

## Appendix A: How to conduct information surveys

### Introduction

This appendix explains how to carry out surveys of:

- local institutions to be served by the documentation service or with which the service aims to cooperate
- the kinds of information needed by potential users of the service, the ways in which they try to find this information at present, where they normally obtain it from, and how they use it

Some basic methods which should be applied in carrying out any kind of survey are described.

### Review of existing sources

A review of existing sources of information should be undertaken before deciding to carry out an original survey. Surveys using interviews or questionnaires are expensive, time-consuming and difficult to organise and carry out, and it is therefore important to make sure that the information they are designed to collect is not already available from existing sources.

Existing sources of information on the subject of the survey may include reports on previous surveys, directories of institutions, staff lists, population statistics, and so on. A review of such sources can be time consuming and unproductive unless they are accurate, reliable, relevant and up-to-date. Information and statistical data obtained from such sources must be carefully checked before being used as a basis for planning the activities of the documentation centre.

### Basic survey techniques

The basic steps in planning and carrying out any kind of survey are:

- 1 Define the objectives and scope of the survey
- 2 Decide on the methods of data collection to be used
- 3 Decide what human and financial resources will be needed to carry out the survey, and make sure they are available
- 4 Prepare the design of the survey
- 5 Test the survey design
- 6 Carry out the survey
- 7 Collate the information and data obtained
- 8 Analyse the results
- 9 Report the results

The use of questionnaires as the sole method of collecting information is not recommended as it rarely produces satisfactory results. It is better to combine the use of questionnaires with more extended interviews.

Questionnaires should be distributed in advance, together with an explanatory covering letter, to forewarn respondents about the kinds of information which the survey is trying to obtain. This should be followed by interviews in which the questionnaires are completed by the interviewer and the respondent working together. If it is not possible to interview all persons to whom questionnaires have been sent, an attempt should be made to interview at least a representative sample.

### Resources for planning and conducting surveys

Surveys must be carefully planned and the human, material and financial resources to ensure their completion must be provided if they are to produce useful results. Surveys can be very expensive and time-consuming, particularly if they involve a large number of institutions or users. Staff at the documentation centre should ask individuals or institutions with experience in survey techniques to advise them as to whether the proposed survey is feasible and, if so, to help them to plan and implement it.

### Survey of local institutions

A survey should identify all institutions in the locality which are involved in water supply and sanitation, and obtain the following information about each one:

- name, address, telephone, fax numbers, e-mail address for inquiries and web site address
- type of institution
  - e.g. government department, non-governmental organisation, etc.
- internal organisation
  - principal departments, substations, etc.
- numbers and types of employees
  - including any library or documentation staff
- subject areas covered by the institution
- geographical area or localities covered by the institution
- main areas of activity of the institution
  - e.g. research, construction, operation and maintenance, training, information storage and retrieval, etc.
- specific activities related to information and communication
  - including whether or not the institution maintains a library or documentation centre, and if so, whether it provides services to people from outside the institution

One of the main difficulties in deciding on what institutions should be included is that many are only partly concerned with the water sector, and are also active in other areas. It will be necessary to organise the inventory to focus on the water sector.

The information from a survey of local institutions may be used to create a general profile of the potential user population which can form the basis for a more detailed survey of their information needs and the ways in which they use information.

Detailed information on the information needs and on information-seeking and information-using behaviour of users or potential users can be discovered through questionnaires, interviews, group techniques or a combination of any or all of these. The information needed by users may be assessed in terms of:

- its subject content
- the purpose for which it is needed
- its main orientation
  - theoretical or practical
- its intellectual level
  - elementary or advanced
- the language in which it is recorded
- how up-to-date it needs to be
- the physical formats in which it is presented

The design of the questionnaire to be used in specific situations should be done by the management and staff of the documentation centre, with advice, if necessary, from social scientists or other specialists with experience in questionnaire design.

