
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>Spokesman for the Secretary-General</i>		
Mr. Stéphane Dujarric de la Rivière	3.6172	S-0378A
<i>Deputy Spokesperson</i>		
Ms. Marie Okabe	3.1104	S-0378A
<i>Press inquiries</i>	3.7160/3.7161/3.7162	S-0378

Press conferences

Requests for press conferences should be addressed to the Office of the Spokesman for the Secretary-General (room S-0378, 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. These daily briefings are webcast live and are archived for on-demand viewing immediately afterwards (www.un.org/webcasts). Highlights of the noon briefing can be found on the website of the Spokesman's Office (www.un.org/news/ossghilites.htm). For other services, see www.un.org/news/ossghilites.htm. The noon briefing by the

Information for delegations

Spokesman and the monthly press briefing by the Security Council president are accessible to delegates in Studio 4.

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. 3.6937, 3.7463, 3.2870); distribution of press releases, official documents and access to delegation press releases that are made available at the Media Documents 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 and fourth floors, as well as in booths.

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.

	Ext.	Room
<i>Under-Secretary-General for Communications and Public Information</i>		
Mr. Shashi Tharoor	3.6830/ 3.2912	S-1027A
<i>Chief, Office of the Under-Secretary-General</i>		
Ms. Paula Refolo	3.6867	S-1027C

Media, public and library services

	Ext.	Room
<i>News and Media Division</i>		
<i>Director</i>		
Mr. Ahmad Fawzi	3.6856	S-0837A
<i>Deputy Director, and Chief, Internet Service</i>		
Mr. Roy Laishley	3.6832	S-0827J
<i>UN Web Services Section (UN website information, www.un.org)</i>		
<i>Chief</i>		
Mr. Mahbub Ahmad	3.6974	S-1005A
<i>News Services Section (UN News Centre, www.un.org/news)</i>		
<i>Chief</i>		
Mr. Alex Taukatch	3.7158	S-0900A
<i>Press Service</i>		
<i>Chief</i>		
Ms. Shirley Brownell	3.9653	S-0290A
<i>Meeting Coverage Section (Press Releases)</i>		
<i>Chief</i>		
Mr. Collinet Finjap Njinga	3.5850	S-0290B
<i>Press Desk (English)</i>	3.7211	
<i>Press Desk (French)</i>	3.7191	
<i>Media Accreditation and Liaison Unit</i>		
<i>Chief</i>		
Mr. Gary Fowlie	3.6934/ 3.6937	S-0250
<i>Media Documents Centre</i>		
<i>Supervisor</i>		
Ms. Robin Dellarocca	3.7165	S-0394

Information for delegations

	Ext.	Room
<i>Radio and Television Service</i>		
<i>Chief</i>		
Ms. Susan Farkas	3.3407	S-0850A
<i>Radio Section</i>		
<i>Chief</i>		
Mr. Ransford Cline-Thomas	3.6957	S-0850B
<i>TV News and Audio-Visual Production Section</i>		
<i>Chief</i>		
Mr. Joseph McCusker	3.7462	S-0894A
<i>TV Features Production Section</i>		
<i>Chief</i>		
Mr. Enrique Yeves	3.1256	S-0827A
<i>Strategic Communications Division</i>		
<i>Director</i>		
Ms. Susan Markham	3.6862	S-0941A
<i>Committee Liaison Unit</i>		
<i>Chief</i>		
Mr. Hasan Ferdous	3.6555	S-0994B
<i>Communications Campaigns Service</i>		
<i>Chief</i>		
Mr. Manoel de Almeida e Silva	3.1895	S-0955A
<i>Information Centres Service</i>		
<i>Chief</i>		
Ms. Lyutha Al-Mughairy	3.5125	S-0260A
<i>Outreach Division</i>		
<i>Director</i>		
Mr. Raymond Sommereyns	3.3064	L-382A

Media, public and library services

	Ext.	Room
<i>Civil Society Service</i>		
<i>Chief</i>		
Mr. Ramu Damodaran	3.6173	S-1060F
<i>Dag Hammarskjöld Library</i>		
<i>Head Librarian</i>		
Ms. Linda Stoddart	3.7443	L-327A
<i>Sales and Marketing Section</i>		
<i>Chief</i>		
Mr. Christopher Woodthorpe	3.8321	DC2-0870

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 made available electronically on the UN website (www.un.org/apps/press/latest.asp for English; www.un.org/apps/press/latestFrench/asp for French).

