United Nations Dag Hammarskjöld Library
Content Development and Management Policy

1.   INTRODUCTION

1.1   The Dag Hammarskjöld Library (DHL) has had a published "Collection Development Policy" for many years. It formed the basis for what the Library acquired and preserved as a traditional paper-based library service. The coverage can be divided into two parts: the material sourced from within the UN (documents and publications) and material sourced from outside the UN (primarily books and periodicals in the traditional library). In updating and revising this policy for a much smaller DHL in the digital age, a new strategic approach was required. This is summarised below. More specific and practical policy documents on DHL content management – on non-UN content, on UN content and on ILL – are annexed.

1.2   The approach and terminology of "collection development" requires revision:
   a) The "collection" is increasingly complemented by materials which are sourced on-demand rather than just-in-case; they may never be bought and added to the "collection", just borrowed, or hired as e-books;
   b) There are online sources which the DHL pays for but does not own – they are offered but they are not strictly part of our 'collection';
   c) There is also material that is available free online which the DHL can select and offer to clients (e.g. as links in a research guide) without acquiring it.

What is needed now is guidance on the management of library <u>content</u> – covering collection management, inter-library loan, licenced online content and selection of free online content. 'Collection management' in this context can be understood as a subset of content management - the processes to select, acquire and de-select (or keep permanently) content. The "collection" – in the sense of permanent physical assets managed by the DHL – is important but diminishing in relative scale and in relevance. A policy for "collection development" alone leaves large aspects of library content without any considered policy. Content management is wider – it covers also the content we select but do not own, and also how we process content.

2.   STRATEGIC CONTEXT & ITS IMPLICATIONS FOR POLICY

2.1   DHL content policy must reflect the strategic context of the DHL. It should
   1. Align with the mandate and operational mission of the DHL;
   2. Support the current strategy and future vision of the service;
   3. Respond to the needs and desires of key current and future stakeholders;
   4. Reflect actual resource constraints: for the acquisition of content; the staff required to process and manage it; and for its adequate presentation and preservation;
   5. Be based on the most efficient and effective methods of timely delivery of relevant content - but also provide for discovery and serendipity.

Mandate
2.2   The Library's legislative mandate was established by the General Assembly in document A/C.5/298 of September 1949. According to this mandate, the Library's primary function is to enable the delegations, the Secretariat and other official groups of the Organization to obtain, with the greatest possible speed, convenience and economy, the information needed in the execution of their duties. The services and information provided are determined by those needs.

It is quite clear from the document that the primary purpose was to bring in external information of value; there is also a requirement to keep UN documentation. The latter is, arguably, a secondary function in the mandate. It can also be argued that the core message of the mandate is *economy of effort to ensure that the missions and delegations, and the Secretariat, are well informed in their work*.

2.3   Following sustained reductions in budget and staffing in recent decades, the services based on external information have atrophied (or perhaps they never developed as foreseen in the mandate?). Maintenance of a UN documents collection (and services based on that activity) has – perhaps by default - taken on a disproportionate role in the Library's effort, service offer and profile. The role does not reflect the actual mandate or the normal role of a library. The image of the Library as simply a document caretaker must be countered in order that the service appears fully relevant and for the Library to have any actual long term relevance as digitisation and machine processing advances.

2.4   It is here assumed that, over coming years, an increasing proportion of UN documents will be available online and that the means of searching for them will become increasingly automated and powerful. It is not assumed that this will happen quickly but it is a long term trend, in one direction. Both more will be online <u>and</u> it will be easier to search, year by year. If the assumption is correct, then a business based on manual inputs to finding UN documents is one in long term decline – even sudden, sharp, decline. The position taken by choice or default for the DHL to be primarily a specialist in UN documents implies a strategy of managed decline to eventual irrelevance. This strategy option is rejected.

2.5   It is necessary to re-balance the service to be seen to address the whole mandate - as far as is practicable within current resources. There are at least six areas of opportunity making this re-balancing viable, probably more now than in the past:

1. The maintenance of paid electronic resources despite the budget reductions (in part made possible by the economies achieved through the UN System Electronic Information Acquisition Consortium (UNSEIAC);
2. The increased ability for clients to access these resources (through Wi-Fi, mobile devices, improved websites, proxy server etc.);
3. The existence and development of systems (not only IT systems) to supply content (books, periodical articles etc.) *on demand* to meet specific requirements rather than mass purchasing *just in case*, allowing a more precise and effective use of a limited budget;
4. The growing supply of authoritative, free, online resources which Library information professionals can select and make available in a user-friendly way;
5. Scope to streamline the management of UN documents and other processes and so release staff time for other added-value activities including management of external information resources; and
6. The rebalancing of the service is about more than just access to external resources; it is about added value in the selection, presentation and even analysis and summarising of such external information. The shifting boundaries and definition of "information specialist" work support this – the stereotype of traditional library work was never relevant here and can now be escaped.

