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change in how we communicate and send and receive information, and the speculation about the future of the publishing industry and even about the future of reading are wonderful opportunities for us. Lots of debate gives

The debate about how the Internet has “replaced” libraries, the constant change in how we communicate and send and receive information, and the speculation about the future of the publishing industry and even about the future of reading are wonderful opportunities for us.

librarians lots of scope to show what we can do. One thing I am ardent about, in the ILO at least, is changing the perception of librarians as simply caretakers of knowledge and libraries as a place where people come to read, or, worse, a place where there are books – as if knowledge were only found in books. It is such a waste of our skills if our colleagues think of us in such a passive way. Helping people find information is much more than answering people’s questions or providing them with

books. I want us to be more proactive than that. We should help people find information, certainly, but we can also be agents for sharing knowledge and

communicating the principles and values of the ILO.

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ABSTRACT

Library and Information Services, International Labour Office, Geneva

(as) Der Artikel stellt die Bibliothek der OIT (Organisation internationale du travail, International Labour Organization) im Rahmen des «internationalen Genf» vor, das Sitz zahlreicher internationaler Organisationen ist. Gemeinsam ist den Bibliotheken und Dokumentationsdiensten dieser Einrichtungen, dass sie Informationen aus aller Welt sammeln.

Die Bibliothek der OIT wurde 1919 gegründet und ist die weltweit wichtigste Bibliothek für Belange der Arbeitswelt. Ihre Sammlungen betreffen alle Aspekte des Arbeitslebens und umfassen Monografien, Zeitschriften, Berichte, Zeitungen, Gesetzeswerke und Statistiken. Ein Grossteil der Sammlung bezieht sich auf die Entwicklungsländer; in diesem Bereich wird die Bibliothek auch ganz gezielt erweitert. LABORDOC (<http://labordoc.ilo.org/>) ist der Onlinekatalog.

Die Benutzer der Bibliothek sind vor allem Angestellte der OIT, aber auch Delegierte, Vertreter diplomatischer Botschaften und ehemalige Angestellte des BIT (Bureau international du travail). Die Bibliothek arbeitet im Leihverkehr mit anderen Bibliotheken zusammen. Sie bietet ihren Benutzern zahlreiche Dienste an, z.B. die Bearbeitung von Benutzeranfragen per Telefon, E-Mail, Fax oder im Lesesaal, die Schulung im Umgang mit den Recherchewerkzeugen, einen Bibliografiedienst, die Benutzung der Bestände im Lesesaal und die Ausleihe.

Die Verbreitung von Dokumentationsquellen zur Arbeitswelt ist ein Hauptanliegen des BIT. Zahlreiche weitere Einrichtungen am Sitz des BIT in Genf bieten den Benutzern auf ihren Websites entsprechende Informationsdienste an.

The ITU Library and Archives Service Guardians and disseminators of information*

* Reprinted from ITU News, Issue No.1, January–February 2010, International Telecommunication Union

Are you reading ITU News to keep up-to-date with what is happening in telecommunications in general and the Union in particular? What if you would like to look at the magazine’s forerunner, the Telecommunications Journal, dating back to 1934, or even to view the original Journal télégraphique, founded in 1869? You can do either of these things, and many more, by turning to the ITU Library and Archives Service.

In Montbrillant and in the cloud

The ITU Library is on the sixth floor of the ITU Montbrillant building in Geneva, and welcomes users from within and outside the Union. There are open stacks, reading places, workstations connected to the Internet, as well as a corner where you can read newspapers and drink coffee.

On the Montbrillant shelves you can find the paper collections: books, journals, magazines, periodicals, dictionaries, directories and encyclopedias, as well as copies of ITU Recommenda-

tions and of course the Union’s publications and official documents. Through the library you can also gain access to collections in the cloud of online information, such as e-journals, e-conference proceedings, e-books and other digital resources.

Even if you are not in Geneva, you can still visit the library through its website at www.itu.int/library, or access the catalogues of its holdings. The librarians will respond to requests for information from anywhere in the world.

