issues relating to document delivery back-up. In the meanwhile, it is essential that the ECA Library further strengthens its networking with external sources of information (libraries, research institutions etc.) in order to make these resources readily accessible to the staff of ECA without them having to go through obstacle chases to acquire such information resources on their own. The Library's traditional exchange arrangements with partners will thus have to be strengthened to expand the base of contacts.

TABLE V: USEFUL MATERIALS THAT ARE UNAVAILABLE

USEFUL MATERIALS THAT ARE UNAVAILABLE	Number of Respondents
1. Monographs: (on transport and communication; policy and development; technical assistance; procurement studies; legal matters)	25
2. Government publications: (on international trade; environment statistics; agriculture; industry; banking; national plans; annual budget speeches)	15
3. Complete series of UN documents: (from WHO, IMF, World Bank, UNICEF, UNCTAD, FAO); ON Social criminology and drug issues.	15
4. Statistics books: (Lloyds shipping statistics, countries shipping statistics from IEA, OECD and UNHQ)	11

**FIGURE V:
USEFUL MATERIALS THAT ARE
UNAVAILABLE**

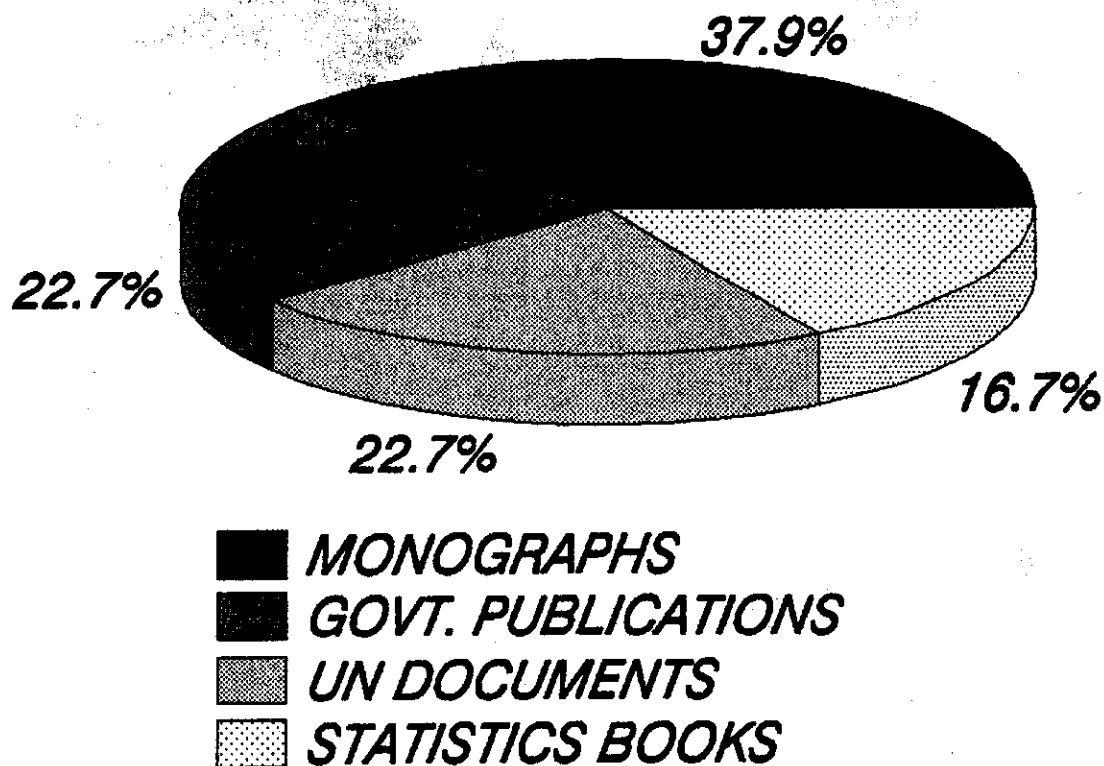
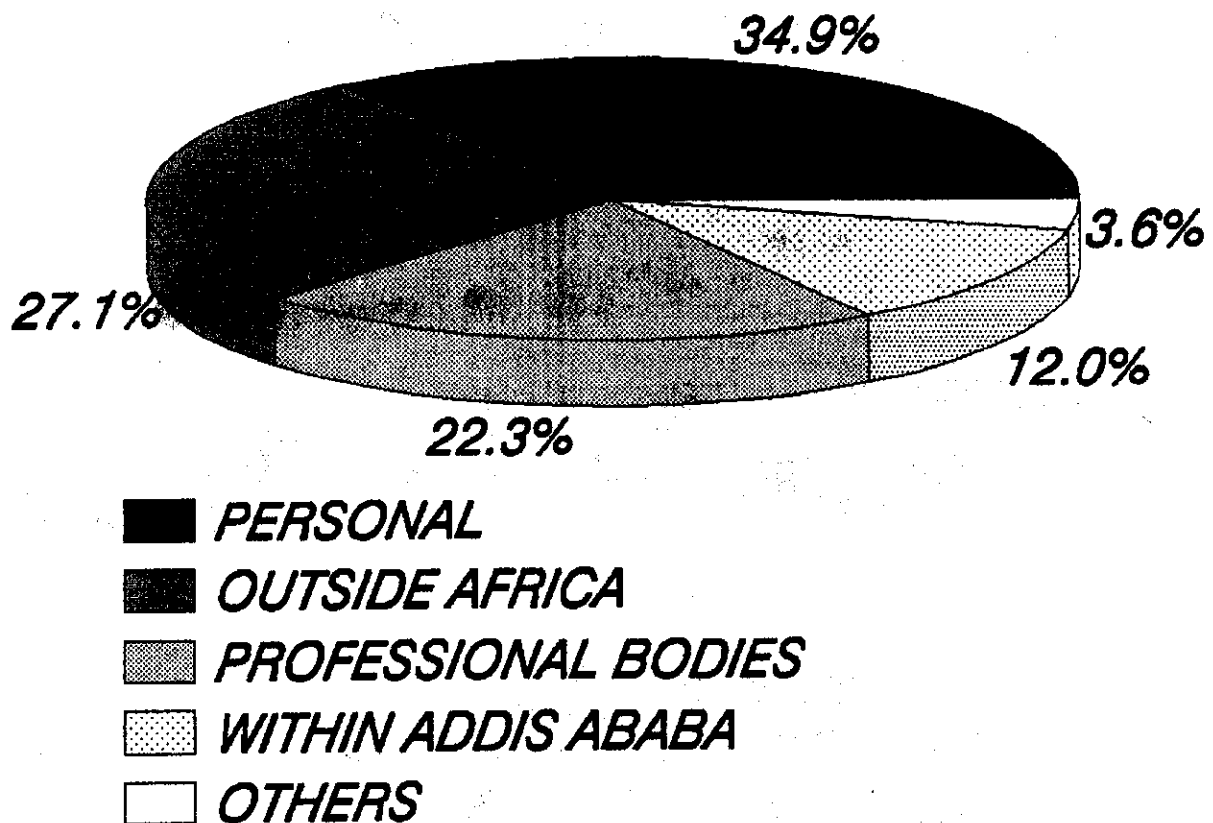


