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ABSTRACT

This guide was designed to help individuals interested in organizing alcohol and other drug information, but who are not trained in library science. It offers basic suggestions for organizing a small collection of alcohol and other drug information using only techniques that do not require the purchase of any specialized equipment or supplies. It begins with a glossary of terms and an introduction that explains what an information center is. Chapter 1 identifies three types of services usually offered by information centers (lending materials, document delivery, and reference services) and suggests activities helpful in providing these services. Chapter 2 focuses on the tasks and duties of the center's professional and clerical staff. Chapter 3 looks at space, furniture, and equipment; chapter 4 considers the focus of the collection and the types of materials in the center; and chapter 5 concentrates on getting materials from local and national sources. Chapters 6 and 7 focus on organization: how to organize the shelves and how to organize the subject files. Chapters 8, 9, and 10 focus on guidelines for providing services, how to promote the center, and evaluation, respectively. A bibliography contains citations for books and articles on running an information center, alcohol and drug periodicals for the basic collection, core reference books and documents, and relevant addresses. The guide concludes with 31 pages of sources of assistance. (NB)

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# **How To Start and Run an Alcohol and Other Drug Information Centre: A Guide**

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Public Health Service  
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**This Guide was prepared by the Project Cork Resource Center and  
Substance Abuse Librarians and Information Specialists (SALIS) on behalf of  
United States Office for Substance Abuse Prevention and the  
World Health Organization (WHO)**

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## Preface

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This publication is a practical guide for setting up and running a small alcohol and other drug information centre. It is directed to those who would like to organise alcohol and other drug information for their own use and for the use of others, but who are not trained in library science. We offer basic suggestions for organising a small collection using only techniques that do not require the purchase of any specialised equipment or supplies. Those wishing to organise larger collections should seek the assistance of a professional librarian who can introduce more complex systems that will handle larger numbers of documents.

This *Guide* was developed as a collaborative effort of the Project Cork Institute, Substance Abuse Librarians and Information Specialists, the World Health Organization, and the U.S. Office for Substance Abuse Prevention. Its goal is to provide basic information to governments, organisations, and treatment and prevention centres throughout the world so that alcohol and other drug information can be effectively organised, retrieved, and disseminated. The authors hope that this publication will serve as a catalyst for more ideas in the field of alcohol and other drug information. It shows a continued commitment to the dissemination of information as part of the current worldwide effort to reduce and eventually eliminate the problems associated with the use and abuse of alcohol and other drugs.

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## Glossary

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Accession Book	an inventory list or record of all materials held in a centre; materials are entered in chronological order on arrival and each item is assigned a unique number.
accession number	unique number assigned to an item when it is recorded in the Accession Book.
advisory group	people selected from groups the library wishes to serve; helps the centre and the information officer by reviewing policies and suggesting documents the centre should acquire; also may be useful in finding money to pay some of the costs of running the centre.
annotate	to explain or make comments.
authority file	a card file, or list, of words and names selected to organise an information collection.
audiovisual material	nonprint materials such as films, posters, 35 mm slides, photographs, audio cassettes, video cassettes.
bibliography	list of publications on a subject. Bibliographies include authoritative information about each publication including the author, title, publisher, and date of publication. An <i>annotated bibliography</i> includes a short comment about the publication. A <i>selected bibliography</i> includes only publications that the bibliographer has chosen to include.
book card	card that contains the title and author of the book, and the name of the borrower. The card is removed from the book when it is borrowed and filed with other book cards.
book pocket	pocket pasted to the inside of the back cover of a book to hold the book card.
Borrower's Book	a listing of the names and addresses of borrowers and the dates the borrowers applied for lending privileges.
call number	a label on a book or report that indicates where it belongs on the shelf. This label also tells people what the book is about. A call number has three parts: the classification number, the first three letters of the author's or editor's surname, and the year the document was published.
circulation system	the procedures for issuing or loaning materials
citation (bibliographic)	a complete reference to the published source of a particular fact; includes author, title of publication, publisher, city of publisher, and date of publication. Example: Kinney, J; Leaton, G. <i>Loosening the Grip: A Handbook of Alcohol Information</i> . Third Edition. St. Louis, MO: C.V. Mosby, 1986.



classification scheme	a logical, systematic arrangement of material using numbers and/or letters.
clerical assistant	key person in the information centre; ensures that the collection is properly organised at all times.
collection	all the documents the information centre has acquired to provide information and answer questions.
cross-reference	an entry in a file that directs the user from one word or name to another.
curriculum	a course of study in a school or training program.
current awareness	a service that tells about new books, articles, and other materials in a subject area.
data	facts or figures from which one can draw conclusions.
directories	lists of persons or organisations arranged in alphabetical or classified order usually giving addresses, telephone numbers, affiliations, and functions.
document delivery	giving copies of printed materials to users to keep.
encyclopaedias	books or sets of books containing articles with information on subjects of every field of knowledge or complete information in one particular field. Articles are arranged in alphabetical order.
evaluation	a report of how well something works such as a comparison of stated goals and actual performance.
filing system	a method for indexing and arranging materials so that they can be found easily.
information	knowledge derived from facts and data in a form that can be used by others.
information centre	an organisation designed to provide information on a particular set of topics by answering questions or loaning documents.
information officer	individual who sets up the information centre, makes policy and procedural decisions, promotes the centre, raises funds, and oversees general operations.
ISBN	International Standard Book Number: international numbering system used by book publishers, bookshops, and libraries to uniquely identify books.
ISSN	International Standard Serials Number: international numbering system used by publishers of serials (periodicals) to uniquely identify these publications.
Lending Journal	record of information about borrowers and the materials they have borrowed.
journal	periodical or magazine

materials	films, tapes, books, pamphlets, papers, and other printed and nonprinted matter
periodical	any publication that is part of a series. It is usually published several times a year at regular intervals. Each part is called an <i>issue</i> , and all the issues for 1 year make up a <i>volume</i> .
Periodical Record Book	record of subscription information about periodicals regularly received and the issues that have arrived.
reference books	directories, encyclopædias, handbooks, indices, bibliographies, and other books used to answer questions.
reference services	finding answers to questions by using materials in the centre or contacting other persons or places.
subscription	agreement to pay for all issues of a volume of a periodical.
title page	in books with covers, the first page inside the cover that repeats the title, author, and publisher.
UNESCO coupons	coupons, whose value is expressed in U.S. dollars, sold for national currency to educators, research workers, and students to be used as payment for foreign goods.

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## Introduction

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# What Is an Information Centre?

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The basic purpose of an information centre is to help people answer questions about a particular topic. An alcohol and other drug information centre provides accurate, up-to-date information on alcohol and other drugs.

Information centres do not wait for people with questions to come to them. The centre lets the public, and groups with a special interest in their topic, know what it has to offer. It also tries to make it easy for people to ask for help.

- An information centre may have information in many different forms. The centre may have:

Books	Pictures	
Periodicals	Posters	Audiotapes
Pamphlets	Maps	Videotapes
Reports	Computer printouts	
Statistical tables		

The centre may also collect the names of people and organisations—local, national, regional, and foreign—who are experts on special topics. These experts can be contacted to help the staff of the centre find answers to difficult or unusual questions.

- An information centre may be designed to help specific groups of people. A centre may wish to help some or all of the following groups:

Students	Staff within the sponsor organisation
Teachers	Staff of other organisations
Health care workers	Business leaders
Government officials	Those doing research
General public	

Deciding whom a centre wants to serve helps the staff choose materials for the centre. It also helps staff tell people what the centre can do for them.