**See also: Healthlink Worldwide Resource Centre Manual**

- 1.1 Assessing information needs
- 1.4 Interviewing tips and sample questionnaires
  - 1.4.1 Information needs assessment questionnaire (example)
  - 1.4.2 Questionnaire for other organisations that provide information



## Appendix B: Furniture and space requirements

### Storage for documents

#### *Bound volumes*

Documents in conventional book format and of normal size, including books, reports, bound volumes of periodicals, videocassettes and some other audiovisual items, are normally stored upright on ordinary bookshelves. These may be open-fronted for easy access, or glass-fronted for greater security and protection against dust.

Shelves should be able to be moved up and down to accommodate documents of different heights. If adjustable shelves cannot be provided, the vertical distance between shelves should be not less than 30cm (12in). If the collection contains numerous large-size books, this distance should be increased by an appropriate amount. It may be convenient to place large size books on the bottom shelves of several shelving units, with normal sized books above.

Suitable dimensions for storage shelves are: not more than 90cm (3ft) long, not less than 2.2 cm (7/8in) thick and between 23 and 30cm (9-12in) deep. Unless the centre is very short of space, shelving units should not be more than six shelves high. The bottom shelf of each unit should be at least 5cm (2in) from the floor, and there should a canopy shelf on the top of each unit to keep dust off the top row of books.

A shelving unit with six shelves of 90cm each will accommodate about 150 books of normal thickness and a substantially larger number of thinner documents such as reports.

#### *Pamphlets*

Documents of only a few pages, such as pamphlets and brochures, which are not rigid enough to stand by themselves on the shelves should be kept in pamphlet boxes. These may either be open-fronted and open-topped cases or enclosed boxes with lids. The latter offer more protection from dust, but are more expensive.

#### *Loose sheets*

Even thinner documents, such as photocopies of periodical articles, sheets of press cuttings, broadsheets and photographs, should be kept in suspended filing pockets housed in lateral or vertical file cabinets of the kind used in most offices.

#### *Large volumes*

Very large bound documents, such as atlases, volumes of drawings and the like, should be stored flat in special storage units which also provide a space for the documents to be opened and consulted.

### *Maps and drawings*

Maps and engineering drawings may also be stored flat, in cabinets with shallow drawers and a flat top for consultation, or in vertical cabinets with hanging files. If the latter are used, it will be necessary to provide adequate table space for consulting the documents.

### *Current periodicals*

There are various ways of storing current periodicals. If possible, they should be displayed on sloping shelves so that the whole of the front cover is visible. These may be hinged at the top so that they can be lifted to reveal a flat shelf behind on which recent back issues can be stored. Shelving units of this kind usually have five sloping shelves (with or without flat shelves behind) per unit. If the centre is short of space, periodicals may be stored flat in pigeonhole units.

### *Newspapers*

If the centre receives only one or two newspapers, they may be simply folded and displayed on a table, a periodical display shelf or a wire newspaper rack. Otherwise, they may be attached to wooden rods and hung in special display racks.

### *Microforms*

Microfilms are supplied in small cardboard boxes or tins which may be kept on shelves or in drawers. Individual microfiche are supplied in half-envelopes. Sets of fiche are often supplied in boxes. Both may be filed in drawers similar to those used for card catalogues.

### *Slides*

Photographic slides (35mm transparencies) may be stored in special boxes or trays which in turn may be housed in special storage drawers or in an ordinary cupboard. Sets of slides may be supplied in plastic wallets which may be hung from rods in special storage cabinets. Audiocassettes and reel-to-reel tapes are supplied in boxes which may be stored on shelves or in drawers.

### *Multimedia*

If the centre has only small quantities of audiovisual materials of different kinds, it may be advisable to try to acquire a multimedia storage cabinet which provides specially-designed storage for many different media.

### Worktops for users

The worktop space to be provided for each user, in both carrels and communal tables, should be 90cm (3ft) wide by 60cm (2ft) deep.

## Worktops for staff

Large desks are preferable to small ones; the main desk top should be at least 75cm (2ft 6in) by 150cm (5ft). An extra office table, 90cm x 180cm (3ft x 6ft) should be provided in the workroom area.