2.6   The mandate includes a requirement to maintain a comprehensive collection of UN documents and publications. However, this was defined when a physical collection onsite was the only way to make information available to the key clients. It was a means, not an end.

Equally, the mandate attracted staffing that was three times greater than today, and we cannot necessarily expect to continue as if nothing has changed. Some critical questions arise.

a) We have very valuable assets such as Index to Proceedings and the catalogue but their present form comes from an earlier period, a different context. Will the value of these specific tools continue in relation to new documents in future? Data which is structured at or close to source and the progress of automated search is likely to render post-publication manual processing by the DHL redundant. (Consider that in 1997 Yahoo's manual indexing of the internet was supreme but within a few years Google's automated approach – producing 'good enough' rather than 'perfect' results – had taken over completely).

b) Will it in the longer term actually be necessary for the DHL to continue collecting UN documents when DGACM and OICT have the ODS (and its potential successor system) to perform that role, and when clients will have no need of us for new documents?

c) Will it actually be necessary for the Library to process all or even some new UN documents when DGACM and OICT have methods and systems to describe and find those same documents? These alternatives may not be perfect, they may not be as developed today as they could be, but do we really need to duplicate the function? Ideally, we should focus on where we can really add value rather than inputting of basic metadata; and we should be using our expertise to improve the production of structured data at source and to supporting metadata creation by authors and by automation. The future "ITP" might be mainly produced by others. We may have no direct relation to the ODS. We can foresee an exciting few years ahead where we help develop the systems and methods for upstream and automated processing but this will probably lead to our partial or complete redundancy in the field. We may remain as high-level editors and advisors only.

d) Given the headline mandate to inform the delegates, and the limits to resources, is document processing the best use of DHL resources? (The answer could be 'yes', but the question needs asking. Even as we continue, streamlining and automating our current processes is needed to make them viable).

e) If we are to process UN documents, would it not be more appropriate to focus on our own historic collection rather than trying, with much reduced capacity and ever-reducing impact, to chase the output of new documents, which are native digital and potentially easily searchable? The historical documents scanned since 2010 have not been fully treated by DHL, building up a problem for the future.

These are tough questions that go to the heart of the DHL's current self-identity and image, but they need to be asked. Our role is to inform the delegations, missions and Secretariat as economically as possible. We have massive commitment to document management that may not be seen to add much value in the future. We have become emotionally tied up with, and identified with, something that was a means, now confused as an end in itself. We have not invested much in staff time on developing substantial services based on external intelligence – usually the fundamental role of an institutional library and explicit in our mandate. These challenges are not at all a gloomy prospect. The process to streamline and automate document processing will give years of interesting work as will the development of new types of added value services based on external information. Meanwhile, existing activities should not end overnight so change can probably be gradual.

Operational mission

2.7   The mandate can be translated into an operational mission:

The Library's aim is a well-informed UN. The Library's contribution is an effective, impartial and professional information service dedicated to providing the UN - and especially member state missions and delegations - with information of value. The Library should be an information service that every member state and the UN Secretariat can rely on. The Library should also aid the dissemination of UN information to a wider public through online services and global library networks.

Services in support of parliamentary decision-making have the highest priority. The general priorities for service are:
1. Member states, particularly their UN missions and delegations, for UN-related work
2. UN Secretariat in its parliamentary work
3. Other UN Secretariat staff in their work
4. Partner libraries in the UN system (and indirectly, their clients)
5. Depository Libraries
6. Officials of NGOs and other bodies recognised by the UN with right of access
7. Endorsed interns of missions or the Secretariat, for official business only
8. Recognised research visitors
9. General public and other client categories