This *Guide* tells how to choose the services a centre will offer and what space, equipment, and staff will be needed. It also describes how to assemble, organise, and run the centre. The methods described require a minimum of special equipment and money. Many of the techniques can be adopted without any special resources.

## The Centre's Services

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### The Basic Services

Most information centres offer three types of services. Each provides information in a different way.

#### Lending Materials

People who come to the centre can borrow copies of some of the documents in which they are interested. They return these when they are finished, just as they do to a library.

#### Document Delivery

If an article or report is short, a copy may be made for the person to keep. The centre may have extra copies of some documents to give to users. Copies may also be mailed.

#### Reference Services

Sometimes people who come to the centre need help finding answers to their questions. The centre staff locates the information by using materials in the centre or contacting other places to get the information. The centre staff then gives the person the answer and also explains where the information was found.

**Helpful Activities** Many information centres find the following things helpful in providing these basic services.

#### Preparing Handouts

The centre can save staff time by preparing handouts that address frequently asked questions. A handout can provide the titles of basic books, articles, or reports on a subject, or even offer a summary of the key information the documents contain. Handouts can be prepared on different topics or prepared for particular groups of users.

Handouts must be revised often if they are to be useful. Many times a centre can use handouts prepared by other organisations, rather than creating its own. Or handouts prepared by other groups can be used as models for handouts that a centre prepares.

## **Assembling Information Packets**

Sometimes the centre wants to make information available to people who don't ask questions. This might be families and friends of those with alcohol or other drug problems, teachers, or health care workers.

Creating packets of information for special groups is one way to do this. These packets are most effective when they contain information that is of special concern to the particular group and are written with that group in mind.

## **Contacting Other Information Centres and Libraries**

Sharing and cooperating with area libraries and other sources of information on alcohol and other drugs has many benefits. Cooperation among professionals improves the services of each of their programmes. They can provide each other with expert assistance and sometimes share documents. Knowledge about other programmes also enables centres to direct persons who contact them to centres that are especially prepared to help them.

Through contacts with other centres, the information centre becomes known. Staffs of other centres may also be able to assist the information centre with staff training.

## **Training Staff of Other Information Centres and Libraries**

People often take their questions about addiction to other centres and libraries. Alcohol and other drug information centres can help other centres by providing training on the addictions for the staffs of other centres. The centre can teach about literature on the addictions, community resources, and answers to the most commonly asked questions about the addictions.

## **Volunteering Services to Community Events**

Alcohol and other drugs are topics that touch many groups. Offering to provide information, such as pamphlets and posters for a neighborhood health fair, or a programme in a school, is an important service.

# Staff of the Centre

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One of the most important parts of the centre is the staff. A small information centre may assign professional and clerical staff already working for the organisation to the centre. To start, the centre can be run by a clerical assistant supervised part time by a person interested in being an information officer. As the centre grows, it will require the full-time attention of a professional librarian and at least one clerical assistant.

### **The Information Officer**

The person who directs the information centre should be:

- energetic and enthusiastic
- creative
- well organised
- attentive to detail
- pleased with seeking information for people

The person who runs the information centre has two major tasks. The first task is to plan and do all the things needed to get the centre ready to serve people. After the centre is open, a number of tasks must be done routinely to keep the centre operating smoothly.

### **Before the Information Centre Opens, the Information Officer Needs To . . .**

- Determine the special needs of the community, region, or area and the groups to be served.
- Identify what will be important to the information centre for it to be successful. This includes things to be sure to do and things to be sure not to do.
- Consider selecting an Advisory Group

Sometimes, it is very useful to choose a group of people to advise the centre, particularly if the people are from the groups to be served. The Advisory Group can help the centre by reviewing policies and suggesting documents for the centre to get. This group can also help find money to pay some of the costs of running the centre.

- Speak with the people whom the information centre wants to serve.



The information officer should make appointments to talk to many different kinds of people, including community leaders, business leaders, community groups, health care workers, and teachers.

These meetings will help the information officer decide what information is needed in the centre and what kinds of documents to collect. The information officer can also learn directly the particular needs and concerns of different parts of the community. Also, those the centre wishes to serve will learn about the centre even before it opens.

- **Set goals and objectives for the centre**

Sample goals might be as follows:

- To talk to 5 potential new users a month about the information centre.
- To talk to 1 local expert on alcohol and other drug abuse each week.
- To develop a brochure describing the centre within 1 year.
- To contact all national alcohol and other drug organisations at least once a year.
- To build a collection of \_\_\_ number of books and reports within 1 year.
- To collect information on \_\_\_\_\_ topics within 1 year.

- **Decide on ways to run the centre that will meet its goals**

The information officer should set up the centre's policies and methods—the rules the centre will follow—and plan, in clear, step-by-step detail, how the centre will do different tasks. The policies and methods that pertain to the centre's users should be posted where patrons can easily see them.

- **Identify the available information and resources on alcohol and other drugs**

Resources may include, for example, books, reports, and videotapes. Resources also include people—experts on the topic—in the immediate community, the region, or the country. Groups and organisations with a special interest in alcohol and other drug issues may also be identified.

- **Organise the Information Centre**

A series of decisions must be made to determine how the centre will run.

- What is the best way to use the space? Where do files and bookshelves go? Is there a quiet place for staff to

work? Where can visitors to the centre sit to look at documents?

- How should the materials be organised so that information can be readily found? Libraries have developed different classification systems for organising books. How should a classification system be chosen?
- What policies should the centre follow in lending documents? How many days may users keep documents taken from the centre? What steps are needed to know who has taken material from the centre? When lenders do not return documents on time, what will the centre do?

- **Develop contacts**

The information officer should locate and contact people who have information in the alcohol and other drug fields and organisations concerned with alcohol and other drug issues in the local community, the nation, and in other countries.

## **After the Information Centre Opens**

The routine tasks of the information officer can be divided into three areas: administrative, technical, and public relations.

### **Administrative Tasks**

- Oversees the daily tasks and procedures necessary to keep the centre in order and the information up to date.
- Sets the budget and approves expenses. Makes arrangements for buying materials. Keeps records of expenses and new materials.
- Supervises and trains the centre staff in the policies and methods that have been set for the centre.
- Arranges training from local librarians and library organisations for the staff in specialized skills in classification and enquiry work as needed.

### **Technical Tasks**

- Selects books and journals to order

Suggestions from other centre administrators or librarians, from the Advisory Group, and from those who use the centre can help guide these decisions.

- Scans journals, magazines, newsletters, reports, and newspapers to learn about new books, reports, and audiovisual materials to order for the information centre.

- Identifies local information that may be available and of interest.

### **Public Relations**

- Organises activities to promote awareness of the centre and its use.
- Responds to letters and questions received by the centre.

## **The Clerical Assistant**

The clerical assistant is a key person in the information centre. The clerical assistant provides the clerical services to run the centre following the methods set up by the information officer.

When choosing a clerical assistant, it is important to consider the person's:

- Work experience—secretarial skills are useful for typing correspondence, preparing and typing centre materials such as newsletters, guides, and lists.
- Education in office procedures.
- Reading ability in the languages of the literature in the centre (French, English, Spanish) adequate to handle the tasks and materials.
- Personal qualities—helpful, enthusiastic, flexible, stable.

If the clerical assistant is to help in developing the range of services to be offered and the efficient techniques needed to provide them, the assistant should be comfortable taking responsibility.