## Norms for calculating space requirements

The total space needed for a local documentation centre will be different in each case, but may be calculated in accordance with the following norms:

### *Accommodation for collections*

Space required for books and other documents in book format: 200 documents per sq. m (18.6 documents per sq. ft).

This includes the space needed for users to get access to the storage units. The storage capacity will be increased if many of the documents are flimsy reports of only a few pages. Space required to display current periodicals: 25 titles per sq. m (2.3 titles per sq. ft).

### *Accommodation for staff*

Space required for each staff member: 9.3 sq. m (100 sq. ft).

### *Accommodation for users*

One seat should be provided for every 25 potential users who have easy access to the centre (i.e. excluding those who are too far away to visit it regularly), with a minimum of 4 seats even if the number of potential users is less than 100.

Space required for each seated user: 2.3 sq. m (25 sq.ft).

### *Traffic and utility space*

25 percent of the total of the above requirements.

### *Space for expansion*

At least 10 percent of the total of the above.

This should be determined in accordance with the projected growth of the collections and any other growth factors such as an expected increase in the numbers of users.

**See also: Healthlink Worldwide Resource Centre Manual**

- 3.1 Location, size and structure
  - 3.1.1 Choosing a location
  - 3.1.2 Working out the size
  - 3.1.3 Ensuring a secure structure
- 3.2 Planning the layout
  - 3.2.1 How to measure space for shelves
  - 3.2.2 Space for different uses
- 3.3 Choosing furniture and equipment
  - 3.3.1 Shelving
  - 3.3.2 Display equipment
  - 3.3.3 Other furniture and equipment
  - 3.3.2 List of furniture and equipment

## Appendix C: Further sources of information

### Water supply and sanitation information

#### *Selected Periodical Articles, 1994-2004*

The articles listed below were identified from the Library and Information Science Abstracts (LISA) database maintained by Cambridge Scientific Abstracts (<http://www.csa1.co.uk/>). The list was formatted using the QuickBib automatic bibliography generator on the CSA website.

- Basaran, A. K. T. 1994. **Management information systems for water and sanitation agencies: a regional perspective.** *Information Development*, 10, (2) (Jun): 102-106.
- Byerley, G. P. 1994. **Keeping water professionals informed: the role of the American Water Works Association.** *Information Development*, 10, (2) (Jun): 120-123.
- Campbell, D. B. 1994. **Providing information services in water, sanitation and health.** *Information Development*, 10, (2) (Jun): 124-130.
- Carty, D., and I. J. Mbewe. 1994. **Information in support of community management of water points in Zambia.** *Information Development*, 10, (2) (Jun): 86-87.
- Dietvorst, C. 1994. **Information on water and sanitation: who needs it?** *Information Development*, 10, (2) (Jun): 149-151.
- Fisher, B. W. M. 1994. **Monitoring water supply and sanitation in the Western Pacific.** *Information Development*, 10, (2) (Jun): 107-109.
- Forger, G. 2001. **Environmental health: finding consumer resources on the Internet.** *Health Care on the Internet*, 5, (1): 31-37.
- Iddings, S. N. 1994. **Information management for water and sanitation in Papua New Guinea.** *Information Development*, 10, (2) (Jun): 110-113.
- Jong, D. d. 1994. **Focus on IRC International Water and Sanitation Centre.** *Information Development*, 10, (2) (Jun): 144-148.
- Jordan, K., and J. Napp. 1998. **Environmental engineering.** *College and Research Libraries News*, 59, (11) (Dec 1998, p.834-7): 834-837.
- Jorge, A. M. B. 1994. **Preserving the environment in Brazil: the role of CETESB.** *Information Development*, 10, (2) (Jun): 114-119.
- Keeping the planet blue: the role of the World Meteorological Organization.** 1994. *Information Development*, 10, (2) (Jun): 72-78.
- Minnatullah, K. M. 1994. **Management information systems for water and sanitation agencies: a conceptual framework.** *Information Development*, 10, (2) (Jun): 96-101.