The implications of the mission for collection policy are:
- First priority to content that supports parliamentary decision making (i.e. specific items of work of member state missions and delegations and directly-supporting staff of UN Secretariat);
- General priority to content that supports the UN work of member state missions and delegations;
- Third level of priority to content relevant to other work of UN Secretariat. [We can distinguish between work of the Secretariat that is in direct support of parliamentary activities and other work. For example, the management of human resources is a Secretariat activity that can benefit from Library support but it is not parliamentary work and so not at the first level of priority].
- Given the pressure on resources, no content would be acquired, selected or managed specifically to meet other needs, although, where practicable, content intended for high-priority use will also be available and/or re-purposed for lower priority uses. Resource limits also imply that some third-level priorities might be met through burden-sharing arrangements where Secretariat departments co-fund or wholly-fund content administered by the Library. The Library in such cases has the burden of the contract management and online service while the sponsor department pays all or part of the content price. The approach is most relevant for specialist content of interest to only one department.

Library vision

2.8   The vision for the DHL in 2020 has elements relevant to the Content Policy.

- There should be capacity to select, present and summarise high-quality external information – which implies access to such (often paid) content;
- Most service transactions will be digital, and many of them on mobile devices – implying mainly digital content, in suitable formats for mobile devices;

- The Library will still have a reading room (open 24/7) as an oasis in the high-pressure and noisy offices of the Secretariat. It is no longer a business centre for people without offices and is more of a salon for in-depth reading, browsing, quiet conversation and coffee. All of the Library's current hard-copy material is on open access. In summary – digital is the bread & butter, hard copy is for specific content that works in specific contexts (e.g. print-only publications from some regions; content for browsing and discovery in a reading room; maybe still monographs to be read full-length; maybe newspapers and reference works; statistical volumes);
- Urgency and speed will be key values and this extends to acquisitions and processing which will often be same-day – technically achievable with e-books on demand but also increasingly hard-copy; but work processes also need to be up-to-speed;
- The 'important' UN documents will be completely digitised, or almost, by 2020. Most of the historic UN documents collection will be safely in purpose-built. preservation storage, on or off-site;
- Use of networks to access a wide range of information - rather than buying 'just-in-case'.

Needs and desires of stakeholders

2.9   Apart from the formal mandate (from 1949) there is almost no systematic knowledge of what stakeholders (current and future) might need or desire from the DHL, including its collection. There is considerable knowledge of some individual clients at an individual level amongst Library staff; some feedback, surveys and use statistics – all concerning clients. Clients, unsurprisingly, appreciate and expect a service focused on UN documents, because that is how the service has sold itself and is seen. Finding UN documents may indeed be the biggest information challenge they face today, or maybe it is an occasional and not very high profile issue with the Library as an easy solution. We don't know. In any case, actual clients are probably a small proportion of *potential clients* and they do not necessarily represent all that the key *stakeholders* would value most. We have notably weak links with the missions and delegations. There is no systematic knowledge of clients or potential clients and especially not of stakeholders. Completion of a satisfactory policy on content is dependent on increasing this systematic knowledge. Even then, innovation can productively go beyond what clients/stakeholders expect – expectations can be unnecessarily restricting.

3.   CONCLUSION

3.1   The Annexes to this document set out operational policies for the main areas of:
   A. UN documents and publications
   B. Non-UN / external content
   C. Inter-Library Loans and Document Delivery
   D. Digital Content Policy (forthcoming)

3.2   The Annexes are intended to be consistent with the overall strategy and in case of contradiction, unless a specific exception is mentioned, the strategy has priority.

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ANNEX A
Policy for UN documents and publications

1.   INTRODUCTION

This annex concerns the selection, maintenance, and preservation of UN materials by the Dag Hammarskjold Library (DHL).

This policy takes into account the sharply decreased staffing of DHL since earlier policies were drafted and the need to focus on the core mission of providing information for the parliamentary work of Member States. It also reflects the increasing availability of documents and publications online and DHL's creation of a new digital repository for UN materials. The overall aim is to take in and process only where it contributes to core business and in any case to take in no more than can be processed within available resources.

DHL's primary role in this area is to ensure that UN content is available for its key clients; the functions of collection, processing and preservation are derived from that, not objectives in their own right.

2.   BACKGROUND

Up until February 2014 DHL, in principle, collected all parliamentary documents and publications issued at Headquarters in New York and at other duty stations: namely, the UN Office at Geneva and the Economic Commission for Europe (also in Geneva), the UN Office at Vienna, the UN Office at Nairobi, the Economic and Social Commission for Asia and the Pacific (in Bangkok), the Economic and Social Commission for Western Asia (in Beirut), the Economic Commission for Africa (in Addis Ababa), and the Economic Commission for Latin America and the Caribbean (in Santiago).

