
IV. Media, public and library services

Spokesman for the Secretary-General

The Office of the Spokesman for the Secretary-General is located on the third floor of the Secretariat building.

	Ext.	Room
<i>Director, Spokesman for the Secretary-General</i>		
Mr. Fred Eckhard	3.5128	S-0378A

Press inquiries 3.7160/3.7161/3.7162 S-0380

Press conferences

Requests for press conferences should be addressed to the Office of the Spokesman for the Secretary-General (room S-0380, ext. 3.7160, 3.7161 and 3.7162).

Services to correspondents

Daily press briefings are given at noon in room S-0226 by the Spokesman for the Secretary-General. During General Assembly sessions, the Spokesperson for the President of the General Assembly also briefs the press on Assembly matters. Highlights of the noon briefing can be found on the web site of the Spokesman's Office (<http://www.un.org/News/ossg/hilites.htm>). For other services, see <http://www.un.org/News/ossg>.

Additional services to correspondents in the press area on the second and third floors include: assistance from the Spokesman for the Secretary-General and his staff; assistance from the Media Accreditation and Liaison Unit, Department of Public Information, in the provision of tickets for seats in the press galleries (room S-0250, ext. 3.3353, 3.7756); distribution of press releases, official documents and access to delegation

press releases that are made available at the press distribution centre (room S-0390, ext. 3.7165); and announcements of briefings and press conferences through the paging system.

Working facilities for correspondents are provided in the press areas on the third floor. Cable and telex offices are located on the third floor.

Public information

The Department of Public Information provides a wide range of services to representatives of the media, non-governmental organizations and the general public. The office of the Under-Secretary-General for Communications and Public Information is located on the 10th floor of the Secretariat building. Other offices are located as indicated in the following pages.

	Ext.	Room
<i>Under-Secretary-General for Communications and Public Information</i>		
Mr. Shashi Tharoor	3.6830/ 3.2912	S-1027A
<i>Special Assistant to the Under-Secretary-General</i>		
Ms. Paula Refolo	3.6867	S-1027C
<i>Information Technology Section (UN web site information)</i>		
<i>Chief</i>		
Mr. Mahbub Ahmad	3.6974 e-mail: ahmad@un.org	S-1005A
<i>News and Media Division</i>		
<i>Director</i>		
Mr. M. Salim Lone	3.6856	S-0837A

Media, public and library services

	Ext.	Room
<i>Press Service</i>		
<i>Chief</i>		
Mr. Roy Laishley	3.6832	S-0290A
<i>Press desk</i>	3.7211	
<i>Media Accreditation and Liaison Unit</i>		
<i>Chief</i>		
Ms. Sonia Lecca	3.6934	S-0250
<i>Radio and Television Service</i>		
<i>Officer-in Charge</i>		
Mr. Joseph McCusker	3.7462	S-0894A
<i>TV and Audio-Visual Production Section</i>		
<i>Chief</i>		
Mr. Joseph McCusker	3.7462	S-0894A
<i>Public Affairs Division</i>		
<i>Director</i>		
Ms. Thérèse Gastaut	3.5302	S-0941A
<i>Promotion and Planning Service</i>		
<i>Chief</i>		
Ms. Susan Markham	3.6862	S-0955A
<i>Public Liaison Service</i>		
<i>Chief</i>		
Ms. Lyutha Al-Mughairy	3.5125	S-0260A
<i>Library and Information Resources Division</i>		
<i>Director</i>		
Mr. Raymond Sommereyns	3.3064	L-382A

Ext. Room

United Nations Information Centres Service

Officer-in-Charge

Mr. Yousef Hamdan

3.0082 S-1060F

Press releases, distribution of speeches

The Meetings Coverage Section prepares and issues on the same day press releases in English and French on most open meetings held at United Nations Headquarters. In addition, releases are issued on United Nations conferences and meetings held in other parts of the world. These releases, which are prepared for the use of information media and are not official records, also contain background information. Press releases are also made available electronically to approximately 200 direct recipients worldwide, including United Nations information centres and services, United Nations offices, United Nations Development Programme field offices, peacekeeping operations and electronic public networks.