- Miyashiro, M. 1994. **Networking environmental and sanitation information: REPIDISCA at the forefront.** *Information Development*, 10, (2) (Jun): 131-136.
- Parker, J. S. 1996. **The Internet and the water and sanitation sector.** *Information Development*, 12, (3) (Sep): 181-187.
- Raeder, A. 1997. **Environmental information sources on the net.** *Searcher*, 5, (2) (Feb): 20-26.
- Ramos, L. O., and J. Gregorio. 1994. **Village-level information and communication for water supply and sanitation: the Approtech Asia experience.** *Information Development*, 10, (2) (Jun): 88-92.
- Riley, O. C. 2002. **Environmental health.** *College and Research Libraries News*, 63, (5) (May): 350-354.
- Riunge, T. W. 1994. **Improving information management for water and sanitation in East Africa: the role of NETWAS.** *Information Development*, 10, (2) (Jun): 137-143.
- Shams, M. -L. 1999. **Environmental health on the net.** *Medical Reference Services Quarterly*, 18, (2) (Summer): 63-80.
- Trigo, M. O. P. 1994. **Information management for water and sanitation in Angola.** *Information Development*, 10, (2) (Jun): 93-95.
- Uddin, M. H. 2000. **The role of rural libraries in the rural development of Bangladesh.** *IASLIC Bulletin*, 45, (3) (Sep): 97-104.
- Watters, G. 1994. **Monitoring: a tool for improving national water supply and sanitation sector planning and management.** *Information Development*, 10, (2) (Jun): 79-85.
- Witten, I. H., M. Loots, M. F. Trujillo, and D. Bainbridge. 2002. **The promise of digital libraries in developing countries.** *Electronic Library*, 20, (1): 7-13.

*Papers from the Sixth Water Information Summit*

The following list gives the authors and titles of the papers presented at the Sixth Water Information Summit: Breaking The Barriers; Let Water Information Flow! organised by Waterweb Consortium and IRC International Water And Sanitation Centre, 9-12 September 2003, Delft, The Netherlands. Brief descriptions of the papers and links to their full texts in PDF format are given on the IRC website at <http://www.irc.nl/content/view/full/6316>.

**Aquastat - Getting to grip with water information for agriculture.** (Åse Eliasson, Jean-Marc Faurès, Karen Frenken, and Jippe Hoogeveen)

**Arsenic information centre - an approach for raising awareness to grassroots communities of Nepal.** (Arinita Maskey and Roshan Raj Shrestha)

**Asian Development Bank (ADB) Water Awareness Program (WAP).** (Paul Fisher)

**Building NGOS/CBOS' capacity through information.** (Caroline Batanda) \*

**Building partnerships: a strategy for bridging the water resources information and knowledge divide in the Caribbean.** (Herold Gopaul) \*

**Can ICT effectively bridge the information and knowledge gap across geographical and social boundaries.**\_(Francois Odendaal and Rodger Abels)

**Climate and water data transfers via Internet: from vision to action.** (Luc Vescovi, Lam Khanh Hung and Richard Laurence)

**Closing the knowledge gap in support of the MDGs.** (Jan Teun Visscher)

**EauDoc: your international memory for water.** (Catherine Juery)

**Experiences with knowledge mobilization: the value of local learning and adaptation.** (Edgar Quiroga Rubiano and Alberto Rodríguez)

**Flood of gateways and portals on water drowning in ambition.** (Dick de Jong, Cor Dietvorst, Jaap Pels and Viktor Markowski)

**Grassroots participation and management for rural water related environmental problems in Nigeria.** (Uwem Robert Out)

**Implementing a decentralized water portal in the Euro-Mediterranean area - First lessons from EMWIS.** (Eric Mino)

**Information in Internet about the water sector in Chile.** (Maria-Angelica Alegria and Tatiana Cuevas)

**Information needs: learning in the resource centre development (RCD) programme in Nepal.** (Ratan Budhatoki, Eveline Bolt and Umesh Pandey)