This policy was set when DHL had approximately three times as many staff (albeit, covering more functions) and has its origin in the library's role as defined before the Internet. DHL has a greatly reduced processing capacity – and finite physical storage for hard-copy documents – and many documents/publications are now available online. In principle, even hard-copy documents can be digitised and communicated world-wide so UN libraries could cooperate to reduce their hard-copy acquisitions and holdings. Digital-born documents and publications may be placed online by their publishing body and may be accessible for as long as they are useful without any library action. There are certainly questions and challenges: the ODS is cannot fulfil digital preservation and is not even guaranteed to be stable; documents and publications published online are not captured by bibliographic control and may never find their potential users; online publications may vanish forever even if they have long term value.

The previous DHL response – to continue collecting *everything* UN-published it could lay hands on, and in *paper* – was understandable but not any longer viable. It was bound to fail given much more limited resources and in attempting it the DHL diverted effort from its core function of serving the parliamentary process and work of the Member State Missions and Delegations. The DHL must work from its new, lower, resource base and focus on three tasks relating to UN content:

1. Taking responsibility for New York published documents and publications and ensuring they are processed and preserved.
2. Leading and promoting a responsible approach to investment in bibliographic control and library services for access & preservation across the Secretariat and wider UN system. The DHL cannot itself replace the under-investment in managing "UN knowledge" and documents. It can seek to raise awareness and advise willing partners on filling the gap. It can support any regulatory efforts to create and resource a system of universal bibliographic control for UN publications. However, if other bodies wish DHL to actually take on library functions in relation to their publications/documents then that must be funded directly by the body itself.
3. Acquiring and processing non-New York UN publications only in as far as they are not available digitally from other UN libraries and only in as far as there is demonstrable demand for them for the work of Member State Missions & Delegations or critical Secretariat functions in New York.

DHL has already ceased to collect documents and publications by the Economic Commission for Europe on the understanding that the library at the UN Office at Geneva has a comprehensive collection from the Commission and that it has an agreement with the Commission to continue to do so.

3.   COLLECTIONS

3.1   United Nations Collection

Collection scope prior to January 2015
Documents and publications issued by the major organs, subsidiary bodies, funds and programmes of the United Nations regardless of their locations; documents of the conferences and preparatory/interim bodies which led to the establishment of the United Nations; project reports; and UN oral history interviews. They were collected in all languages issued (Arabic, Chinese, English, French, Russian and Spanish). Documents issued between 1945 and approximately 1992 are maintained in print and microfiche. Those issued between 1992 and 2014 have been maintained in print. In principle, they do not circulate.

Collection scope from January 2015
Documents issued in New York by the major organs, subsidiary bodies, and funds and programmes. They are collected in all languages issued, in digital format. Print documents will be collected only until a satisfactory solution is in place for digital preservation. In principle, print items do not circulate.

Starting January 2015, DHL ceases to collect publications issued by the Economic Commission in Africa and by the Economic Commission for Latin America and the Caribbean for they are available digitally in their respective digital repositories. A similar approach may be taken with any category of document or publication where DHL is satisfied that third-party digital access and preservation arrangements are adequate to meet DHL requirements.

Retention
All UN documents and publications acquired according to the previous and new policies are retained permanently. Those that were digital-born (i.e. post 1993 for many classes of document) may be preserved only in digital form as and when a suitable digital preservation solution is in place. Post-digital hard-copy documents, where there is a suitable digital copy in preservation, may be disposed of.

Preservation
Retained hard copy and digital items will be subject to DHL policies & practice for the respective formats.

3.2   UN Funds and Programmes material

Collection scope prior to 2014
Documents, publications, country project reports issued by their headquarters and occasionally by their field/country offices, mostly in English, French and/or Spanish. Circulation of country project reports may be restricted

Collection scope from 2014.
Publications are collected strictly on the basis of need to support core business. Parliamentary documents and other types of documents are not collected.

When systems are ready, DHL will invite UN Funds and Programmes to agree a digital deposit programme for selected types of documents and publications in DHL's digital repository. Authoring funds and programmes will be responsible for providing necessary metadata as specified by DHL.