Institutional knowledge

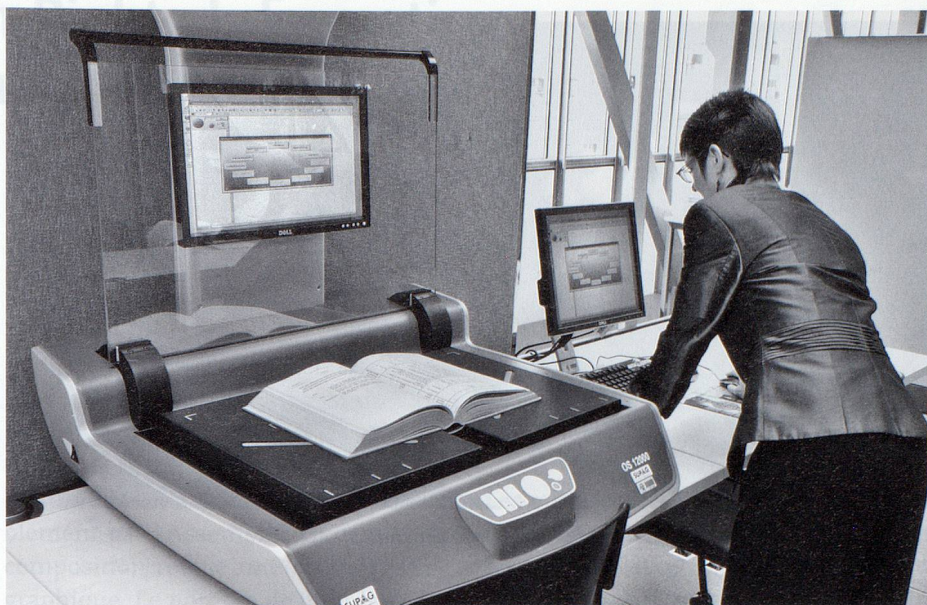
In the rapidly advancing world of telecommunications, information is being created every day. The activities of ITU, including conferences, workshops and studies, generate treaties, decisions, guidelines and standards. These publications are all available through the library. But along with the published documents, there is a flow of correspondence, internal memoranda and other records, sent or received by ITU, that help to explain what the Union does – why a particular course of action is pursued or put on hold or abandoned. The guardian of all this institutional knowledge is the Archives Service, whose mission is to ensure that the right records are available to the right people at the right time.

Because of the burgeoning activity in ITU, each day adds yet more records, whatever their form or medium. It is the responsibility of the Archives Ser-

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vice to manage this flood of information. There are two main challenges. The first is to organize the records so that they can be retrieved and used. The second is to determine how long records should be stored, which records need to be preserved indefinitely as historical archives, and which can be destroyed.

Since 2009, the Library and Archives Service has been involved in a Records and Information Management (RIM) project, with the objective of developing an efficient and transparent electronic system for the management of ITU official records. The goal is to provide for better and more timely decision-making by ITU. The benefits include a single and comprehensive electronic repository of documents, a reliable workflow for the treatment of documents, shared access to electronic documents, powerful search tools, and a file classification scheme for applying retention policies and security rules.



A specialized book scanner can digitize materials, including fragile historic documents.

For the physical records, the Archives Service has a secure storage facility in the basement of the ITU Montbrillant building. In its long banks of shelves, this storage facility houses semi-active records and historic collections. The historic collections are available for consultation (on-site only) by anyone, including the general public. The Archives Service will, however, provide copies, on request.

History and memory

A pioneering organization such as ITU has much to record. The Library and Archives Service holds conference and meeting documents, and circular and collective letters, in an unbroken series

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dating back to 1865. There is historic correspondence from the period 1869 to 1947, and a collection of world and regional maps of telecommunication networks from around 1875 to 1930. The service also holds the proceedings of ITU seminars and colloquia, regulatory publications, recommendations, manuals and handbooks, photographs and posters.