Accredited correspondents may obtain press releases from the Media Documents Centre in the press working area on the third floor of the Secretariat building (ext. 3.7165). Delegations wishing to provide texts of speeches or press releases to information media should bring 100 copies to the Media Documents Centre (room S-0394) where they will be made immediately available. Texts of speeches or delegation press releases must be issued under the letterhead of the mission responsible and should be dated. In addition, statements made during the general debate of the

Information for delegations

General Assembly, special sessions or other major events at Headquarters should be e-mailed as early as possible to webcast@un.org for posting on the UN website. Additional hard copies should be delivered to room S-1037A.

The latest on UN-related developments can be found at the UN News Centre at www.un.org/news, which also provides an e-mail version. The website also provides access to selected reports of the Secretary-General, Security Council resolutions and presidential statements, parliamentary documents and other information. The “Issues on the UN Agenda” page provides a one-stop shop for information on 50 major topics (www.un.org/issues). A list of street and e-mail addresses, telephone and fax numbers of UN Permanent Missions is available at www.un.org/English. The *UN Journal* contains the daily programme of meetings at Headquarters (for *Journal* information, see p. 29).

In addition, the noon press briefings by the Spokesman for the Secretary-General as well as other press briefings and meetings of principal organs and conferences are webcast live as well as being available on demand at www.un.org/webcast. The audio-visual pages provide access to audio news files from UN Radio, various video products and to photos. 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. Materials from the Global Teaching and Learning Project (CyberSchoolBus) UN Chronicle and UN Works can be used by students and teachers alike.

The UN website also offers delegates access to research tools and links to other home pages in the UN

family. 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 website can take a virtual tour of Headquarters and the UN Office at Geneva.

Additional information can be obtained from the Web Services Section (ext. 3.0780).

Accreditation and liaison to correspondents and photographers

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

- Accreditation, liaison and other services to journalists, film and television crews and photographers (room S-0250, ext. 3.6937, fax 3.4642);
- Seats (space permitting) in the press gallery to observe General Assembly, Security Council 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 for location filming. These requests should be made in advance in writing (room S-0250, ext. 3.6934, 3.6936, 3.6937 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.

Information for delegations

Campaign and issue focal points

The Department undertakes multimedia information campaigns on priority issues, including for major United Nations conferences and observances. These campaigns are coordinated by the Strategic Communications Division, which draws up communications strategies in cooperation with substantive offices. The issue focal points do proactive media outreach and arrange for production of materials such as press kits, brochures, posters and background information. To find out more about priority campaigns and issues, or to obtain copies of the promotional materials, contact the following focal points:

Development Section for economic, social and sustainable development issues:

Telephone: (212) 963-6877; Fax: (212) 963-1186

E-mail: mediainfo@un.org

Africa Section for issues relating to Africa's development:

Telephone: (212) 963-6857/6898; Fax: (212) 963-4556

E-mail: africarenewal@un.org

Website: www.un.org/AR

Palestine, Decolonization and Human Rights Section

Telephone: (212) 963-6849; Fax: (212) 963-2218

E-mail: mediainfo@un.org

Peace and Security Section for peacekeeping, disarmament, operational support to the information components of UN peace missions, action against terrorism and other issues relating to peace:

Telephone: (212) 963-6840; Fax: (212) 963-9737

E-mail: mediainfo@un.org

Publications

The Department of Public Information issues 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. 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 website (www.un.org).

Also 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 website.

The following list details some of the Department's various products. For further information, call the Publications Board (ext. 3.4664), the Communications Campaigns Service (ext. 3.1895), the Outreach Division (ext. 3.3064) or the Sales and Marketing Section (ext. 3.8302).