Retention
Periodicals that focus on specific topics of a time-sensitive nature are kept for 20 years, but may be weeded sooner either when relevancy/currency is lost or if digital copies become accessible and preserved in DHL's digital repository.

Preservation
Print items are not preserved.

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3.3   UN Specialized Agencies material

Collection scope prior to 2014
Documents and publications in English, French and/or Spanish

Collection scope from 2014
Selected "flagship" publications and titles recommended for print or digital acquisition due to their extensive statistical information or legal nature, where of value to DHL core business, in English and/or French. All others, including documents, are accessed on each agency's website.

Specialized Agencies

Food and Agriculture Organization of the United Nations (FAO)
International Civil Aviation Organization (ICAO)
International Fund for Agricultural Development (IFAD)
International Labour Organization (ILO)International Monetary Fund (IMF)
International Maritime Organization (IMO)
International Telecommunication Union (ITU)
United Nations Educational, Scientific, and Cultural Organization (UNESCO)
United Nations Industrial Development Organization (UNIDO)
Universal Postal Union (UPU)
World Bank Group
World Health Organization (WHO)
World Intellectual Property Organization (WIPO)
World Meteorological Organization (WMO)
World Tourism Organization (UNWTO)

Retention
Flagship publications and other items acquired in print are maintained for as long as needed for core business of the United Nations. Periodicals that focus on specific topics of a time-sensitive nature, however, are kept for 20 years but may be weeded sooner either when relevancy or currency is lost or digital version becomes accessible.

Preservation
Print items are not preserved permanently.

4. IMPLEMENTATION

4.1 Detailed policies and procedures

The practical implementation of this policy will require more detailed work to decide on individual subscriptions etc. and possibly daily decisions on the relevance or otherwise of publications. The present document is intended as over-arching policy within which daily practice, and where necessary, subsidiary policies and procedures can be defined. Subordinate policies and procedures must be consistent with the overview.

4.2 Responsibilities

The Content Management Unit (CMU) is responsible for the overall collection in all aspects and forms, for this policy and for any subordinate policies and procedures. The CMU will draw on the expertise available throughout the DHL to devise policies but they have ultimate authority on the matter, subject to the Chief of DHL. Staff of other Units, notably those associated with Client Services and Information Analysis & Metadata, will be responsible for item by item recommendations on acquisition and retention - within the overall framework and subject to editorial decision by Content Management.

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ANNEX B
Policy for external content

1. INTRODUCTION

This policy concerns the selection, management, preservation and disposal of external content at the Dag Hammarskjold Library (the Library) and replaces the collection development policy (Directive A/24/Rev.2 and its Annex) dated September 2003. "Content" includes information in hard copy or in electronic format whether owned, supplied or recommended (linked or referenced) by the Library. Section 2 (Scope) and Section 3 (Principles for Content Selection) apply equally to hard copy, external paid and free electronic sources (including links and references).

2. SCOPE OF CONTENT PROVIDED

Subject coverage
2.1   The Library provides content on the subjects relevant to the activities of the United Nations, including, among others, international peace and security, development, human rights, humanitarian affairs, and international law.

The subjects of interest are primarily indicated in the work programmes of the main organs of the United Nations, such as:
-       The annotated preliminary list of items to be included in the provisional agenda of a regular session of the General Assembly;
-       The summary statement on matters of which the Security Council is seized;
-       The proposed basic programme of work of the Economic and Social Council;
-       The proposed programme budget for the biennium; and
-       The priorities of the Secretary-General.

The Library also provides other information content relevant to the effective participation of missions and delegations in the work of the UN (for example, news and current affairs sources) and for the effective functioning of the Secretariat (for example, content relevant to professional duties). More specialised content for support of Secretariat functions may be obtained on a co-funding basis with the relevant department(s) or the Library may offer only management services with the content funded by the department.

The UN as a subject of research and analysis is also within the scope.

Languages
2.2   Materials of other intergovernmental/non-governmental organizations as well as of UN specialized agencies are acquired in their original languages and/or in one of the two working languages of the UN Secretariat - English and French - if available. Official publications of Governments are acquired in their original languages unless also available in one of the United Nations' official languages. External content is normally selected in English and/or French,

unless the context suggests otherwise or the content is of particular importance and only available in another language.