### **Duties of the Clerical Assistant**

The role of the clerical assistant is based on relationships and continuous communication with users and potential users. The assistant should be aware of the structure and objectives of the organisation and feel a part of it.

The clerical assistant performs the following tasks:

- Keeps the documents in the information centre in order.
- Prepares books and documents to be placed in the collection.
- Helps users locate documents or find information.
- Circulates new books and issues of periodicals to those who wish to review them.
- Places new documents and documents that are returned to the centre in the proper places.

# Space and Equipment

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## Space

An information centre can be housed in a variety of places—in space all its own, in a separate office within a community organisation, or in space shared with another group. It is most important that the information centre be easy to find, have enough space to store and use its materials, and have the basic equipment to do its work.

A centre needs one large room with several separate areas or two smaller rooms. The centre needs a special area to hold books and other printed material. The documents must be kept dry and should be protected from dust and dirt, high humidity, solar heat, air pollution, fire, and mould. Doors and windows should have screens to keep out insects and animals.

It is especially important that the centre's roof does not leak. Documents are best preserved at a relative humidity of 40-55 percent. At higher humidity, mould will grow in a warm climate.

The floor must be strong enough to support the weight of books and boxes of papers. A 90-cm shelf of books weighs at least 11-13 kg and sometimes may weigh 23-25 kg. Most floors require special reinforcement to support this weight.

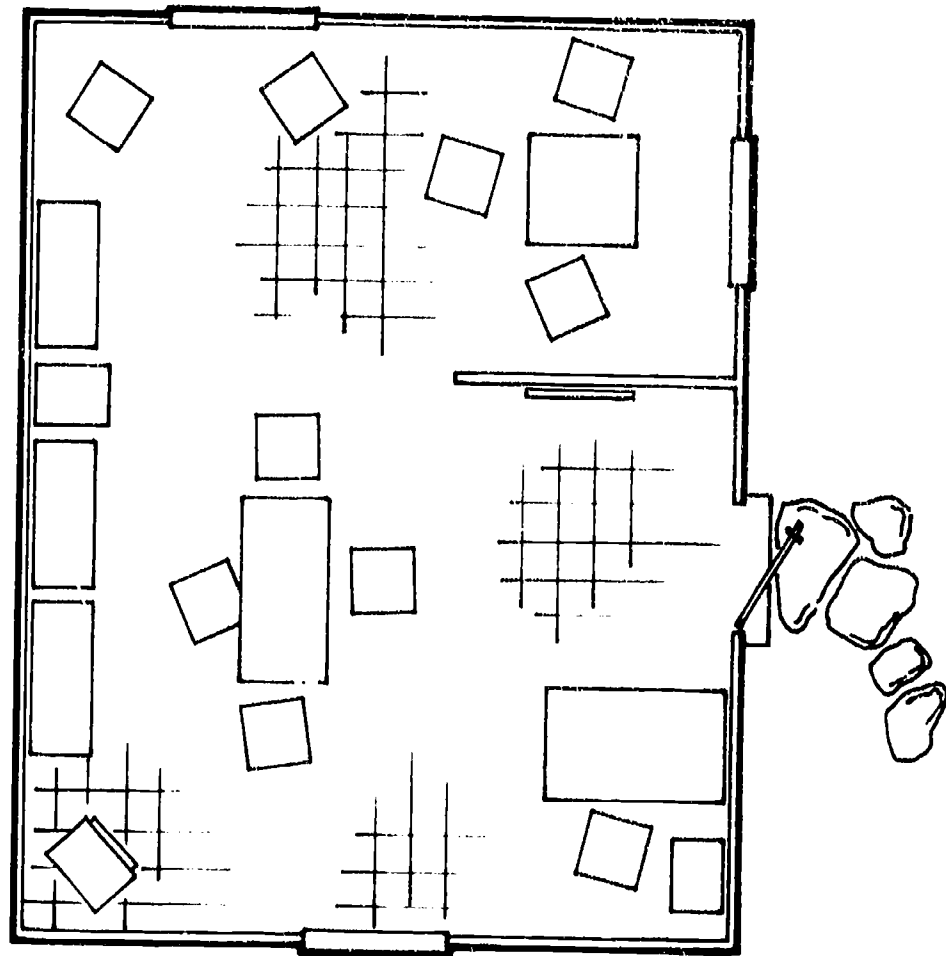
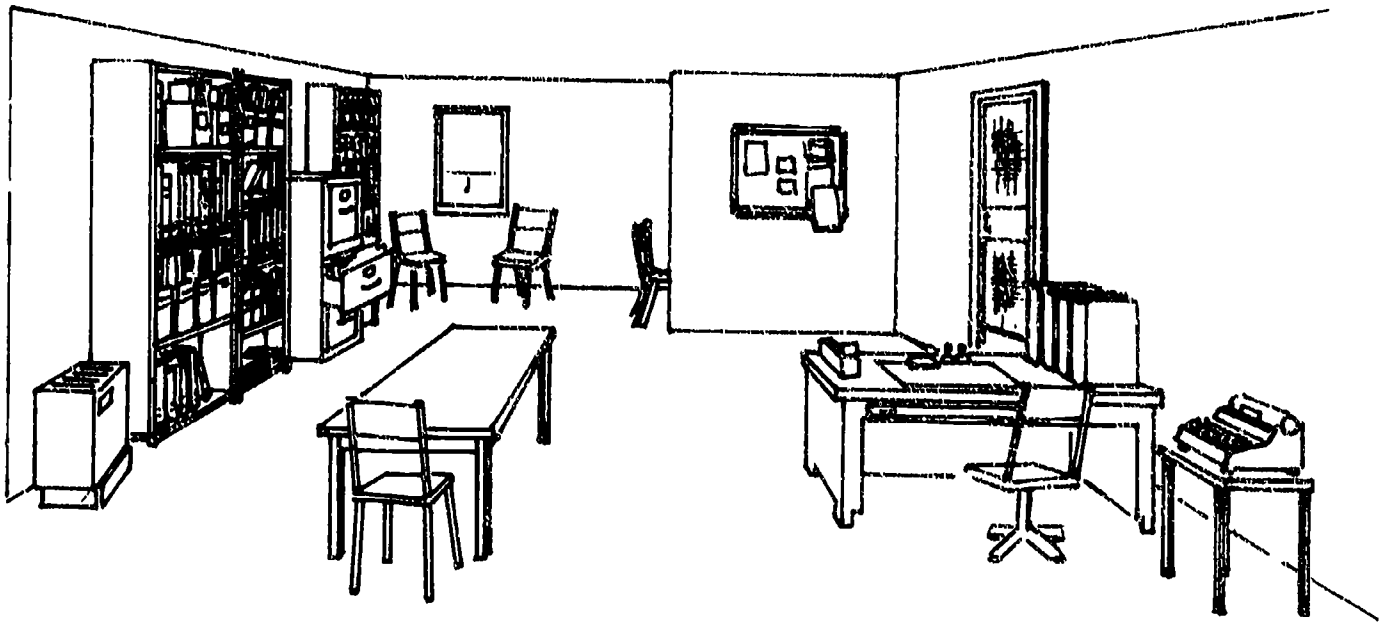
A square room gives the most space for the centre's workers, readers, and furniture. In arranging the space, several things are important. Keep shelves and file drawers away from windows; they reduce light and the flow of air. Air circulation is needed to prevent books and papers from becoming mouldy. Portable coolers or humidifiers—or in a humid climate, dehumidifiers—placed strategically can be very helpful. Place work spaces and reading areas near windows to have light for working. Curtains or other window coverings may be needed for shade and protection from rain.