Thematic publications

- *Africa Renewal (formerly Africa Recovery)*
A quarterly periodical on issues related to Africa's economic and social development. Stories and briefing papers on specific issues are also produced.
 - Languages: E, F

Information for delegations

- Contact: room S-0955, ext. 3.6857 or 3.6833
Fax: (212) 963-4556
E-mail: africarenewal@un.org
- Also available on the UN website at:
www.un.org/AR

- *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 DC1-0562, ext. 3.8065, 3.1516,
Fax: (212) 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 materials about United Nations work on peacekeeping, peace-building, peacemaking and disarmament are available in print and electronic form.
 - Contact: room S-1005, ext. 3.0707,
Fax: (212) 963-9737
E-mail: mediainfo@un.org

- Also available on the UN website at www.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: (212) 963-2218
www.un.org/Depts/dpa/qpal

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: A, C, E, F, R, S (four times a year)
 - Contact: room L-172, ext. 3.8522,
Fax: (917) 367-6075
E-mail: un_chronicle@un.org
 - Also available on the UN website at:
www.un.org/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: (212) 963-8013
E-mail: gordonk@un.org

Information for delegations

- *Basic Facts About the United Nations*
A concise record of the Organization's history, structure and work, published biennially. Revised: September 2004.
 - Languages: E, F, S
 - Contact: room S-0900F, ext. 3.4137,
Fax: (212) 963-1334
E-mail: paterniti@un.org
www.un.org/aboutun/basicfacts

- *UN in Brief*
Pamphlet providing a general overview of the structure and work of the United Nations. An updated edition will be published in mid-2005.
 - Languages: A, C, E, F, R, S
 - Contact: room S-0900F, ext. 3.4137,
Fax: (212) 963-1334
E-mail: paterniti@un.org
 - Also available on the UN website at:
www.un.org/Overview/brief.html

- *Image and Reality: Questions and Answers about the United Nations*
Provides simple answers to some of the most frequently asked questions about the United Nations.
 - Languages: A, C, E, F, R, S
 - Contact: room S-0900F, ext. 3.4137,
Fax: (212) 963-1334
E-mail: paterniti@un.org
 - Available only on the UN website at:
www.un.org/geninfo.ir

- *DPI/NGO Link and website*
A weekly bulletin providing information about the DPI/NGO weekly briefings and a selected list of official UN documents of interest to NGOs.

- Contact: room L1B-31, ext. 3.7234, 3.7078, 3.7233
- Also available on the DPI/NGO page on the UN website 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 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 L1B-31, ext. 3.7234, 3.7078, 3.7233
 - Also available on the UN website at 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: (212) 963-0071
 - Also available on the UN website at: 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

Information for delegations

- Contact: room GA-057, ext. 3.4475,
Fax: (212) 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: (212) 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: (212) 963-0071
 - Also available on the UN website at:
www.un.org/overview/rights.html

Sale of Publications

Many Department of Public Information publications are available as sales items. For more information, please see UN Bookshop (page 81) or visit the UN Publications homepage at: unp.un.org.

Radio and television services and facilities

The News and Media Division can provide limited radio and television facilities to delegates and accredited journalists, when facilities are available.

Radio/Audio

For radio studio availability, contact UN Radio: Julio at ext. 3.7732, Beth at 3.7005 or Judy at 7.5854.

Audio recordings (audio cassettes or digital audio files) of current statements made at meetings of the Organization's main bodies are available in the Audio

Resource Centre (room GA-027, tel: 3.9272 or 3.9270, fax: 3.3860 or 3.4501, e-mail: avlibr@un.org, <ftp.un.org> (User name: unradio; Password: oid!1909; Homedirectory: /unradio; Folder: UNHQ Meetings)).

Audio archival material is handled by the Broadcast and Conference Support Section (room L-B1-30, ext. 3.9485) and is subject to duplication fees.

Television/Video

Videotape recordings of UNTV's coverage of General Assembly and Security Council meetings and other events are available for sale to delegates and broadcasters. Prices vary depending on whether the material is ordered before or after the event. Current UNTV coverage and archival film and video materials dating back to 1945 can be ordered in NTSC VHS and NTSC Betacam at the Visual Materials Resource Centre (room S-B2-66, ext. 3.1561 and 3.1563, fax: (212) 963-4501 and (212) 963-3460, e-mail: avlibr@un.org). Royalties, transfer and screening fees are collected as applicable; shipping and messenger costs are borne by the requestor.

When available, studio facilities may be arranged for interview or statements and satellite transmissions, which are paid by the requestor to an outside provider. Requests for bookings must be made in advance to the TV News and Production Unit (room CB-056, ext. 3.7650, e-mail: ludlam@un.org).