TABLE VI: ALTERNATIVE SOURCES OF INFORMATION

ALTERNATIVE SOURCES OF INFORMATION	Number of Respondents
1. Personal / Informal Contacts	58
2. Libraries outside Africa	45
3. Professional bodies and Affiliation	37
4. Libraries in Addis Ababa	20
5. Other (UN agencies within and out of Africa, INTERNET, Colleagues, dictionaries)	6

FIGURE VI:
ALTERNATIVE SOURCES OF INFORMATION



1.6. PERCEIVED STRENGTHS AND WEAKNESSES OF THE ECA LIBRARY

1.6.1. PERCEIVED STRENGTHS

When asked to comment about the strengths that they perceived in the ECA Library, 43.2% of the respondents mentioned the variety of collections, even if not regularly updated. The positive attitude of the staff of the Library was mentioned as the second area of strength (cited by 32.6% of the respondents). Other areas of strengths cited by 13.7% (or less) of the respondents included the quietness of the premises, and efforts being made by Library staff to improve services over the last several months. Some of the appreciable efforts specifically mentioned included the regular circulation of the list of new acquisitions (in print and electronically), and the display of ECA publications at recent Library exhibitions. Table VII summarizes what is perceived as the strengths of the Library.

1.6.2. PERCEIVED WEAKNESSES

As can be seen in the data reported in Table VIII below, the main weaknesses perceived by most respondents were the unavailability of important materials in various fields, and the irregular updating of the stocks. This is followed by the lack of automation of library operations and services.

Other areas of weakness mentioned by the respondents referred to the public card catalogue which was regarded as being poorly organized. The time it took to process new acquisitions before they were made available to users, and problems related to staff (too few and poorly trained) were also noted as weaknesses. Although not mentioned by many respondents, the problem of recalling library materials which are lent to other users and not returned on time even when needed by other users, appeared to be another weakness which affected the effectiveness of the services offered.

TABLE VII: PERCEIVED STRENGTHS OF THE ECA LIBRARY

PERCEIVED STRENGTHS	Number of Respondents
1. Collections(big library and possibly the best furnished in Africa.)	41
2. Library staff (willing to help in locating the materials that one is looking for, cooperative, friendly, polite).	31
3. Premises (peace and quiet, good atmosphere for conducting research work, order and clear. Easy of access and proximity.	13
4. Efforts to improve service: reorganization of the ground floor, easy reference system, circulation of the survey questionnaire, library displays and exhibitions)	10