**Knowledge management in strategic development of water services.** (Osmo T. Seppälä)

**Managing for Serendipity - or why we should lay off "best practice" in KM.** (David J Snowden)

**myNetWorks - a collaborative web environment for sustainable environmental technology.** (Urs Karl Egger, Andreas Schönborn and Marcia Pereira)

**Narrative patterns: the perils and possibilities of using story in organisations.** (David J Snowden)

**Networking to put knowledge into practice through effective communications: the Swedish water house case study.** (Stephanie Blenckner and David Trouba)

**NGO Forum: a nodal point for knowledge sharing and networking in Bangladesh.** (Shirin Biswas)

**Nile Basin capacity building network for river engineering.** (Hesham A. Ghany)

**Opportunities and constraints of ICT developments for regional capacity building programmes.** (Dr. Jasveen Jairath)

**Organization development guidebook - information resources for today's world.**

(Nancy E. Barnes)

**Organizing an E-conference: an introduction to the E-conference concept.** (Desíree

Vreke and Lin McDevitt-Pugh)

**Pakistan water knowledge network.** (Asad Uz Zaman) \*

**PHAST approach to support safe water and sanitation in peri-urban areas: case of Lusaka, Zambia.** (Obed C. Kawanga and Shedrick Chakamisha)

**Removing the barriers to collaboration: FreshWaterLife(TM) as an example of data sharing.** (Kearon McNicol, Ian Pettman, Roger Sweeting)

**Rio de la Plata and its maritime front environmental information system and portal: tools used and lessons learned.** (Patricia Hilda Himschoot, Virginia Fernández, Juan Arciet, Viviana Goldsmidt, and Jorge Fabricant) \*

**SANICON: an Internet portal for information.** (Frank Odhiambo) \*

**SAWINET: Sharing of Integrated Water Resources Management (IWRM) information and experience in Southern Africa.** (Andrew Takawira) \*

**Siagua, an operational Spanish-speaking network in the field of water knowledge in America.** (Leticia Martinez Etayo)

**The GLOBal Water Information NETwork (GLOBWINET) - Critical aspects of a net-based information system.** (Andrew Takawira and Wolf-Ruger Winnege)

**The impact of hydrological information services on integrated water resources management and development: Niger river.** (Engr. I.A. Olomoda)

**The important role of the press and media in promoting water information dissemination in Cameroon.** (Rosemary Enie)

**The potential and use of electronic conferencing - a study of women's involvement in a global context.** (Julie Fisher) \*

**The role of education and capacity-building in water conservation/demand management.** (Hayley Rodkin and Derek Weston)

**The U.N. water virtual learning centre on integrated water resource management.** (C.I. Mayfield, V.I. Grover, R. Daley, and M. Dengo)

**Transboundary waters - strengthening sustainability bridges via distance learning.** (Janot-Reine Mendler)

**Using ICTs for information sharing and dissemination among women in Uganda.** (Hadijah Namumbya)

**Virtual library on health environment [VLEH].** (Marta Bryce)

**Water portal of the Americas: a prototype for international cooperation.** (Terry Dodge and Maria del Pilar Gonzalez Meyau)

\* To be published in *Information Development*, Vol. 20, no. 4, 2004.

## Library and Documentation Work

Binney, D. **The knowledge management spectrum.** *Journal of Knowledge Management*, Vol. 5 no. 1, 2001. 33-42.

Heeks, R. and Duncombe, R. **Information, technology and small enterprise: a handbook for enterprise support agencies in developing countries.** Manchester, UK: Institute for Development Policy and Management, 2001. 27 p. Available free of charge at: <http://idpm.man.ac.uk/rsc/is/ictsme/esaghbkg/esaghbkg.pdf>

Noerr, P. **The digital library tool kit. 3rd ed.** Palo Alto, CA, USA: Sun Microsystems, 2003. 99 p. Available free of charge in PDF format from: [http://www.sun.com/products-n-solutions/edu/whitepapers/pdf/digital\\_library\\_toolkit.pdf](http://www.sun.com/products-n-solutions/edu/whitepapers/pdf/digital_library_toolkit.pdf).