Daily programmes of UNTV are webcast live daily at www.un.org/webcast.

United Nations radio programmes

UN Radio produces live news and feature programmes about the worldwide activities of the Organization every weekday in the six official languages, and Portuguese, for use by broadcasters

Information for delegations

around the world. The daily programmes are relayed to broadcasters via shortwave, satellite, telephone and the internet and can be heard on the United Nations website at www.un.org/av/radio. Also available on the website are weekly and bi-weekly programmes produced in the official languages, Portuguese and Kiswahili, as well as information about the broadcasts.

The daily programmes in English, French and Spanish can also be accessed by telephone at (212) 963-3777. Also available by phone: recordings of the daily noon briefing of the Spokesman of the Secretary-General, statements and press conferences by the Secretary-General and other special events.

United Nations videos

The video section produces news reports and educational videos about the work of the United Nations and its specialized agencies. Many of these videos are available at UN offices around the world in appropriate standards and formats. For further information, contact the Audio-Visual Promotion and Distribution Office (room S-0805A, ext. 3.6939 or 3.6982, fax: (212) 963-6869, e-mail: audio-visual@un.org).

A daily ten-minute satellite feed of UN news reports is made available to broadcasters twice daily via APTN's Global Video Wire.

Photo services and facilities

The Photo Resource Centre holds official photographs of United Nations meetings, delegates and officials, development programmes and peacekeeping operations. Photos are available in digital and print format, subject to the applicable fees. Photos may not be used in advertising.

For information, contact the Photo Resource Centre (room S-0805L, ext. 3.6927, 3.0034, fax: (212) 963-

1658 and 963-3430, e-mail: photolibr@un.org). Selected news photos are available from the UN FTP server. FTP coordinates are: Hostname/address: <ftp.un.org>; user id: nmdphoto; password: S\$fyty!

Services provided by the network of the United Nations Information Centres

Many of the services provided by offices at Headquarters are also available in individual Member States. The United Nations currently has 54 information centres (UNICs) and services around the world, as well as a regional information centre (RUSIC) in Brussels, and information components in eight UN offices. They 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, they 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. They also provide electronic access to information resources at Headquarters and many maintain websites on the Internet in various local languages. More information is available on their website www.un.org/aroundworld/unics or from the Information Centres Service (room S-1060A, ext. 3.7216).

Services to civil society

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 Civil Society Service integrates the department's outreach activities to and partnerships with key constituencies, including non-governmental organizations, educational institutions, private sector entities and the general public. It is responsible for the United Nations flagship print and electronic publication, *UN Chronicle* (www.un.org/chronicle); *CyberSchoolBus*, which seeks to create an online global education community and provides a range of educational resources for teachers and students from K-12; (www.un.org/cyberschoolbus) and the multimedia *UN Works* programme that shows critical global issues and how effective UN projects can change the everyday lives of people (www.un.org.works). The section also provides graphic design services to the United Nations as a whole (room L-172D, ext. 7.7022/3.8262).

The Non-Governmental Organizations Section (ext. 3.0786), NGO Resource Centre, L1B-31, ext. 3.7233-34/7078) 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.

Public relations

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. (Monday through Friday) and 10 a.m. to 4.30 p.m. (Saturday and Sunday), except during January and February when tours are offered Monday through Friday only ((212) 963-7539). Advance reservations are required for groups of 12 or more persons ((212) 963-4440). Visit www.un.org/tours for additional information.

The Group Programmes Unit (room GA-061, ext. 3.7710, e-mail: unitg@un.org) of the Public Relations Section arranges briefings on United Nations topics for groups visiting United Nations Headquarters. The Unit may assist in obtaining a conference room (subject to availability) for those groups wishing to have a delegation briefing on a country's role in the United Nations.

The Public Inquiries Unit (room GA-057, ext. 3.4475, e-mail: inquiries@un.org) answers questions by telephone, mail, e-mail or in person and provides information 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 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 the secretariat of the Exhibits Committee, Outreach Division, tel. (212) 963-3863, fax: (212) 963-0077, or exhibitscommittee@un.org.