FIGURE VII:
PERCEIVED STRENGTH OF THE ECA LIBRARY

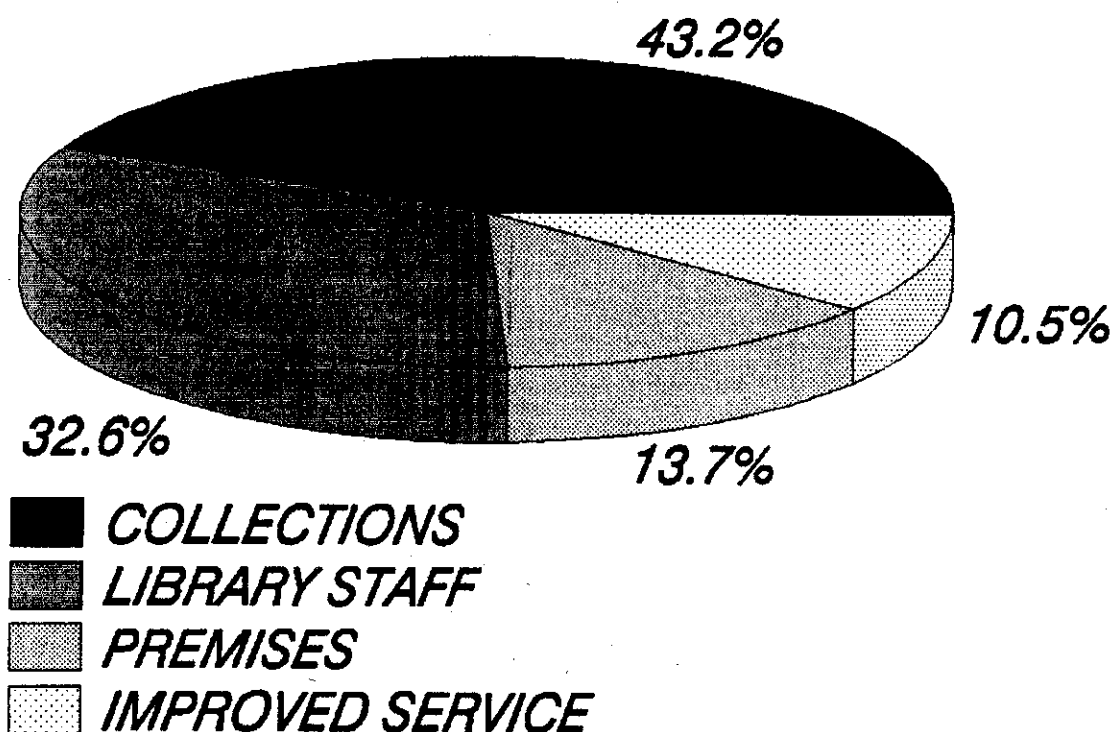
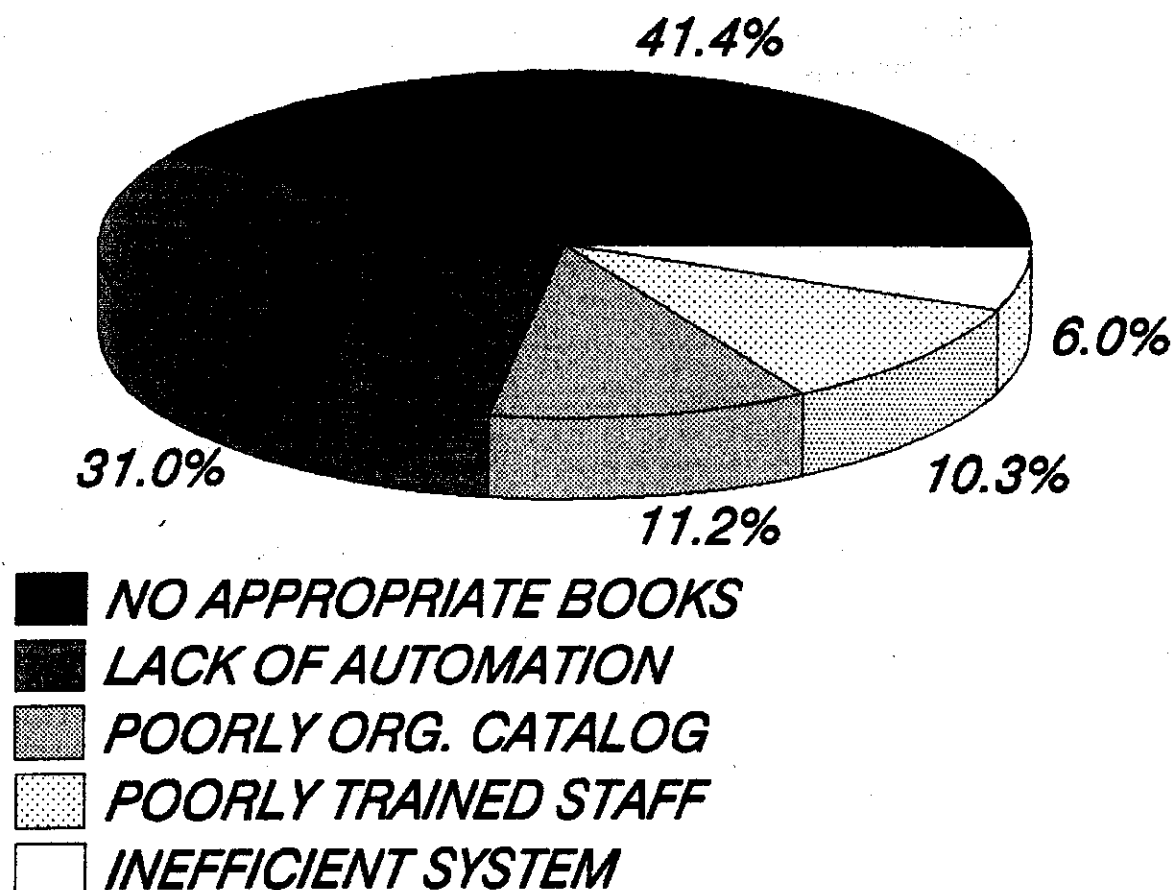


TABLE VIII: PERCEIVED WEAKNESSES OF THE ECA LIBRARY

PERCEIVED WEAKNESSES	Number of Respondents
1. Lack of appropriate books in various fields and irregular updating.	48
2. Lack of automation.	36
3. Poorly organized public card catalogue and time taken to process materials.	13
4. Staff related problems (poorly trained, too old, shortage)	12
5. Insufficient system to locate library materials.	7

FIGURE VIII:
PERCEIVED WEAKNESSES OF THE ECA LIBRARY



1.7. GENERAL OBSERVATIONS

From the survey data, the following major observations can be derived, namely that:

- 1.7.1 almost half of ECA staff are currently using the services of the Library. This is partly evidenced by the fact that approximately 50 % of those who received the survey questionnaires completed and returned them. Respondents' own answers to the question "how often do you use the Library", further confirm this observation;
- 1.7.2. there is thus a large untapped clientele whose needs and requirements for information are yet to be identified and fulfilled. It will therefore be fair to assume that this untapped clientele once brought into the Library's net would inevitably require the Library to extend its information resource base wider than is currently the situation;
- 1.7.3. staff are not using the Library enough because of the nature of the Library's collections and holdings. Some respondents contend that the collections are not updated regularly and do not cover their subject areas of interest. Others also believe that the use of the Library is not necessary for their work;
- 1.7.4. a fairly large number of ECA staff tend to use their own alternative sources of information - sources which are mainly outside Africa;
- 1.7.5. the issue of library automation is one of the reasons for the inadequate use of the Library. The main problem is not automation as such, but the need for quick and easy access to information. As noted by some respondents, the current manual system does not allow easy access and the public card catalogue is cumbersome to consult and not very well organized;
- 1.7.6 it takes too long to process new materials before they are made available to users;
- 1.7.7 Library staff appear to have limited capacity to orient and guide users and to provide them with the information they need quickly and efficiently;
- 1.7.8. a lot of respondents noted with satisfaction, the efforts currently being made by the Library to better serve the needs of users. Examples of recent positive initiatives were the survey of library use undertaken by the Library, as well as the new practice of displaying ECA publications and of organizing exhibitions to draw greater attention to available information resources.