If the centre shares space with another group, furniture can be arranged to define space for the centre.

## Furniture

An information centre needs the following furniture:

- Table.
- Chairs or stools.
- Staff desk.
- Storage space.



This can be a file cabinet, a drawer, or sturdy boxes for keeping papers, pamphlets, and reports .

- Book shelves

Use treated wood or painted metal to prevent rust, rot, and damage from insects. Shelves for books and papers should be about 25 cm wide. If possible, shelves should be movable to allow for books of different heights.

## Equipment and Supplies

A centre needs the following equipment:

- Typewriter

This is helpful for making cards or slips for books and magazines; for keeping records, writing letters, and copying pages that readers want to take out of the centre.

- Four notebooks

- *Accession Book* to list books, papers, reports, and other materials acquired by the centre.

- *Periodical Record Book* to list periodical subscriptions and record the arrival of issues.

- *Lending Journal* to record names of people who borrow materials and information about the materials they have borrowed.

- *Borrowers' Book* to record information about borrowers and date of request for borrower privileges.

- Index cards.

- A rubber stamp with the name of the information centre, a stamp pad, and ink.

- Manila folders or hanging folders for file drawers.

- Book ends.

- Pens and pencils.

If the centre is being set up by an organisation, what available equipment can be given to the centre? What space can be provided?

## The Centre's Collection

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### The Focus of the Collection

The centre's collection comprises all the documents gathered by the centre to provide information to its users. It is important to learn the special interests of those the centre wishes to serve. This will help decide the focus for the centre's collection.

Do the intended users need:

Current information	Historical information
Statistics	Economic information
Legal information	Research reports
Clinical information	Medical information

Should the collection include:

- Domestic information from local, regional, and national sources.
- Foreign information.
- Information from international agencies and associations.
- Information for professionals.
- Information for the general public.
- Information for special population groups.

### Types of Materials

The centre must also decide about the types of documents the collection will have. Ask intended users in person or send them a short questionnaire to find out:

- Which periodicals they wish to read regularly.
- What books, documents, and reports should be included in the collection.
- Whether films or videotapes should be in the collection.

The following are different types of documents that the information centre can include. Many of these documents are available without cost:

- Documents developed by your organisation, bureau, or agency.
- Government documents

Legislation, technical reports, policy and decision papers, surveys, memoranda.

- **Reports**  
Prepared by nongovernmental organisations. May tell about meetings or study groups. Prepared for public distribution or for internal use. Often reports prepared for limited distribution or internal use will be given to interested persons who ask for a copy.
- **Statistical data**  
May be found in books, newspapers, government documents, and selected journal articles.
- **Books**  
Bought from the publisher or a bookshop.
- **Periodicals**  
Newspapers, newsletters, magazines, and periodicals that are published at regular intervals.
- **Reference books**  
Directories, encyclopaedias, handbooks, and indices.
- **Bibliographies**  
Lists of publications on special subjects. Bibliographies usually include the author, title, publisher, and place and date of publication. An *annotated bibliography* also includes a short comment on the contents of the publication. A *selected bibliography* includes only publications that the preparer thought were most important.
- **Public education materials**  
Pamphlets, posters, books, videotapes, and any other materials used by health care workers and educators for their patients or students.
- **Materials to assist programme development**  
Documents about clinical programmes, educational programmes, training programmes, or others.
- **Curricula**  
Courses of study offered at schools and universities.
- **Book catalogues**  
Published by bookshops and publishers.
- **Pamphlets and brochures.**



Other materials to have available are—

- Notices of meetings—local, national, and international.
- Names and addresses of persons who are experts on alcohol- and drug-related topics.
- Information about organisations and treatment centres.
- Audiocassettes.
- Videocassettes and films.

The Bibliography following chapter 10 includes a list of suggested core reference books and documents.

## Getting the Materials

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### Where To Look for Information

To identify existing sources of information and materials for the centre, consider the following sources:

- Your own organisation or sponsor

Documents that are already available may need to be organised. Books, journals, and reports may be scattered in offices or in desk drawers, or be stored in file cabinets or in storerooms. The scattered documents may need to be organised to determine what is already on hand before new books and journals are added.

- Other information collections and services

An important first step is to survey other information centres and libraries—local, regional, national, and foreign. The centre can use those resources that already exist and thereby avoid using its time and energy to do what others are already doing.

The centre might choose to collect only information in which it has a direct interest. Other materials that are collected can be given to another library. That library can organise them and make them available to the centre and its users. In practice, this may not be possible because of distance or communications. However, cooperating with existing libraries, to the greatest degree possible, will provide the best access to information in the most cost-effective way.

Find out if your country has a National Focal Point Health Library. This network of World Health Organization (WHO) affiliated libraries is described under International Sources of Information. If your information centre joins their network, you may participate in many services.

Find out if your country has other library networks.

- Government information sources

These can range from bureaux and ministries to agencies, legislative committees, and offices, especially those involved in health, social welfare, and criminal justice.

- Libraries—university, medical, public, school.
- Special collections.
- National libraries and national archives.

- Newspaper libraries and archives.

Ask these groups:

- Do you collect books?
- How large is your collection?
- Can you send us a list or a description of the collection?
- Do you subscribe to periodicals? Can you send us a list of the periodicals you receive?
- What other materials do you collect?
- Do you loan these materials?
- Do you photocopy these materials?
- Can you provide a bibliographic data base search?

When looking for information, a number of places should always be explored. These include—

- Hospitals.
- Universities, colleges, and schools—their Social Science departments.
- Medical schools.
- Research centres.
- Treatment centres.
- Government agencies.
- Publishers.
- Associations of those concerned about alcohol and other drugs.
- Nongovernmental organisations.

Another way to find information is to contact the centres that produce and collect alcohol and other drug data.

## Local Sources

Any of the above groups that are located in the community can be approached for help. Other places to look in the local area include—

- Bookshops

Local bookshops that serve schools and universities may have useful documents. Visit them from time to time to look at the books they have.

- Community groups.

- **Other professionals in the community**

Others may be aware of information, documents, meetings, or experts that can be useful to the centre. Direct personal contact with people located in the administrative, legislative, and judiciary units of government is the best way to collect government information.

For this reason, contacting others on a regular basis is helpful. A time-consuming, but important, task of the information officer may be to visit government offices regularly. This is the best way to find out about and obtain copies of unclassified reports—directly from the people involved.

- **Director of the sponsor organisation**

The director of your organisation knows local people, non-governmental agencies, treatment centres, and others to contact. Write to those people and tell them about the information centre. It may be helpful to include a letter of introduction from the director of your organisation.

- **Regional offices of international organisations**

Contact the international organisations listed under Sources of Assistance and ask if they have a national or regional office. If so, write to the nearest office and ask them to include the information centre on their mailing list for documents. A model letter is shown at the end of this chapter.

### **Suggestions**

- When meeting people, ask to be put on their organisation's address list to receive publications about alcohol and other drug use.
- Ask colleagues to tell you about documents that would be useful for the centre's collection.
- Offer to exchange information with other groups. For example, a prevention office would like to contact other prevention offices. The information centre would like to collect the prevention offices' annual reports and other publications. If the prevention offices exchange information with the information centre they will all be kept informed.
- After a visit, a followup letter is a helpful reminder to continue to send copies of documents. When documents arrive, a thank you letter helps to ensure a continued flow of publications.