Accredited correspondents may obtain press releases from the press release distribution desk in the press working area on the third floor of the Secretariat building (ext. 3.7165). Delegates may obtain press releases, as available, through Documents Distribution (ext. 3.7373), or on the UN web site (www.un.org/News). Delegations desirous of making texts of speeches or press releases available to information media should take 150 copies to the press release distribution desk (room S-0390) for distribution to accredited correspondents. As soon as received, the availability of the texts will be announced through the press paging system. Texts of speeches or delegation press releases must be issued under the letterhead of the mission responsible and, for the convenience of correspondents, should be dated. Statements made at major conferences or in the Plenary of the General Assembly should be e-mailed to DPI@un.int for posting on the UN web site as early as possible. Hard copies may be delivered to room S-1037A.

For a wrap-up of the latest UN-related developments around the world, delegates may refer to *The Daily Highlights* news bulletin, available in print form by the end of each working day on the third floor press racks. News on UN-related developments is updated throughout the day by the UN News Service and can be accessed on the UN News Centre web site at www.un.org/News. Delegates can also receive updates via e-mail by subscribing to a recently launched free e-mail news service accessible through the News Centre site.

The United Nations multilingual web site, now available in all six official languages, provides speedy worldwide access to UN news and information. *The Daily Highlights*, press releases, selected reports of the Secretary-General, Security Council resolutions, and presidential statements, important parliamentary documents related to major United Nations issues, DPI backgrounders and fact sheets, and DPI Development Update as well as a new Public Inquiries web site which provides answers to the public's Frequently Asked Questions and a list of street and e-mail addresses, telephone and fax numbers of UN Permanent Missions are also available on this site.

Other features of the UN web site include highlights of the noon press briefings by the Spokesman for the Secretary-General, multimedia web pages with audio recordings of statements to the press made by senior UN officials and high-level government officials of Member States, as well as audio files of the daily radio news programmes in the six official languages. The *UN Journal* contains the daily programme of meetings at Headquarters. Webcasts of the opening meetings of principal organs, international conferences, including the proceedings of the Millennium Assembly, and selected UN documents from these bodies permit visitors to the site to keep track of proceedings and get a sense of participation. The Audio-Visual page provides audio news files, photos, a catalogue of video programmes, and

an archive of sound and images. The documents alert service, research guide, UN-I-QUE (info Quest) database and the new UN system Pathfinder, together with databases featuring international treaties, statistical indicators, landmine information, information concerning refugees, document symbols and sales numbers are also available for consultation. Educational materials from the Global Teaching and Learning Project — Cyber School Bus can be used by students and teachers alike.

The UN web site, which averages about 20 million accesses every week, also offers delegates access to research tools and links to other home pages in the UN family. This web site is updated daily and is easy to navigate. Through its many hyperlinks, the UN web site connects users to UN information centres and other UN system web sites around the world and provides directories and descriptions of UN depository libraries, non-governmental organizations associated with the UN, with civil society and the business world. Those interested in obtaining UN publications can do so by consulting the online catalogue and order information. You may also find information on services to visitors and guided tours at Headquarters and remote users of the UN web site can take a virtual tour of Headquarters and the UN Office at Geneva.

Additional information can be obtained from the Information Technology Section (ext. 3.1007).

Accreditation and liaison to correspondents and photographers

The Media Accreditation and Liaison Unit provides the following services to correspondents:

- Accreditation, liaison and services to correspondents, film and television crews and photographers (room S-0250, ext. 3.6934; fax 3.4642);
- Seats (space permitting) in the press gallery to observe General Assembly and other meetings. Members of the visual media will be granted booth positions for covering meetings and other events;

- Arrangements for pool coverage during visits of Heads of State or Government. This office is also responsible for giving clearance to film/TV crews and photographers on any other location. These requests should be made in advance in writing (room S-0250, ext. 3.6934, 3.6936, 3.6937, 3.3866, 3.2393 and 3.7164; fax 3.4642).

Services to professional photographers

Accreditation, information materials, access to meetings as available, and briefings on United Nations activities in the field are provided to professional photographers.

Publications

Thematic and institutional publications

The Department of Public Information issues an array of materials covering the work of the United Nations in all its aspects. Special focus is given to subjects of priority interest, including peacekeeping, human rights and economic and social development, as well as to developments concerning Africa and the question of Palestine. Special attention is being given to major United Nations conferences, as well as to special observances such as international Decades, Years and Days. Printed materials include press kits, books, periodicals, brochures, posters, feature articles and educational materials. Most of these materials are also available on the United Nations web site on the Internet (<http://www.un.org>).