Richardson, D. **The practical reality of KM within development initiatives.** Guelph, Ont, Canada, TeleCommons Development Group, 2003.

**The information architecture guide.** Ann Arbor, MI, USA: Argus Center for Information Architecture, 2001. Available free of charge at: [http://argus-acia.com/ia\\_guide/index.html](http://argus-acia.com/ia_guide/index.html)

Velden, M. van der. **Knowledge facts, knowledge fiction: the role of ICTs in knowledge management for development.** In: *Journal of International Development*, Vol. 14, no.1, January 2002. 25-37.

Further references on documents and organisations related to information management in developing countries can be found on the IRC website:  
<http://www.irc.nl/content/view/full/7844/>



## Appendix D: Elements of a document supply system

### The request system

The request system should be designed to record users' requests, speed up the supply of requested documents, and obtain requested documents from other sources.

#### *Recording Users' Requests*

If a document required by a user is not available, the user should be invited to make a formal request for it, using a form designed for this purpose.

The request form should include:

- full bibliographical details of the document
- the name and address of the user requesting it
- the date on which the request is made
- details of actions taken to satisfy the request, such as
  - recalling the document from another user
  - ordering a copy from the publisher
  - requesting a copy from another library, etc.

When a request form has been completed, the staff have to find out:

- if the requested document is already in stock
- if so, whether it has been
  - borrowed by another user
  - removed from its normal place to be repaired or rebound

To do this, they have to check:

- the records of documents which have been received but are still being processed
- the catalogue
- the circulation control system

The records for documents which are on order, in processing or in stock, and which have been requested by users but are not immediately available, should be marked or flagged to indicate that they are on request. Coloured paper clips or tags made of metal or cardboard may be used to flag records in this way.

If the requested document is not already in stock, the staff have to find out if steps have already been taken to acquire it through purchase, gift or exchange, or from a document delivery service. To do this, they have to check the acquisitions records.

If the requested document is not in stock and not in process of being acquired, the staff have to decide whether it should be acquired, and if so, how and from what source.

Speeding up the supply of requested documents

When documents which are on order or in processing have been flagged as requests, steps should be taken to supply them to the user as quickly as possible.

In the case of documents on order, the supplier should be contacted and asked to supply the document quickly, if necessary in advance of any others which may have been ordered at the same time.

Documents which have already been received and are being processed should be given priority. If the processing cannot be accelerated sufficiently, the processing may be deferred until the user has finished with the document.

Requested documents which are being repaired in house should be given special treatment. Repair work should either be accelerated and completed as soon as possible, or temporarily suspended, to be completed when the user has finished with the document. In the case of requested documents which are being repaired or rebound elsewhere, those responsible for the work should be advised that the document has been requested by a user, and asked to complete the work as quickly as possible.

The system for recalling requested documents which are on loan to other users forms part of the circulation control system, described below.

#### *Obtaining requested documents from other sources*

Documents which have been requested by users but are not in stock and are either not available for acquisition or not considered suitable for permanent acquisition, may sometimes be obtained from other libraries or documentation services.

In some cases, the original document may be supplied on loan from the library to which it belongs; in others, the library may supply a photocopy or a microfiche copy of the document. These copies may usually be permanently retained by the service receiving them. In such cases, the staff, in consultation with the advisory committee, should decide if the user who requested the document should be allowed to keep it or return it to the service to be added to the collection. If added to the collection, the document should be treated as a normal acquisition and processed accordingly.

The supply of copies of documents for permanent retention is known as document delivery; the term is often also taken to include the supply of original documents on loan from other libraries or documentation services, also known as an interlibrary loan.