Professional information tools of UN Secretariat
2.3   The Library does not provide hard-copy material for the sole use of individual staff or departments (e.g. long-term or permanent loans). Paid online sources of interest to only one Secretariat department will not normally be funded by the Library. Paid online sources of limited general interest may be co-funded at the Library discretion.

3.   PRINCIPLES FOR CONTENT SELECTION

3.1   Content should be relevant to the subject areas defined above and should, as far as practicable, be presented at a level and in a style that is appropriate for the highest priority users. Usability, readability and conciseness are key criteria.

3.2   Content selected should be from attributed sources and have a high degree of authority. Objective content and authoritative sources representing major standpoints on an issue are both relevant. Controversy must be represented if it is of potential value to clients but its representation should take a 'scientific' rather than polemical form (for example, the Library should cover both the mainstream and the sceptical view of climate change but in both cases their content should be based on recognised scientific authority).

3.3   In selecting content, the anticipated level and type of use should be considered against the cost of ownership and overall resource limits. 'Cost of ownership' includes not only the price (if any) but also the costs of obtaining and processing the content, and keeping it up to date. Resource planning for content purchase shall take into account past performance of content assets.

3.4   Content should be in the format or formats most appropriate for its intended use. Users are normally the best judge of this, but issues of economy may apply. Digital formats may be more economical to handle and also may be more accessible to a wider range of users. Hard-copy may be the only option. Optional hard-copy in the General Collection intended for the reading room experience should be material which is visually attractive or interesting as well as intellectually provocative; or it should be reference works that function best in hard-copy.

3.5   Interpretation of content and collection policy throughout Library operations is a matter for the Content Management Librarian. In case of serious dispute, decisions may be referred to the Chief of Content Development Unit and ultimately the Chief Librarian.

4.   PRINCIPLES FOR CONTENT DEVELOPMENT

4.1   Content should be collected only when holding it is more efficient/effective than obtaining it on demand, providing external online access or providing links.

4.2   There is no intention to develop a comprehensive hard copy collection in any field.

4.3   Content should be retained only for as long as there is actual or anticipated need for it. When considering anticipated need for an older item, the option of retention should be considered against the option of obtaining another copy of the item on demand. Other than for

UN-produced content, the Library has no permanent preservation function, although some material may be considered of such long-term interest as to be effectively permanent.

5. SELECTION, EVALUATION & RETENTION

The Library holds the General Collection, the Reference Collection, the Special Collections (maps, law materials), the collection on United Nations as Subject (UNx), the Woodrow Wilson Collection, and the League of Nations collection.

For each collection, different criteria and/or methods for selection and management are established as described below.

General principles for retention
The following applies to all collections except as specified otherwise.

1. Collections are to be weeded on a regular basis.
2. Determining factors for retention include
   - Usage
   - Enduring value
   - Historical significance
   - Current interest
   - Multilingual balance.
3. Individual decisions on retention are taken by a librarian designated for the task (normally a specialist) following guidelines set by the Content Management Librarian.
4. Final decision is with the Content Management Librarian.

General Collection (print material)
A lending collection of externally published materials in various formats and potentially in any subject area of interest to the United Nations. ('Externally published' meaning by commercial, governmental and intergovernmental entities). Also included is the collection of material that was moved from the Economic and Social Affairs branch library in 2014 (including a collection of country specific statistical information).

New print should be considered as complementary to electronic sources. Relevant new print material is selected only if (a) it is unavailable in electronic form, (b) it is of a type or has content that works better in print, or (c) there is expressed demand for the specific title from priority clients.

Selection and evaluation
Print monographs are normally purchased within the first year of publication or not at all. Serial titles may be subscribed to at any time. Serials of reading room interest may be taken in hard copy; otherwise the default is digital. Monograph or serial titles requested by high-priority clients that are in line with selection and collection principles will normally be acquired, subject to budget. In the standard selection process, designated subject specialists identify suitable titles for acquisition, following the current guidelines and priorities set by the Collection Management Librarian. Final decisions on acquisition are made by the Collection Management Librarian.

The Library gathers stock performance data, usage statistics, circulation/in-house use data, client surveys, etc., in order to evaluate and improve the effectiveness of selection. The Collection Management Librarian is responsible for evaluation activities.

Retention
Serial retention schedules are determined on a title-by-title basis by subject specialists following guidelines set by the Content Management Librarian. Established retention schedules are recorded in the Library's cataloguing records.

Print newspapers are retained based on popularity and frequency of publication. The retention period ranges from one week to three months.