In addition, available at all times in the six official languages are the *Charter of the United Nations* (including the Statute of the International Court of Justice), the *Universal Declaration of Human Rights* and the *International Bill of Human Rights* (including the Universal Declaration and the International Covenants on

civil and political rights and on economic, social and cultural rights). These are also on the web site.

The following list details some of the Department's various products. For further information, call the Public Affairs Division (ext. 3.5302), the Library and Information Resources Division (ext. 3.3064) or the Sales and Marketing Section (ext. 3.8302).

United Nations thematic materials

The Department undertakes multimedia information campaigns on priority thematic issues, including campaigns to publicize the special sessions of the General Assembly and international conferences held by the United Nations. These campaigns are coordinated by the Public Affairs Division, which also produces printed materials including press kits, booklets, brochures, posters and background information relating to poverty, indigenous people, advancement of women, sustainable development, racism and racial discrimination, criminal justice, peace and security, human rights and other priority issues. Information materials prepared by the Department of Public Information are available in print form and on the United Nations web site on the World Wide Web.

- For print materials on economic and social development and human rights issues contact: room S-1040, ext. 3.8104, fax 963-1186, e-mail: vasic@un.org. These materials are also available on the UN web site at <http://www.un.org/esa>
- For print materials on peace and security issues contact: room S-1005, ext. 3.0707, fax 963-9737, e-mail: giarratano@un.org. These materials are also available on the UN web site at <http://un.org/peace>
- The UN Works. The Department produces promotional materials explaining how the work of the Organization benefits ordinary people. These stories can be found at www.un.org/works.

Publications

- *Development Update*

A bimonthly newsletter in English which provides essential information on current development issues, including United Nations events relating to economic and social development.

- Contact: room S-1040, ext. 3.5851, fax 963-1186
- Also available on the UN web site at:
<http://www.un.org/News/devupdate/latest.htm>

- *Africa Recovery*

A periodical which covers United Nations, international and national developments related to African economic and social affairs, with a strong focus on resource flows, trade, aid and external debt. Briefing papers on specific issues are also produced.

- Languages: E, F
- Contact: room DC1-550, ext. 3.6857,
fax 963-4556, e-mail: africa_recovery@un.org
- Also available on the UN web site at:
<http://www.africarecovery.org>

- *UN Development Business*

Available on the World Wide Web, and twice monthly in newspaper format, *UN Development Business* is the single most comprehensive source of opportunities for major transnational corporations, consultants, contractors and exporters seeking business from the multibillion dollar market created by the world's leading development banks. Information on proposed projects, financed by the United Nations system, government agencies, international and regional banks and other lenders, as well as invitations to bid and contract awards, is provided. Summaries from the World Bank, Inter-American Development Bank and the African Development Bank are also included.

- Contact: room DC1-0564, ext. 3.1516, fax 963-1381, e-mail: dbsubscribe@un.org
- Also available on the Internet at:
www.devbusiness.com

- *Peace and Security Updates*
Facts and figures, background notes and other concise publications on United Nations work in the field of peacekeeping, peace-building, peacemaking and disarmament are available in print and electronic form.
 - Contact: room S-1005, ext. 3.0707, fax 963-9737, e-mail: giarratano@un.org. Also available on the UN web site at <http://un.org/peace>.
- *The UN and the Question of Palestine*
A booklet covering the role of the United Nations from 1947 until the present.
 - Contact: room S-0994, ext. 3.4353, fax 963-4556

Institutional publications

- *UN Chronicle*

The flagship publication of the United Nations, with fact, debate and opinion including coverage of activities of the Security Council, General Assembly and other United Nations bodies. Special features on the range of United Nations activities and concerns.

 - Languages: E, F (four times a year)
 - Contact: room DC1-0530, ext. 3.8262, fax 963-8013, e-mail: un_chronicle@un.org
 - Also available on the UN web site at: <http://www.un.org/Pubs/chronicle>

- *Yearbook of the United Nations*

The most comprehensive reference work on the activities of the United Nations and the organizations of the United Nations system. Published annually in English.

 - Contact: room DC1-0534, ext. 3.8267, fax 963-8013, e-mail: gordonk@un.org

- *Basic Facts About the United Nations*

A concise record of the Organization's history, structure and work, published biennially. A completely revised and updated edition was published in 2001.

 - Languages: E, F, S
 - Contact: room S-0900, ext. 3.6832, fax 963-1334, e-mail: laishley@un.org

- *Image and Reality*

Booklet produced in question-and-answer format covering some of the most frequently asked questions about the role and accomplishments of the Organization.