From the foregoing observations, it is imperative that urgent actions are taken to redress some of the current bottlenecks to the provision of efficient library and information services at the ECA so as to ensure greater accessibility to new and continuously updated resources at the ECA Library.

SECTION 2 - RECOMMENDED ACTIONS

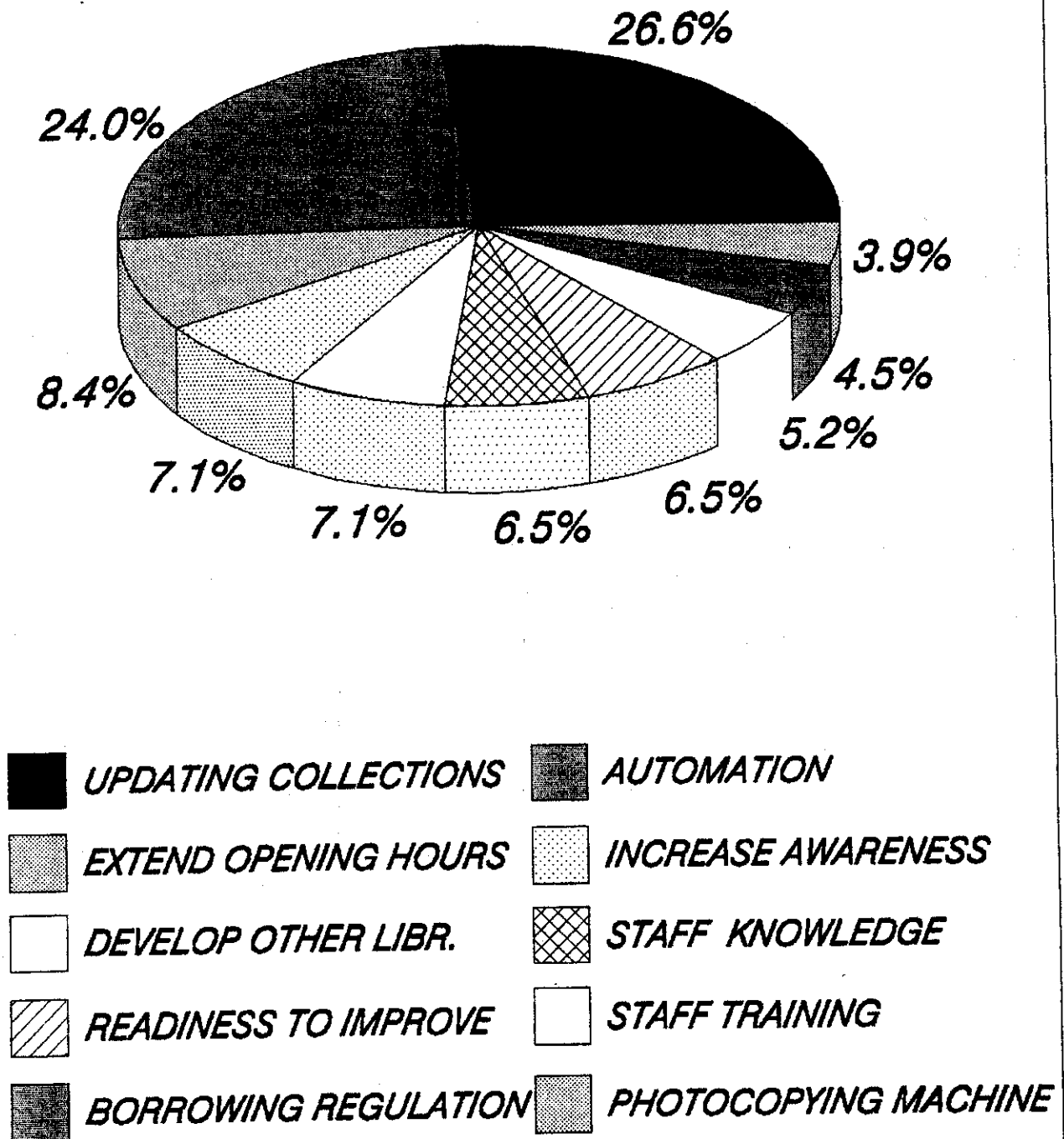
Section I of this report has focused on the actual findings of the Survey, as extracted from the returned survey questionnaires. The findings have been presented as objectively as possible without any added commentary on the part of the authors of this report.

This section attempts to isolate the series of specific recommendations and suggestions made by the respondents. Table IX below summarizes the key recommendations while Fig. IX graphically illustrates the priorities attached to the various recommended actions.

TABLE IX: SUGGESTIONS ON WAYS TO IMPROVE LIBRARY SERVICES

WAYS TO IMPROVE LIBRARY SERVICES	Number of respondents
1. Acquiring and up-dating library collections (Government publications, journals and periodicals, books)	41
2. Automating ECA library	37
3. Extending opening hours of the library (Saturday mornings, and remaining open after an working hours in the evenings)	13
4. Increasing awareness of ECA staff about library services (regular circulation of list of new acquisitions, displays/exhibitions)	11
5. Develop links with main sources of information (Central banks, ECA divisions, UN and Specialized Agencies, parastatal bodies, African civil services)	11
6. Staff should know how to guide users in finding what users are looking for.	10
7. Keep up the willingness to improve	10
8. Training and improving calibre of library staff	8
9. Library borrowing regulations should be strengthened.	7
10. Need for photocopying machine	6