## **National Sources**

- **National library or government system of information services**

Find out about alcohol and other drug information that is collected by ministries or bureaux. Ask how your centre can get this information. Many governments produce lists of government publications and loan copies of the publications if asked.

- **Networks of public libraries**

A local public library may have information that will be helpful in setting up the information centre. The librarian may be able to find supplies and answer questions. Many countries are members of international library or information programmes that will assist the centre. Such organisations and their addresses are listed herein under Sources of Assistance.

- **National offices of international agencies**

Some of the alcohol and other drug groups described later under Sources of Assistance have offices in your country or a neighbouring one.

## **Specialised Information Centres**

Alcohol and other drug information centres are located throughout the world; some are listed herein under Sources of Assistance. Look for a centre in your region and contact it. It may have some documents in its collection that will be helpful to the information centre. If it does not have extra copies, it can suggest where to get them. The professional staff of some of these centres have organised an international professional association called Substance Abuse Librarians and Information Specialists (SALIS). Information about SALIS and the SALIS Exchange Programme is given in Sources of Assistance.

## **How To Ask for Materials**

The next four pages show sample letters for requesting materials.

**Sample letter asking for publication list and catalogue**

**Today's date**

September 21, 1989

**Your name,  
organisation, and  
address**

Marie Gonzales  
AODA Information Centre  
1234 Rue Boulevard  
Manacheset, Oz 23456  
Quasit

**Name and address  
of organisation  
you are writing to**

Addiction Research Foundation  
33 Russell Street  
Toronto, Ontario M5S 2S1  
Canada

**Provide the full name  
of the item (catalogue,  
publications list,  
pamphlet)**

Dear Colleague:

The AODA Information Centre would like to receive your Publications List. Please send us price and ordering information.

**List the topics of  
interest**

The AODA Information Centre is also interested in getting any free materials in the areas of cocaine abuse among professionals and prevention of alcohol use in schools.

Please add the name of our Centre to your address list to receive catalogues, announcements, and updates.

Thank you.

Yours sincerely,

**Your signature**

*Marie Gonzales*

**Your name  
Your title**

Marie Gonzales  
Clerical Assistant

## Sample letter asking for free subscription to a periodical

*Today's date*

September 21, 1989

*Your name, organisation, and address*

Marie Gonzales  
AODA Information Centre  
1234 Rue Boulevard  
Manacheset, Oz 23456  
Quasit

*Contact person  
Name and address of  
organisation you are  
writing to*

Griffith Edwards, M.D.  
Editor  
British Journal of Addiction  
Addiction Research Unit  
Institute of Psychiatry  
De Crespigny Park  
London SE5 8AF  
England

*Insert name of  
periodical here*

Dear Dr. Edwards:

We are building an information centre to help people in our country learn about alcohol and other drugs. Will you please send subscription information about the British Journal of Addiction? Do you accept UNESCO coupons?

We believe that the British Journal of Addiction will be very helpful to our users. However, we have very limited foreign currency to buy subscriptions. Can you allow us a complimentary or special low price subscription?

Thank you very much for your help. We hope to hear from you soon.

Yours sincerely,

*Your signature*

*Marie Gonzales*

*Your name  
Your title*

Marie Gonzales  
Clerical Assistant

## Sample Letter for Ordering Publications

*Today's date*

September 21, 1989

*Your name, name and address of your organisation*

Marie Gonzales  
AODA Information Centre  
1234 Rue Boulevard  
Manacheset, Oz 23456  
Quasit

*Name and address of seller's organisation*

New Age Booksellers  
14 Apollo Lane  
New York, NY 10020  
USA

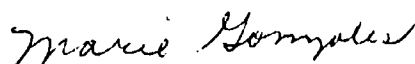
*Include author of publication, title, publisher's name, place and date of publication*

I would like to order the following publication: Cohen, Sidney, The Substance Abuse Problem. New York: Haworth Press, 1981.

I would like to know the cost plus postage and handling charges. Please send a pro forma invoice for payment.

Yours sincerely,

*Your signature*



*Your name  
Your title*

Marie Gonzales  
Clerical Assistant



## Sample Letter for Ordering Publications

*Today's date*

September 21, 1989

*Your name, name and address of your organisation*

Marie Gonzales  
AODA Information Centre  
1234 Rue Boulevard  
Manacheset, Oz 23456  
Quasit

*Name and address of seller's organisation*

New Age Booksellers  
14 Apollo Lane  
New York, NY 10020  
USA

*Include author of publication, title, publisher's name, place and date of publication*

We would like to receive a copy of the following publication free of charge: Cohen, Sidney, *The Substance Abuse Problem*. New York: Haworth Press, 1981.

We are setting up an alcohol and drug information centre. Your book will be a valuable addition to our collection. Please send the materials to the Centre at the above address.

Thank you very much for your help. We hope to hear from you soon.

Yours sincerely,

*Your signature*

*Marie Gonzales*

*Your name  
Your title*

Marie Gonzales  
Clerical Assistant

## Organising the Shelves

### Why Organising the Collection Is Important

Information collections are usable only when the information and documents that are wanted can be found quickly. Collections of documents that are not organised are difficult to use. Most libraries store books, large reports, and periodicals on shelves in reference and lending collections. Librarians have established many useful procedures that can help an information centre take care of its collection. These are described below.

### Periodicals

Periodicals are documents that are published regularly as a series. Each separate publication is called an *issue*, and the issues for one year make up a *volume*. Periodicals can best be stored on the shelves in boxes, one box for each volume.

When the centre subscribes to a journal or other periodical, the subscription information should be entered in the Periodical Record Book. When the issues arrive, the staff should:

- Record the arrival of each new issue in the Periodical Record Book. This verifies its arrival. If an issue is missing, the staff can determine whether the issue arrived and then got misplaced, or whether it never arrived.
- Write or stamp the name of the information centre on the cover and the last page.
- Put the issue on the shelf with the other issues of that volume.
- Do not allow journal issues to leave the information centre because they can be difficult or impossible to replace if lost.

Title <u>ALCOHOL HEALTH RESEARCH WORLD</u>											
Source <u>US NARC CLEARINGHOUSE ALCOHOL DRUG INFO ROCKVILLE MD USA</u>											
Price <u>\$12/year</u>			Frequency (weekly, monthly, quarterly) <u>M</u>								
Date Ordered <u>4/89</u>			Begin <u>1/90</u>			End <u>12/90</u>			Cost <u>\$2</u>		
Record of Issues Received (monthly)											
Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
1990	1		3	4							

Weekly	Jan	Feb	Mar	Apr	May	Jun
Year	1	2	3	4	5	6
90	1	2	3	4	5	6

missing issue

Page of Periodical Record Book

## Accessioning

To have a complete record of all documents in the collection, list each book or report received by the centre in a notebook or hard cover book called the Accession Book. Because the materials are recorded in the order they are received, the Accession Book becomes a chronological record of the centre's permanent collection.