To keep the memory of history alive, the Library and Archives Service has embarked on an ambitious programme to make unique ITU records widely available to ITU staff and all kinds of researchers. This activity, the Historical Documents Digitization Programme, has the dual objective of improving ac-

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cess to ITU information and ensuring the long-term preservation of historic documents. So far, more than 15,500 pages of conference documents have been scanned. These documents will be available on the new History of ITU portal (see box).

The History of ITU – a new web portal

Founded in 1865, ITU is the world's oldest international organization. On its website a new portal is being launched on "The History of ITU", which offers links to the many documents, landmark dates and important figures that chart the Union's history and its contribution to connecting the world. The portal will be open in February and can be accessed at www.itu.int/history.



La bibliothécaire et l'archiviste compilent les informations.

Customer services: research assistance and facilities

The Library and Archives Service responds to requests for information by telephone (+41 22 730 69 00), e-mail (library@itu.int), fax (+41 22 730 53 26) or in person in the Reading Room on the sixth floor of the Montbrillant building. Copies of documents can be made and – since 2008 – a specialized book scanner designed to prevent damage to bound and fragile documents can be used to digitize materials. The Reading Room provides photocopying facilities, WiFi and workstations with Internet access for research purposes.

ABSTRACT

(db) Der ITU-Bibliotheks- und -archivdienst – Hüter und Informationsvermittler

Die International Telecommunication Union, kurz ITU, hat ihren Sitz in Genf und kann auf eine lange Institutionsgeschichte zurückblicken: 1865 fand die Gründung statt, und damit ist sie eine der weltweit ältesten internationalen Organisationen. Entsprechend zahlreich sind ihre Publikationen, welche vor Ort einsehbar sind oder für ITU-Mitarbeitende sowie Forscher zurzeit im Projekt «Historical Documents Digitization Programme» digitalisiert werden. Dadurch wird gleichzeitig die Langzeitarchivierung der Dokumente sichergestellt. Die ITU-Bibliothek befindet sich im ITU-Monbrillant-Gebäude und ist für alle Interessierten öffentlich zugänglich. Hier können die Besucher Dokumente und Bücher aus dem ITU-Bestand vor Ort konsultieren, online durch die «e-journals» und Konferenzen surfen oder Recherchen in Auftrag geben. Dies alles und noch mehr wird durch den Bibliotheks- und Archivdienst gewährleistet. Daneben ist dieser seit 2009 in ein «Records and Information Management»-Projekt involviert, um ein effizientes und transparentes elektronisches Managementsystem für die ITU Records aufzubauen. Alle Infos finden sich auch auf der Website www.itu.int, auf welcher ab Februar ebenfalls das neue Portal «The History of ITU» aufgeschaltet ist.

ABSTRACT

Les services de la bibliothèque et des archives de l'UIT

(pd) La bibliothèque UIT met à disposition un environnement ouvert, des espaces de lecture et des places de travail connectées à internet ainsi qu'un coin pour lire les journaux et boire un café. En plus des supports traditionnels, elle propose des ressources électroniques.

Le Service des archives gère les dossiers et les documents de l'UIT. Ceux-ci comprennent aussi bien les archives historiques -- disponibles pour la recherche -- que les archives courantes et intermédiaires -- disponibles pour les services internes.

Une organisation pionnière comme l'UIT détient de nombreux documents d'archives qui remontent à 1865, comme une correspondance historique entre 1869 et 1947 et une collection de cartes régionales et mondiales du réseau de télécommunication de 1875 à 1930, en plus des séminaires, colloques, publications, guides, photographies, affiches etc.

Ces documents sont en cours de numérisation afin de les rendre accessibles et d'assurer leur sauvegarde. Ils sont consultables depuis le nouveau portail «The History of ITU» www.itu.int/history.

Les services de la bibliothèques et des archives de l'UIT répondent aux questions par téléphone, fax, e-mail ou directement sur place. Des copies de documents peuvent être réalisées grâce à un scanner à livre.