FIGURE IX:
SUGGESTIONS ON WAYS TO IMPROVE
LIBRARY SERVICES



In order to facilitate a better appreciation and understanding of the issues and actions recommended, the authors have found it necessary to provide, where feasible, some commentary in order to indicate the status of issues, especially where some actions have already been initiated by the Library. Existing bottlenecks and constraints to implementation (be they human, financial or administrative) are indicated in so far as they impact on the effective implementation of recommended actions. This way, it is hoped to put the recommended actions into proper context and to indicate their feasibility or otherwise. Selected for detailed comment are the following:

2.1. Library acquisitions

As can be seen from Table IX, a total of 41 respondents recommended that actions should be taken by the Library to acquire and up-date library collections (government publications, journals and periodicals and books). This recommendation re-inforces the findings indicated in Table VIII where as many as 48 out of the 97 respondents noted the lack of appropriate books and publications in various fields, and the irregular updating of the stocks, as major weaknesses of the Library.

Despite the large volume of stocks held by the Library, a number of negative comments were made about the nature of the Library's collections and holdings. Annex 4 indicates some of the areas where respondents want reinforcement in acquisitions. There will appear to be a correlation between library acquisitions and the extensive use of alternative sources of information by many respondents (58) as illustrated in Table VI. While it is inconceivable that any single library or information facility will be able to be comprehensive in acquiring all pertinent materials, it is worrisome that a large proportion of respondents are compelled to resort to alternative sources of information to satisfy their information needs and requirements. It might well be that the heavy reliance on external sources of information is because the Library does not have what users need. This is a very serious indictment on the efficacy of the Library's services.

The necessity to bring the Library's collections up-to-date therefore requires urgent attention if the Library's clientele is to be provided with useful, relevant materials for its work. To rectify the situation will require both an intensive and extensive collection development and acquisitions programme, backed by an adequate, if not a generous budget to purchase needed materials on a continuous basis. Currently, there is hardly any acquisitions budget for the Library to ensure the regular up-dating and replenishing of library stocks. For the whole of 1995, less than fifty reference books were purchased!

Even official government publication which, in the past, were automatically deposited by member States, no longer come frequently to the Library. As publication costs have risen in the countries, major national and international publications (e.g. national development plans, census reports, annual reports etc.) can no longer be acquired on a gratis basis. Funds

therefore have to be made available for their purchase in order to maintain up-to-date collections of such materials. But the Library does not have the resources. This year, not even one cent was allocated to the Library for the purchase of these materials even though a specific request was made for such a budget.

Outside of the purchase of books, monographs and other printed materials, an innovative scheme or programme will need to be put in place to assist the Library network with major research institutions in order to receive their publications in exchange for the major outputs of the ECA. This past year has seen some actions along this line but the Library will have to considerably expand its gifts and exchanges programme to ensure the regular receipt of materials from major non-commercial sources. This action is closely linked to the suggestion made by respondents that the Library should develop and/or strengthen links with major sources of information. ECA Divisions and programmes should closely collaborate with the Library to enable it link up with additional sectoral information sources. Like all effective exchange arrangements, however, the Library ought to have ready access to ECA's publications and documents to enable it exchange these materials with other institutions for their publications.

The Library does not presently have direct access to ECA's internal stores of information and publications to enable it fulfil this role competently; it does not even know what ECA produces! There is no proper mechanism for keeping the Library routinely informed and supplied with copies of the Commission's publications even though it is the Central Library with responsibilities for the bibliographic control of ECA/UN documentation. Many libraries manage to cut down on their acquisitions budgets using their gifts and exchanges arrangements. This, however, is dependent on ensuring that the publications of the parent organization are made available to the Central Library for the purpose.

Documents distribution and dissemination activities at the ECA have to be more closely aligned to the Library's exchange programme if costs are to be rationalized and the savings used to facilitate the acquisition of commercially produced materials.

Linkage with global information networks (e.g. UNBIS, RLIN, Internet) might help to fill in some of the gaps in information access, but provisions will also need to be made for document back-up delivery services if users are not to become frustrated for not being able to have the physical documents and publications.

2.2. Automating the ECA Library

A large number (37) of respondents recommended that actions should be taken to automate the entire library system. The lack of automation of the Library is seen as one of its key weaknesses. The current relative inaccessibility of the Library is due largely in part to the fact that the Library is not computerized and therefore remains isolated from many of the

newer information and communication technologies and facilities which could make it possible for it to link up with many global information networks and research resources.

The need for the ECA Library to be automated, to have an on-line public access catalogue which library users can quickly and efficiently access (even from their own office PCs) without having to wade through a manual card catalogue which does not offer much flexibility in searching etc., is a long-felt need. Over the last year, the Library has made efforts towards initiating the automation of its operations and services. However, funding and personnel constraints, as well as a lack of commitment from certain quarters have so far delayed any real take-off.

Priority should be given to the introduction of new information and communication technologies to enable the ECA Library transcend its traditional functions and operations and to enable it become eventually an information clearing-house directly involved in the activities and intellectual life of the ECA. With its wealth of documentary resources, the Library is well cast for such a role and such a role should be facilitated. Other Libraries in the UN system have pioneered developments in the utilization of information technologies to the total benefit of the organizations they serve. Given adequate resources, the ECA Library could equally provide similar support to the ECA Secretariat.

2.3 Up-grading staff skills

In the pursuit to improve the library and information services offered by the ECA Library, the issue of the quality and the size of library personnel to handle both current services and to initiate new ones, becomes a major consideration. Modern library and information services require high levels of professional competence and expertise. The demands on library personnel to offer sophisticated information services and outputs make it imperative not only to up-grade and renew staff skills, but also to expand the size of qualified personnel to undertake the new sophisticated services and products required.