External paid electronic resources collection
Monographs, reference works, serials and databases in electronic format by commercial providers. The collection is becoming the main offering for new content with print as the secondary source. Electronic resources + print together make a collection which is in line with what historically were purely print collections. As such, there is continuity in the collection policies

Selection and evaluation
Selection of electronic resources follows the same principles as described above. Preference is placed on customizable package to aggregators to ensure flexibility. Selection is based on the evaluation of trial access and needs expressed by high-priority clients and/or designated subject specialists. Each subscription recommendation forwarded by client and/or subject specialists is evaluated by the Collection Management Librarian for content, technical features, and operational requirements, among others. An electronic resource which has passed these evaluations is forwarded to the procurement process. Subscription is subject to successful procurement and license negotiation processes with content provider.

The Library gathers usage statistics and other data in order to evaluate the usefulness of the material recently acquired and to determine on renewals. Such evaluations are conducted at least yearly. The Collection Management Librarian takes the lead of the evaluation efforts and the results are made available to all Library staff.

Specialized electronic resources which have narrow interest among clients may be subscribed to using a cost-sharing arrangement with a client office if possible.

Retention
At the time of license negotiations, the Library, as much as possible, ensures access to the content it paid even after the termination of subscription either by paying a nominal fee to maintain access the content on the provider's website or by downloading the content onto a Library server.

External 'free' electronic resources
Studies, reports, monographs, statistical, graphic and other information resources made available for free by governments, international organisations, think-tanks, universities, NGOs etc. In this category we can also place paid resources which the Library references but has not purchased. These resources may be collected (downloaded and placed in DHL storage) if copyright permits or they may simply be linked to or referenced. [For topical information research these sources can provide unique content in terms of evidence and/or argument, and they have previously been under-used by DHL.]

Selection and evaluation
Selection of free electronic resources follows the same general principles as for paid content. Information sources of doubtful quality should *not* be included in Library products simply because they are relevant to the topic and free.

Free electronic resources may be the only or best source providing the arguments and evidence for specific viewpoints and that kind of material can be invaluable for clients. Official publications and strictly academic publications can lack the political or other angles which clients want to explore (whether for or against).

Retention
Downloaded items that are catalogued should be weeded as for hard copy content. Items that are linked or referenced in library products will be deleted or updated when the product as a whole is deleted or revised. There is a standard policy that library products should display a publication date – it is not practicable to maintain all products continuously up-to-date nor can we avoid that some individual links eventually fail. Known faulty links should be deleted, or corrected if still relevant.

Reference Collection
A collection of reference materials in electronic form or in print (not for loan). Typical content: dictionaries, encyclopaedias, almanacs, directories, etc. published commercially in various formats and in any subject area of interest to the United Nations.

Selection and evaluation
Items should be of active and regular interest to staff answering client research requests and/or needed for immediate consultation by clients in the reading room. Selections and evaluation are made title by title by reference librarians following guidelines set by the Collection Management Librarian.

Retention
As for general principles. In general, only the latest editions are retained and superseded editions with research value are transferred to the General Collection for longer retention.

Special Collections
The Library has historically maintained two special collections – in maps and in law – which effectively support services for specific branches of the Secretariat. While the value of these services to the Organisation is unquestionable, with radically reduced resources, the Library cannot guarantee the same level of such highly-specific support. Some form of co-funding may be needed to maintain quality. This part of the policy will meanwhile be reviewed annually.

Special Collection: Maps
Information in the fields of geography, including its economic, human, political and physical aspects, cartography, topography and vexilology. Maps, atlases, gazetteers, geographies, national anthem (sheet music and text) and related cartographic information sources in various formats

Selection
UN-produced maps and cartographic information are collected as priority. Non-UN-produced cartographic material is selected based on their relevancy to the work of the United Nations.

Retention
UN-produced maps are retained permanently. Only the latest editions of non-UN-produced maps are retained except whenever historical requirements dictate retention of older items. Otherwise, as for general principles.

Special Collection: Law
Highly specialized legal materials, documents and publications relevant to the needs of the Permanent Missions, the UN Office of Legal Affairs and other high priority clients. It will include: public international law; private international law or conflict of laws; United States and United Kingdom national law; selected French codes; United Nations Official Records (up to the 68th session of the General Assembly) and selected sales publications (primarily Sale Publication category V); legal journals; law of New York City; laws of the State of New York and other relevant legal material.