Accession Book							
Date Received	Accession Number	Author	Title	Publisher	Cost	Source	Call No.
5 MAY 1990	051	G. ARMYR A. ELMAR	Alcohol in the World in the 30's	Simon Fraser	---	Gift from A. Bevan	6 ARM .452

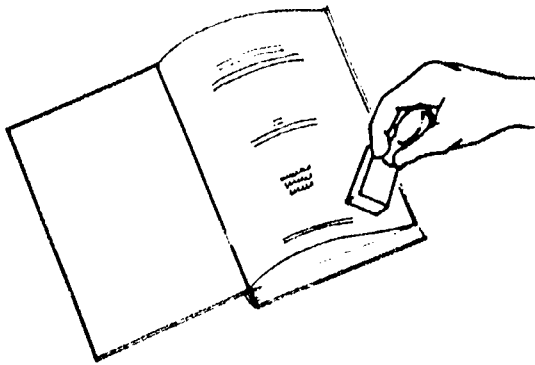
Give an *accession number* to each new book or report when it arrives. For example, the first document received by the centre could be given number 1, the second document, number 2, and so forth. Never give two documents the same number; the accession number is a unique identification number for each document. After the accession number, enter the author, title, publisher, cost, and other identifying information.

Do not assign accession numbers to issues of periodicals if the centre subscribes to them. Do not assign accession numbers to newspaper clippings, pamphlets, and other small materials that will be kept for only a short time and will not be part of the permanent collection.

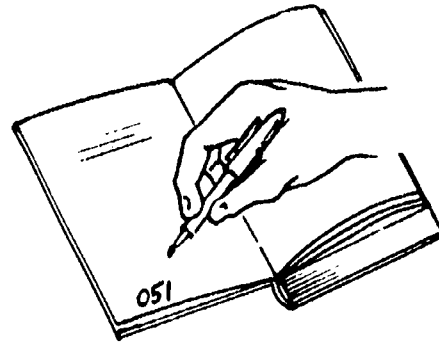
## Processing Books and Reports

When a book or report that will be stored on the shelves is received, the clerical assistant should:

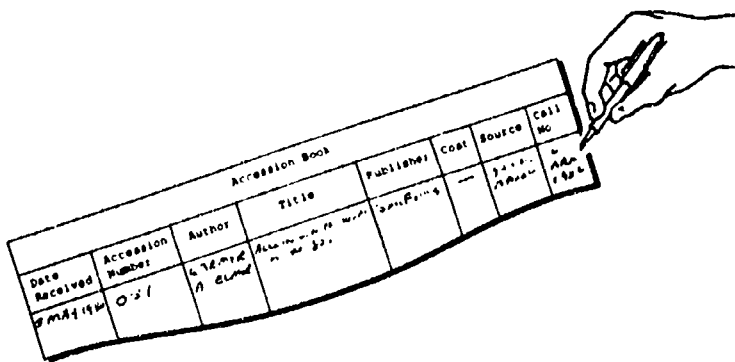
- Write or stamp the name of the information centre on the title page and on the last page to show that the centre owns the book. If there is no title page, stamp the first page. This will remind borrowers where the document belongs.
- Assign the next number in the Accession Book to the newly acquired book.
- Write the accession number on the back of the book's title page.
- Enter the author, title, publisher, cost, and other identifying information about the new book in the Accession Book.



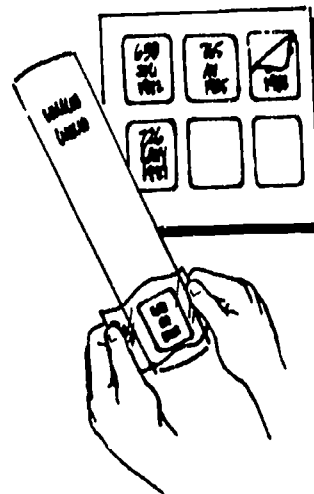
*Stamp name of information centre on the title page.*



*Write Accession Number at the bottom of the reverse side of the title page.*



*Enter information about the book in the Accession Book.*



*Place a label with the call number on spine of book. Cover with a clear plastic protector or a spray coating of clear plastic.*

- Assign a call number (see below).
  - Enter the call number in the Accession Book.
  - Write the call number directly on the book spine with a wide marking pen (use a white pen for dark books) or type or write it on a label. The label or marking should be protected with a clear plastic protector or a spray coating of clear plastic. Try to put the call numbers about 4 cm above the bottom of the book so they will be easy to find.
  - If the spine of the book or report is too small to hold the call number, write the call number in the lower left corner of the front cover.
- Put the book or report in its proper place on the shelf so that others may use it.

## How To Assign a Call Number

Call numbers are used to arrange books and other materials that are stored on shelves. The call number has three parts:

1. The classification number (see below), which tells the subject of the book
2. The first three letters of the author's or editor's surname
3. The year the document was published

Books are arranged on the shelf by the first part of the call number, the classification number. Books with the same classification number are arranged alphabetically by the author's or editor's surname. When more than one document by an author has the same classification number, books are arranged by year of publication. Using this system, documents about the same subject are placed together on the shelf and arranged alphabetically by author and then by the year published.

### Classification Numbers

Classification is the grouping of materials so that those about the same subject sit together on the shelf. Many different classification schemes can be used for an alcohol and other drug information centre. If your organisation is already using a classification scheme, ask the person who classifies material for the organisation to classify documents for the information centre. Or ask someone to teach centre staff how to use the classification scheme.

If the information officer or clerical assistant knows how to use a particular classification scheme, then use that scheme. If no other scheme is available, you may use the sample classification scheme in exhibit 1, which was developed for a small collection of documents about alcohol and other drugs. For larger collections, the use of a standard classification scheme is strongly recommended. Reclassification of documents is expensive and time consuming.

### Assigning a Classification Number to a Document

#### *Identify the Book's Topic*

- Review the list of classification subjects.
- Look at the book to be classified. Look at the introduction or foreword where the author may tell what the book is about. Look at the table of contents and browse through the pages.

### Exhibit 1. Sample Classification Scheme for Alcohol and Other Drug Collections

Classification number	Subject
1	Etiology and Social Effects <i>causes of and risk factors for alcohol and drug use; social problems; driving and drinking; family violence; child abuse; etc.</i>
2	Economics <i>costs to society; advertising; industry</i>
3	Epidemiology/Surveys <i>patterns of use; surveys; statistics</i>
4	Legal/Governmental Aspects <i>legal aspects; government reports; policies; drug testing policies</i>
5	Physiological/Pharmacological Aspects <i>medical aspects; medical effects; fetal alcohol syndrome; nutrition and diet</i>
6	Prevention and Education <i>prevention; education; training; descriptions of programmes</i>
7	Psychological Aspects <i>mental aspects; stress; aggression</i>
8	Social and Cultural Aspects <i>religion; family aspects; cultural aspects</i>
9	Special Populations <i>youth; elderly; women; children of alcoholics; racial and ethnic groups; etc.</i>
10	Diagnosis and Treatment <i>screening tests and diagnostic methods; detoxification; treatment; descriptions of treatment programmes; treatment outcome studies; relapse</i>
11	General <i>documents with important information about several aspects of alcohol and/or other drugs that cannot be put in any one classification</i>
12	Reference <i>dictionaries; atlases; manuals; other books referred to often</i>

- Look again at the classification subjects. Select the classification number that best describes the subject of the book, the book's theme, or the author's intent.

#### ***When the Book Covers Several Topics***

- When a book covers more than one topic, assign it the classification number for the topic that appears to be most important.
- When a book seems to belong equally under two classification numbers, the information officer decides which number to select.

When more than two or three topics are covered, place the book in a general category that contains most of these topics.

Example: The book *Cultural and Organizational Factors in the Delivery of Alcohol Treatment Services to Hispanics* can be classified as 8 (Social and Cultural Aspects), 9 (Special Populations), or 10 (Diagnosis and Treatment). The information officer must decide which topic is most important or where users of the information centre would be most likely to look for a book like this.