Accordingly, as was recommended by many Survey respondents, strenuous and more modern skills in information processing and handling should be taught to the staff of the Library to make them better information professionals. On-the-job training, supported by an adequate training fund, should be organized to help the staff of the Library to get better acquainted with new library management systems, with automated library operations, and with other newer information technologies. The goal should be to staff the Library with qualified personnel as this is the only way to ensure that the Library will have the capability and capacity to render quality services to its user clientele. As recommended by the Joint Inspection Unit in its report entitled "Towards an Integrated Library Network of the United Nations System" (A/47/669; A/48/83), "information technology and science cannot only be

learned on-the-job. Professional training is needed for those on board to keep abreast with modern technologies which evolve very rapidly..." (p.36)^{5/}.

The goal of modernization of the ECA Library and of utilizing modern information technology can only be attained with extensive investment in the quality and skills of the library personnel. Many of the personnel working in the ECA Library have not had any opportunities for training and upgrading of skills for more than two decades! In a fast evolving field as library and information science, such a neglect is unpardonable as it renders many otherwise competent staff ill-equipped to meet the challenges of modern information services.

2.4. Other recommendations

Respondents also expressed much concern about awareness-raising activities. It was recommended that such activities should be routinely organized to inform library users about the information resources held by the ECA Library. However, in analyzing the survey questionnaires, a number of cases were discovered where ECA staff demonstrated ignorance about materials held in the Library, possibly because there is little consultation of the resources themselves. For example, one respondent requested the Library to take up a subscription to the "Indian Ocean Newsletter", a newsletter which the Library has been subscribing to for over a decade! Is this a case of mere speculation, assumptions or hearsay?

It is heartening in this context to report that some awareness-raising activities are already in progress and more are programmed during the coming biennium.

Other actions recommended by respondents are those which can be immediately implemented and for which there are no major funding constraints. In fact, some of the recommended actions are already at different stages of implementation and will be pursued seriously, given the concerns expressed by ECA staff.

By way of summary, therefore, the three priority actions recommended by respondents are:

- (i) **acquiring and up-dating library collections;**
- (ii) **automating the ECA Library;**
- (iii) **up-grading the skills of Library personnel.**

Actions along these priority lines will surely help strengthen the ECA Library and enable it to assume its rightful role as the central library and a major information resource for the ECA.

^{5/} *United Nations. Joint Inspection Unit. Towards an integrated library network of the United Nations system, 38 p. 1992. (A/47/669)*

SECTION 3: CONCLUSION

The observations and recommended actions extracted from the above Survey have served as useful pointers to where the ECA Library has offered commendable services, and where actions should be concentrated in the future to help transform the Library into a modern information service facility: a facility which will not be just a store of books and other printed materials but one which will manage information in such a manner as to make available information resources accessible to library users; a facility which will become a true intellectual ally to the information seeker and be able to add value to available information resources at the ECA.

The need to strengthen the role of the ECA Library to better serve its clientele (both ECA staff and external users) is more urgent than ever before. This view is further confirmed by the recommendations contained in the JIU report referred to above in which it was stated that **"it is imperative to establish an effective and integrated library network within each organization, with the necessary leadership, services and support provided by the central library. The leadership role, responsibilities and functions of the central library within the overall information system of each organization have to be clearly defined. Appropriate linkages between central libraries and other information units of the organizations need to be established as a matter of priority which would, among other things, avoid application of incompatible software, duplication of acquisitions, etc.."**^{6/}

The ECA Library has, for far too long, been side-lined as an information facility. Consistently neglected for financial, equipment and human resources and other constraints, it has eventually been rendered, over the last decade, incapable of, and unable to modernize its operations and procedures so as to offer the sort of services needed by its users. Its role as the central library has not been clearly defined and enforced vis-a-vis other information units at the ECA thus compromising the sort of leadership role recommended to the UN General Assembly by the Joint Inspection Unit(JIU).

The libraries of the other UN regional commissions on the other hand, have played very active roles in the design and implementation of computerized systems (e.g. ECLAC, ECE, ESCAP) and can rightfully be regarded as the catalysts for the introduction of information and communication technologies to their respective organizations. The ECLAC Library, for example played a central role in introducing computerized data processing as far back as 1978. Today, information at the ECLAC Library is processed and disseminated using the most advanced technology. As noted in the Secretary-General's Note (A/48/83)

^{6/} Op. cit.

"the format design of its bibliographic entries, based on UNESCO international standards, has been widely disseminated in the region and adopted by many institutions in order to afford the opportunity to exchange information".^{7/}

In fact, as underscored by the Secretary-General, the regional commissions "maintain direct contact with Member States; they are the direct recipients of the information Member States generate and a source for information requested by Member States on social and economic issues".^{8/} Invigorating the role of these libraries and enhancing the services they provide will surely ensure that the world-wide community directly benefits from the enormous information potential of the United Nations. As a regional library, the ECA Library could offer much needed support along these lines, given the opportunity and resources.

Since the mid-1980s, there has been increased utilization of modern information and telecommunications technology among most UN system libraries thus facilitating the move towards the creation of an integrated library network of the United Nations system in line with the JIU recommendations contained in document A/47/669 of 1992. Whatever happened to the ECA Library, which was planned originally as, and is supposed to be the UN Regional Library for Africa in this effort? How can the ECA Library be expected to cooperate in any global networking arrangement when it does not meet even the basic preconditions for modernization of its processes and services? Why has it not been possible for the ECA to consider and implement some of the JIU recommendations much in the same manner as other sister UN organizations have committed resources to support their libraries and information services to fulfil the preconditions for creating a system-wide integrated library network? Many other questions could be asked. What is required now is a hard, critical look at the facilities and services at the ECA Library in order to determine if the present investments in the Library (physical and human) are enough to enable it modernize its operations and promote the effective utilization of the information resources that it holds, for the total benefit of the Secretariat, its staff and the African region as a whole.