Retention
As for general principles. Only latest editions are retained; older editions are withdrawn or transferred to the General Collection or the UNx collection as appropriate. Retention for serial titles is decided title by title and is determined by usage statistics, relevancy, and availability from other sources.

Collection on United Nations as the subject (UNx)
Monographs, serials, and brochures published by non-UN entities about the United Nations and/or its activities

Format
In print only or in electronic format if a print version is unavailable.

Retention
Permanent (of historical value); items to be reviewed periodically

Woodrow Wilson Collection
Originally a gift from the Woodrow Wilson Foundation in 1950, but augmented through the years by acquisition of pertinent materials. Comprised of monographs, pamphlets and clippings about the League of Nations and international relations during the League of Nations period. Also included are material on international political relations and social and economic problems which concerned international organizations during 1919-1945, with special emphasis on the efforts made by the League of Nations and its associated bodies, as well as materials on peace movements prior to World War I.

Retention
Permanent

League of Nations collection
A documentary record of the activities of the League of Nations and affiliated organizations, including documents and publications of the Assembly, the Council, committees, commissions and other auxiliary bodies of the League, as well as of the Health Organization, the Permanent Mandates Commission, the International Institute of Intellectual Co-operation, and the Permanent Court of International Justice.

Retention
Permanent

6. GIFT OF PUBLICATIONS

Unsolicited gifts are subject to the same criteria for selection. If a gift does not fall within the scope of the collections, the Library reserves the right to not accept or to dispose of it in an appropriate manner.

7. COLLECTION VALUATION

In accordance with the International Public Sector Accounting Standards (IPSAS) introduced to the United Nations in 2014/2015, the Library carries out a biennial valuation exercise of its collections. The Collection Management Librarian takes the lead of this exercise.

United Nations Dag Hammarskjöld Library
Content Development and Management Policy

ANNEX C
Interlibrary loan and document delivery

Introduction
The Dag Hammarskjöld Library (DHL) maintains the collections and content of materials that address the information needs of the Secretariat and delegations. UN's interest and functions are diverse and it is not feasible for DHL to acquire everything requested due to a limited budget and specific scope for content development and management policy. Thus, the interlibrary loan (ILL) and document delivery service, in partnership with local academic libraries, complements the content development and acquisitions activities of DHL.

Moreover, DHL has a reciprocity agreement with libraries in UN Office at Geneva, UN Office at Vienna, ECA (in Addis Ababa), ECLAC (in Santiago), ESCAP (in Bangkok), and ESCWA (in Beirut) so that it can obtain materials from these libraries.

Types of materials that may be borrowed/delivered via the service
Subjects of all materials handled through the ILL and document delivery service must be within the scope set out by the DHL content development and management policy ANNEX B and a borrowed item should only be used for the requesting client's UN official duty and research. Monographs and journal articles are the main material that will be handled by the ILL and document delivery service.

Use of borrowed materials by DHL and by requesting clients, such as condition of use, loan period, renewals, is subject to the rules of the lending libraries.

ILL and document delivery service privileges
The ILL and document delivery service is made available to the staff of the UNHQ and the Permanent Missions in New York (for more details, see below) who are in good standing with DHL.

Available to:	Not available to:
- Permanent Missions (delegates, staff) - Regular staff of UN Headquarters - Authorized interns, affiliates and consultants at UNHQ as long as their supervisors (regular staff members) send a request to the Library and agree to be responsible for the materials borrowed by the interns, affiliates and consultants. - UN Secretariat Libraries (e.g. UNOG, regional commissions)	- Staff of funds and programmes (e.g., UNDP, UNICEF, UN Women, UNFPA) as well as UN specialized agencies (e.g., UNESCO, UNIDO, ILO) in New York - Members of NGOs - UN retirees - Members of press corps - Family members of Mission staff/delegates and UN staff - Temporary users of DHL

Copyright and Fair use

The ILL and document delivery service operates in compliance with the guidelines established for interlibrary loans by the Copyright Clearance Centre[1].

Responsibilities

A DHL librarian designated for the ILL and document delivery service is responsible for the operation of the service as well as judgement-making if ambiguity arises in interpretation of this policy.

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[1] *Interlibrary loan: Copyright guidelines and best practices* (2007) <http://www.copyright.com/media/pdfs/ILL-Brochure.pdf>