#### ***Other Suggestions***

- When a book does not appear to fit in any class, give it the classification number that it seems most nearly to fit.
- Always place the book where it will be most useful to the information officer and other centre users. The classification numbers given here are only guidelines. Select and use classification numbers in any way that is useful.
- Be consistent.

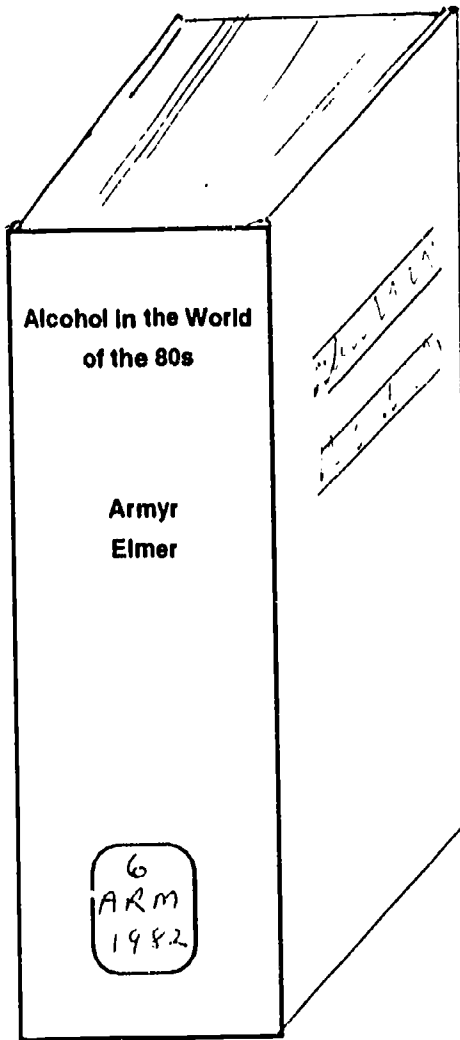
#### ***Assigning the remaining parts of the call number***

- Below the classification number, add the first three letters of the author's or editor's surname.
- Below the letters that represent the author or editor, put the year the document was first published. The year appears as the copyright date on the back of the title page.

Example:

Armyr, G; Elmer, A.; and Herz, U. *Alcohol in the World of the '80s: Habits, Attitudes, Preventive Policies and Voluntary Efforts*. Sweden: Sober Forlags AB, 1982.





- The book focuses on prevention policies, although it also has important information about other subjects. The first part of the call number is 6 (Prevention and Education).
  - The first three letters of the first author's surname in the example are Arm. Therefore, the second part of the call number is ARM.
  - The book was published (copyright date) in 1982. The third part of the call number is 1982.
- Call Number:

6  
ARM  
1982

### Expanding and Changing the Classification Scheme

As the collection gets bigger, the classification numbers can be subdivided into more specific groups using a decimal system. For example, classification number 1 could be divided into more specific topics, or divided according to the drug involved. These subdivisions would be numbered 1 plus a decimal.

Example: Subdivision into more specific topics:

- 1 Etiology and Social Effects
  - 1.1 Causes of Alcoholism
  - 1.2 Risk Factors for Alcoholism
  - 1.3 Causes of Drug Abuse
  - 1.4 Risk Factors for Drug Abuse
  - 1.5 Driving and Drinking

Example: Subdivision by drug:

- 1 Etiology and Social Effects
  - 1.1 Etiology and Social Effects of Alcoholism
  - 1.2 Etiology and Social Effects of Cocaine
  - 1.3 Etiology and Social Effects of Heroin

Other subdivisions can be used to group documents by theories, history, statistics, or any other groupings that will be useful to the information centre staff and users. Be consistent when subdividing. If 1.2 is the Etiology and Social Effects of Cocaine, then a book about the economic aspects of cocaine should be classified as 2.2, and a book about the treatment of cocaine addiction should be classified as 10.2.



## Reference Books

Books that are always kept at the centre are called *reference books*. Reference books may include dictionaries, directories, encyclopaedias, handbooks, manuals, and any other books that have information that centre staff and users use to answer questions. Because they are not allowed to leave the centre, reference books are always available when needed.

The centre may also decide that documents that are expensive or difficult to replace should never leave the centre. These documents are handled the same as reference books.

Reference materials are frequently kept together in the information centre. One way to be sure that reference books are not moved to the wrong place is to add the letters REF to the call number of reference books. This shows that the book belongs in the reference section. Books in the reference section can be arranged by classification number.

Another way to handle reference books is to keep them within the subject groupings on the shelf. Add the letters REF to the number that tells the subject of the book and place the book on the shelf with the other books.

Example: A directory of treatment programmes written by Smith and published in 1990 would have a call number as follows:

REF  
10  
SMI  
1990

This directory by Smith can be shelved with all the other books about treatment or shelved in a special reference section. The REF tells the staff and users that it is a special book that must stay in the centre.

## Organising the Subject Files

---

Pamphlets, newspaper clippings, posters, articles, and other documents of temporary value are best stored in file folders.

- These documents can be arranged by the same classification system used for books. If so, the file folders are stored in boxes marked with the classification number and placed on the shelf beside the books having the same number.
- These documents can also be arranged using much more precise subject headings, such as those shown in exhibit 2. If subject headings are used, documents are stored in file folders and the folders are placed in file drawers or in boxes in a separate section of the shelves.

Small documents that are important enough to keep as part of the permanent collection but that cannot stand by themselves on the shelf should be placed between cardboard covers and handled as books. Ask a local librarian to help with procedures and materials for preparing these documents.

### Making the Subject Files

- Select the subject headings the centre is going to use (see below).
- Use one file folder for each subject heading.
- Type or print the subject heading on the folder.
- Place the file folders in file drawers or in boxes on shelves; keep them in alphabetical order.
- Write each subject heading on a separate index card and file these cards alphabetically (or make an alphabetical list of the subject headings). Keep this card file or list, called an Authority File, near the subject file. This way, anyone who uses the files will be able to find out what subject headings the centre is using.

### Processing Small Documents

When these materials arrive at the centre, the clerical assistant should perform the following tasks:

- Write or stamp the name of the information centre on the first page of the document as a mark of ownership.
- Assign a subject heading to the document (see below). In doing this, think about the kinds of questions the document

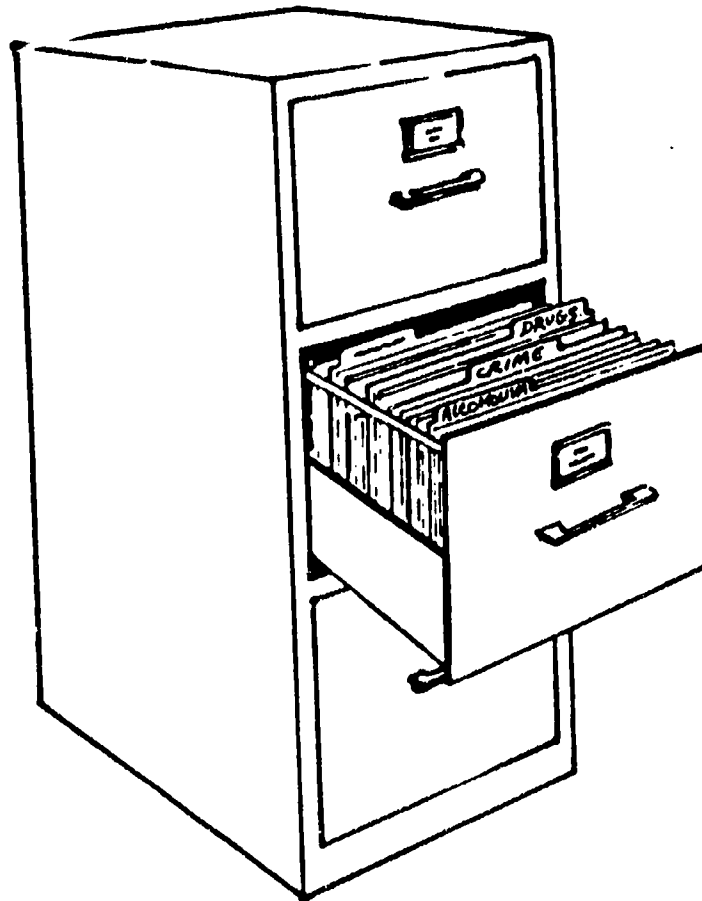
**Exhibit 2. Sample of Subject Headings Used in an Alcohol and Other Drug Information Centre**