 - Languages: E, F, S
 - Contact: room S-0900, ext. 3.6832, fax 963-1334, e-mail: laishley@un.org

- Also available on the UN web site at:
<http://www.un.org/geninfo/ir>

- *UN in Brief*
 Pamphlet providing a general overview of the structure and work of the United Nations.
 - Languages: A, C, E, F, R, S
 - Contact: room S-0900, ext. 3.6832, fax 963-1334, e-mail: laishley@un.org
 - Also available on the UN web site at:
<http://www.un.org/Overview/brief.html>

- *Report of the Secretary-General on the Work of the Organization*
 A book version issued immediately following the annual report's release as an official document.
 - Languages: A, C, E, F, R, S
 - Contact: room S-0900, ext. 3.6832, fax 963-1334, e-mail: laishley@un.org
 - Also available on the UN web site at
<http://www.un.org/documents/sg/report01>

- *DPI/NGO Link and web site*
 A weekly bulletin providing schedules of the DPI/NGO weekly briefings.
 - Contact: room L1B-31, ext. 3.7234, 3.7078, 3.7233
 - Also available on the DPI/NGO page on the UN web site is an up-to-date directory of NGOs associated with DPI, information on NGO-related events and documents and information on NGO association with DPI, at <http://www.un.org/dpi/ngosection>.

- *Directory of NGOs Associated with DPI*
A biennial publication. Directory presents contact information of the NGOs associated with DPI, lists associated NGOs by thematic area of work and by geographic area, and gives contact information on NGO representatives at the UN.
 - Contact: room LIB-31, ext. 3.7234, 3.7078, 3.7233
 - Also available on the UN web site at <http://www.un.org/dpi/ngosection>
- *Information guide for the public about the UN*
An information guide, arranged alphabetically, to help readers find answers to the most commonly asked questions about the UN (e.g. employment opportunities, ordering publications, copyrights, use of UN emblems, etc.).
 - Contact: room GA-057, ext. 3.4475, fax 963-0071
 - Also available on the UN web site at: <http://www.un.org/MoreInfo/guide>
- *Everything you always wanted to know about the UN*
A simple introduction to the UN, written in question-and-answer format for students.
 - Languages: E, F
 - Contact: room GA-057, ext. 3.4475, fax 963-0071
- *This is the United Nations*
A colourful booklet about the UN, written as a guide for visitors to the United Nations.
 - Languages: E, F, S
 - Contact: room GA-057, ext. 3.4475, fax 963-0071
- *Universal Declaration of Human Rights*
Original text with a read-easy version. Includes classroom exercises.
 - Contact: room GA-057, ext. 3.4475, fax 963-0071
 - Also available on the UN web site at: <http://www.un.org/overview/rights.html>

Maps and Cartographic Products

The Cartographic Section produces small-scale maps with basic geographic information for the use of the Member States and the UN departments and agencies. They are available in PDF format on its web site at <http://www.un.org/Depts/Cartographic/english/htmain.htm> and can be downloaded. The paper copies of these maps are also available in the Map Library in room L-282.

Sale of Publications

Many Department of Public Information publications are available as sales items. For more information, or for a complete catalogue of sales publications, contact: United Nations Publications, Two United Nations Plaza, Room DC2-0853, New York, NY 10017, tel. 963-8302, fax 963-3489, e-mail: publications@un.org. Many of these publications are available at the UN Bookstore (room GA-032A, tel. 963-7680). For more information, please see page 86 or visit the UN Publications homepage at: <http://www.un.org/Publications>.

Cyber School Bus

The web site for young people and teachers features games, kid-friendly versions of treaties, teaching kits and a host of interesting material. For more information, please visit <http://www.un.org/cyberschoolbus>.

Radio and television services and facilities

Radio and television services to delegations, correspondents and broadcasting organizations

The News and Media Division can provide limited facilities for accredited correspondents to transmit news dispatches and programmes on the work of the United Nations. When facilities are available, the Division arranges for the use of studios and of engineers' services by radio and television journalists.

The Radio and Television Service can assist delegates who wish to record reports or interviews about their work at the United Nations. For radio studio availability, contact the TV News and Production Facilities Unit (room CB-058, ext. 3.7458).

Audio recordings of statements made at current meetings of the Organization's main organs are available in the Audio Library (room GA-027, ext. 3.9272, 3.9270).