We hope that the outcome of this Survey on library use will facilitate such a reflection and propel actions into making the ECA Library the regional information resource base on socio-economic development as it was intended to be when it was established in 1959. There is no substitute for organizational commitment matched by adequate resources if the ECA Library is to serve the needs of its users (internal and external).

^{7/}Op. cit.

^{8/}Op. cit.

ANNEXES

ANNEX I
THE SURVEY QUESTIONNAIRE

UNITED NATIONS

ECONOMIC COMMISSION
FOR AFRICA



NATIONS UNIES

COMMISSION ECONOMIQUE
POUR L'AFRIQUE

AFRICA HALL
ADDIS ABABA

Date: 2 February 1995
Ref. ADM 310/2(1)O&I/057

Dear Library Patron,

*Subject: Survey on the use of the Library of the
UN Economic Commission for Africa*

This year, we are committed to improving the services which the ECA Library has been providing to its users. Your patronage over the years has been most valuable and motivates us to want to serve you even better this year and in the coming years.

To achieve this goal, we require your input to enable us determine whether or not we are accurately meeting your requirements for information and library materials. This is the first major internal assessment of the ECA library being undertaken by the library itself in recent times and we require your frank and objective responses to enable us gauge our present services and plan appropriately on a long term basis, based of course on your requirements. Despite your busy schedules, we are confident that you will be able to spare some few minutes to complete this questionnaire and provide us with your input which will be indispensable in this whole effort.

I thank you for your time and kindly request that you return the completed questionnaire to the Library by 22 February 1995 at the latest. If you have any questions, please do not hesitate to contact me on extension 114.

Petrina G. Amonoo
Chief Librarian

cc. The Executive Secretary
Deputy Executive Secretary
Chief, ACSD

UNITED NATIONS

ECONOMIC COMMISSION
FOR AFRICA



NATIONS UNIES

COMMISSION ECONOMIQUE
POUR L'AFRIQUE

INTEROFFICE MEMORANDUM

MEMORANDUM INTERIEUR

To:/A:

Date: 28 June 1995

Ref. LIB/065

Tel. Ext. 114

THROUGH:/
S/C DE/

FROM:/DE: Petrina G. Amonoo,
Chief Librarian

SUBJECT:/ Survey on the use of the UNECA Library

OBJECT: In an effort to better monitor the library and information needs and requirements of the ECA Secretariat, the UNECA Library administered a questionnaire from which we hoped to extract indices on the current levels of services and operations to enable us plan better to serve your library and information needs.

To date, we have not received your response and your non-response is making it difficult for us to arrive at a clear picture of the total information and library requirements of ECA staff. Out of a total of 219 questionnaires administered to the staff in February 1995 only 59 responses have been received to date. You will agree with me that this rate of response is too low as to make any assumptions from the answers insignificant and distorted.

I wish therefore to make a final appeal to you to spare some few minutes of your busy time to complete the questionnaire and return to the Library at your earliest convenience but not later than 31 July 1995 to enable us complete the exercise which the Library started in February. We are sending you an extra copy of the questionnaire in case you have misplaced the first one we sent you earlier on.

We are all aware that the services of the UNECA Library are presently under-utilized by the staff of the Secretariat. If we do not have your feed-back giving information and suggestions on what services you will like the Library to provide, we shall not be able to re-organize our activities to better serve your needs.

Please help us to help you.

**THANK YOU FOR TAKING TIME TO COMPLETE THE
QUESTIONNAIRE**

☐ ECA Staff member

☐ Staff member (UN Agencies)

☐ Division/ Section/ Unit (please specify)

1. How often do you use the ECA library? (check one)

☐ never

☐ irregular

☐ once a year

☐ once every six months

☐ once every two or three months

☐ once a month

☐ twice a month

☐ more than twice a month

2. If you have checked never, irregular or once a year, please indicate the constraining factors:

☐ Nature of the library collections:

☐ not up - to - date

☐ does not cover your subject areas of concern /interest

☐ difficulty in locating needed items because of lack of indexes, catalogues, guides, etc.

☐ language coverage too limited

☐ does not have alternative formats to printed materials (e.g. Microforms, CD-ROMS, other electronic media etc.)

☐ Attitude of library staff:

- ☐ unfriendly
 - ☐ unconcerned / not willing to help
 - ☐ not knowledgeable about your requirements
 - ☐ other (please specify)
 - ☐ Opening hours of the library:
 - ☐ too short
 - ☐ inconvenient hours (library currently opens from 8:30 am to 5:30 pm Monday-Friday. It also remains open during the lunch break. It is not opened on Saturdays and Sundays).
 - ☐ Physical location of the library:
 - ☐ too far away from your office
 - ☐ long distance to walk to visit the library
 - ☐ Physical arrangement of library stock and reading areas:
 - ☐ poor shelf arrangement /poor labelling of shelves
 - ☐ non familiarity with classification scheme
 - ☐ reading areas congested and unconducive for serious study and research
 - ☐ Lending / borrowing regulations of library too restrictive:
 - ☐ Other(please specify)
3. Which subject areas are you most interested in when you use the ECA library? (check up to three)
- ☐ Agriculture

- ☐ Cartography and Remote Sensing
- ☐ Commerce /Trade
- ☐ Crime Control
- ☐ Development Planning and Administration
- ☐ Development Support and Management
- ☐ Disarmament
- ☐ Economic Cooperation
- ☐ Energy
- ☐ Health
- ☐ Environment and Human Settlements
- ☐ Human Resources Management
- ☐ Human Rights and Humanitarian Affairs
- ☐ Industry
- ☐ Information Systems Development
- ☐ International Drug Control
- ☐ International Justice and Law
- ☐ Natural Resources
- ☐ Peace-keeping
- ☐ Policy analysis, Planning and Programmes
- ☐ Population
- ☐ Poverty Alleviation
- ☐ Science and Technology

☐ Social Science Research and Planning

☐ Statistics and Statistical Development

☐ Technical assistance and cooperation

☐ Transport / Communication

☐ Women and Development

☐ Other(specify)

4. What types of materials do you often consult in the library?

(a) ☐ Books and Monographs

☐ Periodicals / Journals

☐ Newspapers

☐ Others (Please specify)

b) Do you borrow any of these materials?