Possible sources of documents under either arrangement include:

- other libraries and documentation services in the immediate locality
- general or specialised libraries and documentation services in other parts of the country
- regional documentation and information services
- international specialised information services and services
- general international document delivery systems
  - e.g. the British Library Document Supply Centre

In some cases documents may be supplied free of charge. In others, payment may be required, often in prepaid coupons rather than cash. The staff and the advisory committee should decide whether or not such charges should be passed on to users.

### Lending documents to users

The system for lending documents to users is known as the circulation control system. In a local documentation service, this system should be kept as simple as possible.

An effective circulation control system should enable the staff to find out quickly:

- what documents are on loan to which users at any particular time
- where the users can be contacted
- when the documents are due to be returned to the service
- which documents are overdue for return
- which of the documents on loan have been requested by other users

The system should also provide a means of recalling documents when required.

Some basic types of circulation control system are described below. Before deciding which system to use, the staff and the advisory committee should decide:

- which kinds of documents may be borrowed for use outside the service
- who is to be allowed to borrow them
- under what conditions they may be borrowed

Most documentation services contain documents such as encyclopaedias, dictionaries, maps, etc. which are not made available for loan, because they are either:

- consulted frequently for short periods of time, or
- are valuable, or
- risk being damaged if borrowed

The decision as to whether to make any documents available for loan, and if so, which, depends on:

- how much space there is for users to consult documents on the premises
- how easy it is to arrange for the service to be staffed during opening hours
- how valuable the documents in the collection are
- where most of the users of the service are located
- how easy it is for users to visit the service

If most users are located in the same building or compound, or nearby, it may not be necessary to allow materials to be borrowed, particularly if it is difficult to arrange for the service to be staffed at all times during opening hours. On the other hand, there is no point in requiring users to consult materials in a centre where there is not enough space or furniture to accommodate them.

If users are scattered in field offices and outstations, it is essential to make documents available for loan.

If the service cannot be staffed at all times during opening hours, it will be difficult either to supervise the use of documents in the service itself, or to administer a circulation system. In such circumstances, it is almost impossible to prevent users from 'borrowing' documents even if they are not supposed to do so. It is therefore highly desirable to staff the service at all times during opening hours, or at least to have staff nearby on call, if they have other duties to perform.

If the service cannot be staffed all the time, one of the 'self-service' circulation control systems referred to below may be suitable. However, it is difficult under any self-service system to control the number of documents borrowed by a user at any one time.

### *Restrictions on lending*

It may be advisable, at least in the early stages of the development of the documentation service, to lend documents only to the staff of the parent institution, whether they are located at the local office or in the field.

Users from other organisations in the locality might be allowed to consult documents in the service, but not to borrow them to take elsewhere. This depends in part on whether adequate space and suitable furniture are provided in the service.

It is usual -- but not strictly essential -- to restrict the period of time for which materials may be borrowed, in order to make them available to other users and generally ensure that they still exist and are in good condition. On the other hand, there is no point in imposing strictly limited loan periods in respect of documents which are only likely to be used by one or two people -- for example, only by the district hydrologists or the accounts officer.

In such cases, documents may be issued on long loan or even 'permanent' loan. The conditions for lending materials should be as flexible as required by the local situation; the aim is to get documents into the hands of the users who need them, not to maintain shelves full of documents for their own sake.

Different loan periods may be allowed for different classes of user; for example, staff of the parent institution may have longer loan periods or more flexible loan conditions than outsiders. Where a fixed period is set, it should be possible to renew or extend the loan if no one else needs the document.

It is often considered necessary to restrict the number of documents which a user may have on loan at any one time. This is done in order to ensure that a good selection of documents are always available and to discourage users from building up personal collections in their own offices.

The staff and the advisory committee should decide whether such a restriction is necessary and if so, how many documents each user should be allowed to borrow at any one time. This will depend to some extent on the size of the collection.

Loan conditions should be set out in a user's guide or printed on a loan label inside the document.

#### *Recovering overdue loans*

Some documentation services fine to users who do not return documents on time. Before deciding on whether or not to do this, the staff and advisory committee should find out the usual practice in other services in the locality and what their experience has been in this respect.