Library services

The Dag Hammarskjöld Library occupies the three-storey building on the south side of the Headquarters site. The Library is open Monday to Friday and has the same working hours as those of the Secretariat. Through the use of Web-based tools some library services are provided 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, including:

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

Selective collection of specialized agencies and government documents and publications

Extensive collection of publications about the United Nations and on issues of current interest

Information products of the Dag Hammarskjöld Library

United Nations Bibliographic Information System (UNBISnet: <http://unbisnet.un.org>): this database provides access to United Nations documents and publications and to the Library's non-UN holdings, as well as links to the full text of UN parliamentary documents in all official languages when available. It also provides access to voting records and to citations to speeches. Print outputs of UNBIS include United Nations Documents Index, issued quarterly, and Indexes to proceedings, issued annually/sessionally.

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) *UN60 Outreach Calendar* listing events organized to commemorate the sixtieth anniversary of the United Nations;
- (b) *UN Pulse*: an alert to just-released UN online information, including major reports, publications and documents. UN Pulse is updated as new information is published and received. Entries are arranged in reverse chronological order, and can be retrieved by broad category;
- (c) *United Nations Documents Research Guide*: an overview of UN documentation and publications providing guidance on how to work with them. It also introduces researchers to major fields of UN activities.

Internet access

Workstations: for accessing the Official Document System (ODS), the Internet and electronic information resources are available in the Woodrow Wilson Reading Room (room L-201) and in room L-105. Wireless Internet access will be available from Fall 2005.

Printers are available but downloading to diskette is strongly encouraged. Assistance to patrons is available.

Online Information Services: the library subscribes to a wide range of online services for use in the work of mission staff. Some resources require the mediation of a librarian but most are available for independent use and some are available for remote access.

The Library Reference Services Team and Help Desk are available for delegates requiring assistance in the use of these electronic resources. To register for services or for additional information contact the Library.

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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. The Library provides desk-top delivery of news and in-depth analysis from daily and weekly sources. For more information about this service and/or a complete list of electronic publications available, contact dhlsci@un.org or call ext. 3.7392.

Training for delegations

The Dag Hammarskjöld Library offers 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, contact librarytraining@un.org, or call ext. 3.5321.

Personal Knowledge Management

The Dag Hammarskjöld Library's Personal Knowledge Management Programme offers one-on-one and small team coaching and training in information management skills in delegate's own offices, customizing tools and techniques to suit the specific needs of the Mission. The service begins with a personal interview to evaluate the delegate's information and knowledge sharing needs and challenges. Contact dhlpkm@un.org for more information.

United Nations Depository Libraries

In addition to offering library/information services at Headquarters, the Dag Hammarskjöld Library maintains a network of more than 400 United Nations Depository Libraries in 145 Member States and territories. For more information, contact the Depository Libraries Officer on ext. 3.7392 or dhldl@un.org.

Contacts

	Ext.	Fax	Room
Inquiries may be made in person, by telephone, by fax or by e-mail to each of the following service points:			
<i>Head Librarian</i>	3.7443	3.2388	L-327A e-mail: stoddart@un.org
<i>Reference services</i>	3.7412	3.1779	L-201 e-mail: unreference@un.org
<i>UN loan services</i>	3.7422	3.1779	L-260 e-mail: libraryloans@un.org
<i>General collections/loan services</i>	3.7384	3.9256	L-B1-10 e-mail: libraryloans@un.org
<i>Interlibrary loan</i>	3.2015/3.2278	3.9256	L-B1-68 e-mail: dhlll@un.org
<i>Map library</i>	3.7425	3.1779	L-282 e-mail: dhlmmap@un.org
<i>Legal library</i>	3.5372	3.1770	S-3455 e-mail: dhlllegal@un.org
<i>Statistical library</i>	3.8727	3.0479	DC2-1143 e-mail: dhllstat@un.org
<i>Electronic Information Resources</i>	7.7097	3.2608	L-133E

Maps and geographic information services

The Cartographic Section of the Department of Peacekeeping Operations produces small-scale maps with basic geographic information for the use of Member States and UN departments and agencies. It also provides other specialized geographic information services and digital data products particularly in support of the work of the UN Secretariat. For more information, please visit <http://www.un.org/Depts/Cartographic/english/htmain.htm>.