☐ Yes

☐ No

c) If yes, please specify which types

5. Are there any types of materials that are important for your work, but which you cannot find in the ECA library? If so, please report them in the space below.

6. To what extent does the ECA library provide you with the information that you need for your work? (check one)

☐ Most of the information

☐ Much of the information

☐ Some of the information

☐ Little of the information

☐ Almost none of the information

7. What are your alternative sources for information and library materials?

☐ other libraries / information centres

a) ☐ in Addis Ababa b) ☐ elsewhere in Africa c) ☐ outside Africa

☐ commercial databases (including full-text databases, indexing and abstracting services, etc.)

☐ professional bodies and affiliations

☐ personal / informal contacts

☐ other (please specify)

8. List the most visible strengths that you have come to appreciate in the ECA library as a source of information for your work.

9. List the weaknesses that you have seen in the ECA library as a source of information for your work.

10. Are there questions that you have addressed to library staff for which you have not received satisfactory answers? If so, please, report them in the space below.

11. In your opinion, what needs to be done as a matter of priority in the ECA library to satisfy your information needs?
12. Report any other comments you may have in the space below.

THANK YOU FOR YOUR COOPERATION

ANNEX II

USEFUL MATERIALS THAT ARE UNAVAILABLE AT THE LIBRARY

1. **MONOGRAPHS:** on petroleum and natural gas; agriculture marketing; curriculum development and evaluation; education planning; art(fine and craft); history; anthropology; human sciences; sociology; livestock development; iron making and steel making; iron and steel engineer; industrial development; small scale industries; science and technology; economics; agriculture; procurement laws and practice; population development; management techniques; fund raising techniques; information networking.
2. **PERIODICAL PUBLICATIONS:** on maritime transport/ports; aviation; road transports; railways; shipping; multimodal transports; transport economics; transport technologies; logistic management; from African countries.
3. **REFERENCE BOOKS:** especially in the areas of economics; anthropology and sociology; technical dictionaries; medical vocabulary; thesaurus in the all working languages; theses and dissertations.
4. **ELECTRONIC MEDIA:** CD-ROM databases on trade flows and commodity markets.
5. **FRENCH LANGUAGE MATERIALS:** especially library science materials, information systems.
6. **TEXT BOOKS:** on health; computer science; economics.
7. **AUDIOVISUAL MATERIALS:** such as video-cassettes on management training; energy; health; environment; natural resources; poverty alleviation; women and development; climate; natural disasters; statistics.
8. **ANNUAL COMPENDIUMS:** of the various transport and communication modes.
9. **SPECIFIC TITLES CITED:**
 - Business Week
 - An inquiry into well being and institution by P. Dasgusta
 - A theory of Justice by John Rauth
 - Wall Street Journal
 - World agricultural economies
 - Rural Sociology Abstracts
 - International conference on population and development, Cairo.
 - World social summit. Paris
 - Industry and development: global report. (Annual by UNIDO)
 - African industry in figures. (Annual by UNIDO)
 - Hand book of industrial statistics (biannual by UNIDO)
 - The Washington Post
 - The New York Times

ANNEX III
PERCEIVED STRENGTHS

1. **Collections:** Availability of UN documents, Studies, Journals, good collection of periodicals, of ILO publications, on transport & communications, of agricultural development publications and International trade statistics, Management books, OECD publications, World Bank Collection. It has good general information, good reference section, availability of international agencies publications and French news papers.
2. **Efforts to improve service:** Regular circulation of list of new acquisitions, of tables of contents of selected journals. Having ECA publications displayed was a great idea, availability of information circulars & administrative instructions.
3. **Other:** (Unlimited numbers of books to check out, timely opening and closing hours, Ordering information materials from Head Quarters by pouch.)

ANNEX IV PERCEIVED WEAKNESSES.

Lack of Materials on:

- Administrative law in Africa and Labour in African Countries
- Medical sciences publications, VIDAL(Medical Reference Manual of medicine)
- Most Commonly used software at ECA (Quatropro, SPSS, Paradox etc...
- Trade and economics issues
- Social issues.
- African Countries (especially on trade statistics)
- World debt.
- Trade flows between Africa Countries
- South - South trade
- International Commodities Markets.
- Financial flows
- World marketing prices
- National publications (i.e. official government publications)
- Livestock development performance in Africa
- Metallurgical & engineering science & practice
- Socio - economic situation
- Computers
- Energy, water, remote sensing, law of the Sea. minerals, science and technology
- Atlases and maps

Other: Weaknesses mentioned by less than 5 respondents:

- lack of contact with professionals also to suggest additions to the library;
- lack of sanctions against borrowers returning or keeping library materials after their date due;
- lack of assistance by the library to organize reference units;
- most of the materials are in one language (English)
- inflexible working hours;
- lack of photocopy machines and lack of audiovisual materials (microfiches)

ANNEX V
AREAS IN WHICH ACQUISITIONS NEED TO BE REINFORCED

- Complete series of UN and specialized Agencies publications.
- Complete series of the most important international review of economics, sociology, anthropology and demography.
- International conferences in french and english.
- Books in social sciences (especially reference books).
- Publications of african universities.
- Unpublished materials from african countries
- Books on Latin America and Asia.
- African newspapers representing West, East, North, and South Africa.
- African countries publications.
- Medical journals and periodicals.
- More bilingual (english and french) materials not only newspapers journals but also research findings.
- Data on trade issues at national, subregional, regional and international levels.
- Up date information on international markets mechanisms, statistical data on trade issues.
- Data in all UN official languages.
- Agricultural development publications and livestock.
- Technical journals in the field of basic industries.