The administrative cost of accounting for the money recovered in fines may be more than the amount recovered. A note to the offending user's superior officer may often be just as effective and require much less administrative work.

### Circulation Systems

#### *The book register system*

If the number of loans is expected to be less than, say, ten items a day, loans may simply be recorded in a register in book form with separate columns for:

- date borrowed
- author
- title
- accession number
- name and location of borrower
- date returned

Staff can quickly scan this register to find documents which may be requested by other users, or to identify documents which should have been returned.

This method has the advantage of being

- simple
- cheap
- capable of being self-service without staff supervision.

It is less easy to control the number of documents on loan to any one person by this method, and it is not really suitable if external users are using the centre regularly.

#### *The loan slip system*

Instead of entering the above details in a register, they may be recorded on a slip of paper with spaces for the same information. This has the advantage that the slips can be interfiled so as to maintain one sequence of records.

If the slips are produced as multipart forms, i.e. with two or more copies of each slip being produced at the same time (preferably using carbon paper or no-carbon-required paper), several sequences can be maintained, for example, one arranged by borrower's name

(which facilitates control of the number of documents on loan to one person at a time) and one by author, accession number or call number, one by date, etc.

If the date of return is not stated or not considered very important, there will be no need for a date sequence. It is more important to be able to find out if a document required by another user is on loan, and if so, to whom. If there is no restriction on the number of documents per user, a user sequence is not necessary. If there are different rules for inhouse and external users, separate files may be needed for each group.

The loan slip system, although simple, is still used in many quite large academic libraries and specialised documentation services (usually as a multiple-copy system). It is effective, but like the register system, rather laborious for the user, who has to write out the details of every document borrowed on every occasion.

When documents are returned, the slips are removed from the files and destroyed, or used for statistical analysis of the use of the service.

#### *The book card system*

Several systems avoid the need for the user to write out details of every document borrowed. These systems use 'book cards' placed inside the documents. The basic details of the document are written on these cards, which are removed and filed every time the document is borrowed. One such system is described below.

Each document contains a removable book card with several spaces on it in which consecutive users sign their names and in which the date due for return can be recorded. The card is kept in a pocket inside the document. The pocket also has several spaces where the date of return can be recorded.

When the document is borrowed, the borrower signs his or her name on the book card and a staff member writes or stamps the date by which the book should be returned on both the book card and the pocket. The book card is removed from the document and filed in a box or tray at the control desk. The cards are arranged, first by date due, and secondly by call number. When the document is returned, the book card is replaced in the pocket inside the document. The main disadvantages of any book card system are:

- cards and pockets have to be purchased and may not be available in the country
- it takes staff time and effort to fix pockets to documents and to prepare basic identification data
- not all documents can have cards and pockets fitted easily (e.g. maps, slides)
- the system is not suitable for self-service

#### Supplying copies of documents

Users may frequently want copies of documents in the collections which are not available for loan, or which they wish to retain permanently for their own use. To be able to provide

an effective photocopying service, a local documentation service needs suitable photocopying equipment and adequate supplies of toner and paper.

The production of photocopies is generally governed by copyright. Copyright law in most countries allows for single photocopies of certain types of document for research and study. An entire paper in a periodical may be copied; however, a complete book may not be copied without permission from the copyright holder, usually the author or publisher. In most local documentation services, small budgets will make it essential to charge for photocopies. The charges should be set at a level which will at least cover all the costs involved, including overheads as well as paper, toner and any per-copy charges levied by the supplier. Add mailing costs where appropriate.

**See also: Healthlink Worldwide Resource Centre Manual**

- 7.2 Staffing and opening hours
- 7.2.1 Welcoming visitors
- 7.5 Lending
- 7.5.3 Sample membership form
- 7.5.4 Sample overdue books reminder
- 7.5.5 Reservation
- 7.5.6 Inter-library lending
- 7.6 Photocopying
- 7.7 Document supply