Audio archival material is handled by the Broadcast and Conference Engineering Unit, Office of Conference and Support Services (room GA-013C, ext. 3.7658) and is subject to duplication fees.

United Nations Television covers meetings of the General Assembly, the Security Council, press conferences and other events. This coverage is available for sale to delegations and broadcasters. Prices vary depending on whether the material is ordered before or after the event. Arrangements can be made for satellite transmissions. When available, facilities may also be arranged for interviews and statements. Requests for bookings should be made in advance with the TV News and Production Facilities Unit (room CB-056, ext. 3.7650 for television; room CB-058, ext. 3.7458 for radio). Information and arrangements for live feeds and commercial satellite transmissions should also be made in advance with the same Unit (room CB-058, ext. 3.7458).

Current UNTV coverage and archival film and video materials are available at the Visual Materials Library (room S-B2-66, ext. 3.0656 and 3.1561, fax: 963-4501).

United Nations radio programmes

United Nations Radio is now carrying out a live broadcast project under which news bulletins in the six official languages of the Organization are targeting audiences in Africa, Asia, Latin America, Europe and the Caribbean. The daily current affairs bulletins consist of news, interviews, background reports, features, updates from peacekeeping missions and coverage of

activities of the entire UN system around the world. They are produced five days a week, regardless of holidays. The programmes are being carried on shortwave, distributed by satellite and broadcast by national and regional radio networks in most parts of the world. They are also posted on the United Nations web site (www.un.org/av/radio) from where they can be heard, or be used by radio stations for broadcast. UN Radio also continues to distribute daily news via telephone feeds in the six official languages, as well as in Portuguese and Kiswahili and sends taped programmes in 14 official and non-official languages to those stations that do not have the technical capacity to receive the live broadcast.

A daily electronic radio news package is also produced for use by broadcasting organizations, correspondents and delegates. This package of reports is available in English, French and Spanish and can be accessed through the regular telephone line. The service also provides recordings in English of the daily noon briefing of the Spokesman of the Secretary-General, statements and press conferences by the United Nations Secretary-General and other special items. The number for the automated radio information service is: 963-3777.

The radio web pages have been redesigned and a Portuguese page has been added. They carry the audio files and the scripts of the programmes, as well as photographs and relevant information and links.

United Nations films and videos

The Video Section produces documentary videos and television programmes on the work and activities of the United Nations and its specialized agencies. These programmes, which are available in the official languages, are informative as well as educational and vary in length and style, from in-depth features to animation. Governments and non-governmental organizations are encouraged to use these videos as visual aids. The Division maintains over 120 film/video libraries at United

Nations offices around the world. These videos are available in worldwide standards and formats. For further information, contact the Audio-Visual Promotion and Distribution Office (room S-0805A, ext. 3.6939 or 3.6982, fax: 963-6869, e-mail: audio-visual@un.org).

Archival footage

The Visual Materials Library is the depository of 35 mm and 16 mm archival footage from 1945, and video footage since 1985. Out-takes from numerous United Nations film and video productions are available for the preparation of documentaries and non-commercial productions worldwide. Royalties, transfer and screening fees are collected as applicable; shipping and messenger costs are also borne by the requestor. For information, apply to the Visual Materials Library (room S-0805, ext. 3.6819 and 3.0656, fax: 963-1658 and 963-6869, e-mail: audio-visual@un.org).

Photo services and facilities

Official photographs

The photo library contains official photographs of United Nations meetings, United Nations delegates and officials, development programmes, peacekeeping operations and photographs highlighting themes of concern to the world community. Black and white prints (8" x 10") are available for reproduction by information media if used in a United Nations context and not for advertising; there is a \$7 charge for the first print and \$1 for each additional print from the same negative ordered at the same time. Colour prints (8" x 10") are \$15 for the first print and \$3 for each additional print from the same negative ordered at the same time. Digital images are also available.

For information on how to obtain photographs, contact the photo library (room S-0805L, ext. 3.6927, 3.0034, 3.2375, fax: 963-1658).

Services provided by United Nations information centres, services and offices

Many of the services provided by offices at Headquarters are also available in the individual Member States. The United Nations has 77 information centres (UNICs), services and information components in UN offices around the world, each serving one or more countries. The UNICs provide timely information on UN activities worldwide as well as documents, publications, audio and visual products, graphics, reference works and other information material to the media, government offices, non-governmental organizations, educational institutions and the general public. In order to promote knowledge and understanding of the United Nations system, the UNICs also produce newsletters and press releases, collaborate with radio and television broadcasters, arrange meetings, briefings, workshops, Model UNs, exhibits and special events, often in connection with observance days. Many UNICs provide electronic access to information resources at Headquarters and maintain web sites on the Internet in various local languages. More information on the UNICs is available on their web site www.un.org/aroundworld/unics or from the Information Centres Service (room S-1060F, ext. 3.0082).

Services to non-governmental organizations

ECOSOC

The Non-Governmental Organizations Section of the Department of Economic and Social Affairs (room DC1-1480, ext. 3.3192) acts as the focal point for non-governmental organizations (NGOs) in consultative status with the Economic and Social Council.

DPI

The Non-Governmental Organizations Section of the Department of Public Information (room S-1070L, ext. 3.6842, NGO Resource Centre, L1B-31, ext. 3.7234), serves the associated non-governmental community by providing information about the work of the United Nations by various means, including briefings by UN officials. It organizes an annual conference in September for non-governmental organizations on a major United Nations theme. A weekly briefing and audio-visual programme for accredited NGO representatives is organized each Thursday morning from the end of September to the second week of June. An annual orientation course for newly associated NGOs, as well as communications workshops, round tables and seminars, are sponsored in cooperation with NGO committees, permanent missions and other UN offices. The NGO Resource Centre (room L1B-31, ext. 3.7234, 3.7078, 3.7233) provides NGOs with United Nations documents and press releases, and major reports of United Nations agencies, programmes and funds. Computers with access to the Internet and the Official Document System are available to NGO representatives. A video lending library and accreditation services for NGOs associated with the Department of Public Information are provided.

Special programmes

Special events (room S-0955F, ext. 3.6923, fax 963-0536), exhibits (room S-0994D, ext. 3.8531, fax 963-0536) and promotional activities in observance of international Days and Years and to highlight priority issues of the United Nations are organized by the Public Affairs Division. The Calendar of Events and Exhibits at UN Headquarters is available online at www.un.org/events/calendar.htm. The Division also maintains liaison with NGOs, professional organizations and the information offices of the United Nations programmes, funds and specialized agencies, to organize co-sponsored

activities and other promotional programmes. It is also responsible for the annual training programmes for broadcasters and journalists from developing countries (room S-0955F, ext. 3.6923) and for Palestinian journalists (room S-0994, ext. 3.4353, fax 963-2218).

Services to visitors

Guided tours

Multilingual guided tours featuring the General Assembly Hall, Council Chambers and works of art from Member States are conducted seven days a week from 9.30 a.m. to 4.45 p.m., except during January and February when tours are offered Monday through Friday only. Tours in English normally leave about every half hour and last for approximately 45 minutes to 1 hour. For tours in languages other than English call 212-963-7539 on the day you plan to visit. Advance reservations are required for groups of 12 or more persons and should be made by calling 212-963-4440. (Note: Guided tours are normally suspended or operate on a limited schedule during the general debate of the General Assembly as well as during special sessions and other visits of high-level dignitaries.) For further information, including ticket prices and schedule changes, as well as the current exhibits schedule, call 212-963-TOUR(8687). Visit www.un.org/tours for further details on the guided tour operation.

Group briefings

The Group Programmes and Community Liaison Unit (room GA-061, ext. 3.7710, e-mail: unitg@un.org) of the Public Services Section arranges briefings on United Nations topics for groups visiting United Nations Headquarters. The Unit also arranges for speakers from the United Nations to address groups elsewhere in North America. In addition, it arranges videoconferences between groups and United Nations officials.

Sometimes groups visiting Headquarters may wish to have a delegation briefing on a country's role in the United

Nations. In such cases, the Group Programmes and Community Liaison Unit may assist in obtaining a conference room for this purpose. It should be noted, however, that arrangements are subject to availability of a conference room.

Public inquiries

The Public Inquiries Unit (room GA-057, ext. 3.4475; e-mail: inquiries@un.org) handles inquiries received by mail, by e-mail, by telephone, by telefax and in person from the general public, as well as from delegations, government offices, businesses, educators, non-governmental organizations, media and others. The staff answers questions by telephone, mail, e-mail or in person and provides information and educational materials on the work of the United Nations and on the programmes and agencies of the entire United Nations system. Fact sheets and answers to frequently asked questions (FAQs) can also be accessed online at www.un.org/geninfo/faq.

Exhibits

Exhibits highlighting the work of the United Nations are mounted in the General Assembly Public Lobby. All exhibits deal with an international theme and must follow the United Nations Exhibits Committee Guidelines. For more information contact Exhibits, Public Affairs Division, Jan Arnesen, tel. 963-8531, fax 963-2218, or arnesen@un.org.

Library services

The Dag Hammarskjöld Library, which is dedicated to the memory of the late Secretary-General Dag Hammarskjöld, occupies the three-storey building (with another three levels below ground) on the south side of the Headquarters site. The Library is open Monday to Friday and observes the same working hours as those of the

Secretariat, while its catalogue (and other web-based services, see below) are available on a 24-hour basis.

The Library provides the permanent missions of Member States, the delegations and the Secretariat of the United Nations with information resources and services needed for the performance of their work.

The Library maintains the following collections:

Comprehensive collection of United Nations documents and publications in all official languages

Comprehensive collection of League of Nations documents and publications in English and French

Selective collection of specialized agencies documents and publications

Selective collection of government documents and publications of Member States

Extensive collection of publications about the United Nations (including doctoral dissertations)

Publications on issues of current and continuing interest to the United Nations (including books, newspapers, serials and maps).

Information products of the Dag Hammarskjöld Library

United Nations Documents Index: a comprehensive guide to all categories of documents and publications issued currently by UN offices worldwide. Includes checklist and author, title and subject indexes. Issued quarterly.

Indexes to proceedings: a series of separate indexes providing comprehensive bibliographic access to all of the documents (reports, letters, meeting records, resolutions, etc.) issued by or submitted to the General Assembly, Security Council, Economic and Social Council and formerly, Trusteeship Council. Issued annually/sessionally.

United Nations Bibliographic Information System (UNBIS): this database provides comprehensive bibliographic access to the documentary output of the United Nations and to the Library's non-UN holdings, as well as access to voting records and to citations to

speeches. Access is available via the Web (as UNBISnet, <http://unbisnet.un.org>) and in CD-ROM format (issued quarterly as *UNBIS plus on CD-ROM*).

The United Nations Dag Hammarskjöld Library Home Page (www.un.org/Depts/dhl) includes information concerning the Library's hours, services and collections and provides the following reference tools:

- (a) *United Nations Info Quest (UN-I-QUE)*: a database providing easy access to document symbols/sales numbers for tens of thousands of major UN documents and publications issued since 1946, including Secretary-General's reports, committee and commission reports, declarations adopted by the General Assembly, Rapporteurs' reports, strategies, plans of action, etc. Updated daily.
- (b) *United Nations Documentation: Research Guide*: a frequently updated tool providing an overview of UN documentation as well as tips for conducting research and locating texts.
- (c) *Documents Alert*: a current-awareness service highlighting important documents as they are issued. Documents are selected from new material received by the Library or available on the Official Document System. Citations include title, UN document symbol, date of release, pagination and a brief annotation.
- (d) *United Nations System Pathfinder*: a guide to major publications of organizations of the United Nations system, including global studies and reports, handbooks and guides, bibliographies and indexes, international statistical publications, compilations of treaties, resolutions and documents as well as annual reports of UN bodies and specialized agencies.

- (e) *Small and Field Libraries*: resources for organizing and managing small libraries and documents collections.
- (f) *UNBIS Thesaurus*: the terminology used for indexing and retrieval of documents and other material relevant to United Nations activities, in all six official languages.
- (g) *Conferences and observances*: accessible directly on the main DHL page, these topical web pages provide a listing of print resources as well as links to relevant web resources.

Electronic resources available in the Dag Hammarskjöld Library

Official Document System (ODS) workstations: workstations for accessing the Official Document System (ODS) are available in the Woodrow Wilson Reading Room (room L-201) and the General Reference Reading Room (L-105).

Internet workstations: numerous workstations for accessing the Internet are available in the General Reference Reading Room of the Library (room L-105). Access is provided on a first-come, first-serve basis, with priority given to delegates. Printers are available but downloading to diskette is strongly encouraged. Assistance to patrons is available.

NewsEdge workstations: two workstations for public and independent access to *NewsEdge* are provided in the General Reference Reading Room of the Library (room L-105). *NewsEdge* is a live-time newsfeed which carries stories, as they are reported, by the major international news agencies (e.g., Reuters, Agence France Presse, etc.). As above, printers are available but downloading to diskette is strongly encouraged.

ProQuest workstations: access to an extensive collection of full-text CD-ROMs containing articles from general, business and social science periodicals is available in the Periodicals Reading Room (L-B 1-10).

OnLine Services/CD-ROMs: the Library subscribes to a wide range of online services (e.g., *FACTIVA*, *DIALOG*) and an extensive collection of full-text and bibliographic CD-ROMs. A select few require the mediation of a librarian but most are available for independent use.

CD-ROM Help Desks: at all service points, fully staffed Help Desks and guide sheets are available for delegates requiring assistance in the use of the Library's electronic resources.

Electronic news dissemination services of the Library

For all delegates having e-mail capability, the Dag Hammarskjöld Library offers customized, electronic delivery of time/mission-critical information. In addition to full-text news alerts from local sources around the world (*World News Connection*), the Library can also provide desk-top delivery of news and in-depth analysis from other daily and weekly sources (e.g., *Oxford Analytica*, *Middle East Mirror*, *SouthScan*, etc.). For more information about this service and/or a complete list of electronic publications available, please contact dhlpubh@un.org or call ext. 3.7392.

The Library provides another current awareness service entitled "UN in the News". This daily service transmits a limited and highly selective number of stories carried by the media concerning the Organization. The focus of this service is on UN reform, new appointments, budgetary matters, etc. and is available to any interested delegate with e-mail capability. Please contact dhlgenref@un.org or call ext. 3.7392.

Remote access

In addition to information provided on-site or by e-mail, the Library provides the permanent missions with

remote access via the Internet to the following services: *FACTIVA*; *ProQuest Direct* (full-text of 10 major newspapers and over 3,000 journals in a variety of disciplines); *Economist Intelligence Unit* and *EIU ViewsWire* (country reports and forecasts, business newsletters, etc.); *Science Direct* (full text of over 600 journals in scientific and other fields). Certain vendors (e.g., Lexis-Nexis) offer the permanent missions heavily discounted rates for independent subscriptions, if a sufficient number are interested. In these cases, the Dag Hammarskjöld Library will coordinate the orders and act as an agent for the permanent missions in order to secure the most favourable rate. To register for any of the above services, contact waitman@un.org or call 963-7440.

Training for delegations

The Dag Hammarskjöld Library offers basic and advanced training in the management and use of UN documentation as well as in the use of UN and external electronic resources. Customized programmes may also be arranged on demand to accommodate the specific needs of patrons. Training is on an ongoing basis and is open to all delegates and government officials. For further information and/or a complete list of the training courses offered, please contact ext. 3.5321, or dhluss@un.org.

United Nations Depository Libraries

In addition to offering library/information services at Headquarters, the Dag Hammarskjöld Library maintains a network of 408 United Nations Depository Libraries in 145 Member States and territories. These libraries provide access to collections of United Nations documents and publications in appropriate official languages, as well as reference services to government officials, the academic community, media representatives, non-governmental organizations, and other members of the general public. Inquiries regarding depository libraries may be made to

the Depository Libraries Officer on ext. 3.7444 or
dhldl@un.org.

Contacts

Inquiries may be made in person, by telephone, by fax or
by e-mail to each of the following service points:

	Ext.	Fax	Room
<i>Head Librarian</i>	3.7443	3.2388	L-327A
		e-mail: dickstein@un.org	
<i>Depository Libraries Officer</i>	3.7444	3.1779	L-221G
		e-mail: dhldl@un.org	
<i>League of Nations, United Nations and Specialized Agencies Collections</i>			
Reference services	3.7412	3.1779	L-201
		e-mail: dhlunsa@un.org	
Loanservices	3.7422	3.1779	L-260
		e-mail: dhloanun@un.org	

Media, public and library services

General collection

(government documents, serials, newspapers, etc.)

Reference services 3.7394 3.8861 L-105
e-mail: dhlgenref@un.org

Loanservices 3.7384 3.9256 L-B1-10
e-mail: dhllloanex@un.org

Interlibrary loan 3.2015 3.9256 L-B1-68
e-mail: dhllil@un.org

Map library

Reference and loanservices
 3.7425 3.1779 L-282
e-mail: brookes@un.org

Legal library

Reference and loanservices
 3.5372 3.1770 S-3455
e-mail: noona@un.org

Statistical library

Reference and loanservices
 3.8727 3.0479 DC2-1143
e-mail: dhlstat@un.org

Electronic Information Resources

 3.7440 3.2608 L-166A
e-mail: waitman@un.org