Adolescence*–Alcohol Use	Controlled Drinking	Fetal Alcohol Syndrome*
Adolescence*–Drug Use	Crime* and Alcohol Use	Fetus*–Drug Effects
Alcohol Education	Crime* and Drug Use	Fetus*–Smoking Effects
Alcohol Industry	Designer Drugs*	Gambling
Alcohol–Law & Legislation	Detoxification Facilities	Gateway Drugs
Alcohol–Physiological Aspects	Doping in Sports*	Hallucinogens*
Alcohol–Psychological Aspects	Drinking Age	Health Promotion*
Alcohol Drinking*–Attitudes	Drinking & Driving	Homeless Persons*
Alcohol Drinking*–Injuries	Drinking & Driving–Law & Legislation	Homosexuals–Alcohol Use
Alcohol Warning Labels	Drug Abuse (General)	Homosexuals–Drug Use
Alcohol Withdrawal	Drug Abuse–Attitudes	Hypnotics and Sedatives*
Alcoholic Beverages*	Drug Abuse–Diagnosis	Medicine, Traditional*
Alcoholics–Counselling	Drug Abuse–Economic Aspects	Mental Disorders*
Alcoholics–Family Aspects	Drug Abuse–Etiology	Narcotics*
Alcoholism* (General)	Drug Abuse–Family Aspects	Nutrition* and Diet
Alcoholism*–Diagnosis	Drug Abuse–Prevention	Peer Pressure
Alcoholism*–Etiology	Drug Abuse–Treatment	Polydrug Abuse
Alcoholism*–Genetic Aspects	Drug Education	Prescriptions, Drug*
Alcoholism*–Metabolism	Drug Paraphernalia	Self-Help Groups*
Alcoholism*–Prevention	Drug Testing	Sex* and Alcohol Use
Alcoholism*–Relapse	Drug Trafficking	Sex* and Drug Use
Alcoholism*–Statistics	Drug Use–Cultural Aspects	Sexual Addiction
Alcoholism*–Treatment	Drug Use–Religion	Smokeless Tobacco
Antidepressive Agents*	Drugs & Driving	Smoking* (General)
Anabolic Steroids*	Drugs*–Law & Legislation	Smoking Cessation
Blood Alcohol Content	Drugs*–Physiological Aspects	Smoking*–Physiological Aspects
Breast Feeding* & Alcohol Use	Drugs*–Metabolism	Smoking*–Statistics
Breast Feeding* & Drug Use	Drugs*–Psychological Aspects	Solvent Abuse
Child Abuse*	Eating Disorders*	Stimulants
Child*–Alcohol Use	Employee Assistance Programmes	Stress*
Child*–Drug Use	Employment & Alcohol Use	Substance Abuse*
Children of Alcoholics	Employment and Drug Use	Tobacco Industry
Children of Substance Abusers	Family Therapy*	Tobacco Smoke Pollution*
	Family Violence	Tranquilizing Agents*
		Violence*
		Women*–Alcohol Use
		Women*–Drug Use

\* Word used to search the U.S. National Library of Medicine's *Index Medicus* and the *Medline* data base.

might be used to answer. Then, write the name of the subject selected on an upper corner of the front page. This will make it easy to return the item to its proper place after it is used.

- Put the document into the appropriate file folder.
- Do not assign accession numbers to documents stored in the subject files. These newspaper clippings and pamphlets are expected to have only temporary value.



## **Selecting Subject Headings**

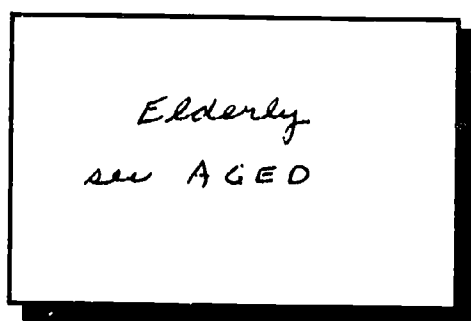
The information officer chooses the subject headings based on the kinds of materials in the centre's collection and the types of information users will be seeking. Exhibit 2 shows a list of subject headings from a typical alcohol and other drug information centre. Use only those subject headings that are useful to your information centre. Change the subject headings to reflect your collection.

The subject headings are the guide or map of the subject file. The goal is to place documents in the subject file so they can be found easily when they are needed. Users as well as the information centre's staff should be able to find information easily in the files.

## Choosing Among Similar Headings

Often, more than one word can be used for a subject heading. For example, in English, either “elderly” or “aged” could be used for documents about old people. Only one word should be selected. If both are used, documents on the same subject will be filed in two places, and it will be difficult to find all of the documents on a single subject.

The Authority File is a box of index cards or a list of words. It shows which subject headings the centre decided *to use* and which subject headings the centre decided *not to use*. For each word *not* being used, the Authority File tells which subject heading was chosen for filing that information. Capital letters are used for words *used* as subject headings. Small print (lower case type) is used for words that are *not used* as subject headings.



- For example, the card or list could say: Elderly *see* AGED. This means that documents about the elderly are found under the subject heading AGED.
- Develop *See* and *See Also* references to guide users to the appropriate heading(s).

### **See references**

Subject headings used in *See* references should direct the user from headings that are not used to headings that are used.

Example: Multiple Drug Abuse *see* POLYDRUG ABUSE.

Be sure that *See* references lead to existing subject headings.

### **See also references**

*See also* references list related subject headings where additional information can be found.

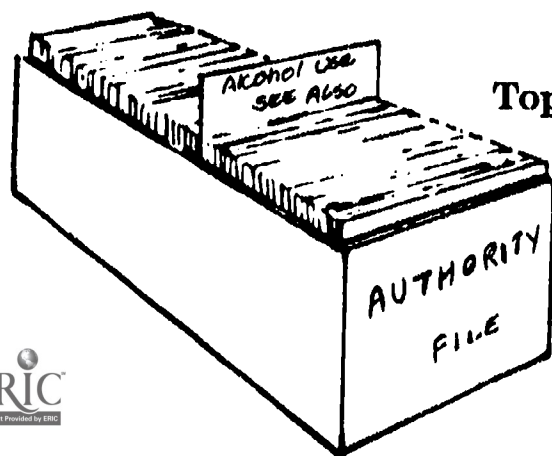
Example: ALCOHOL USE-INJURIES *see also* DRINKING AND DRIVING

- Develop *Scope Notes* where appropriate to explain the meaning of the words used.

Example: (*scope note*) AGED Use for people over 65 years old.

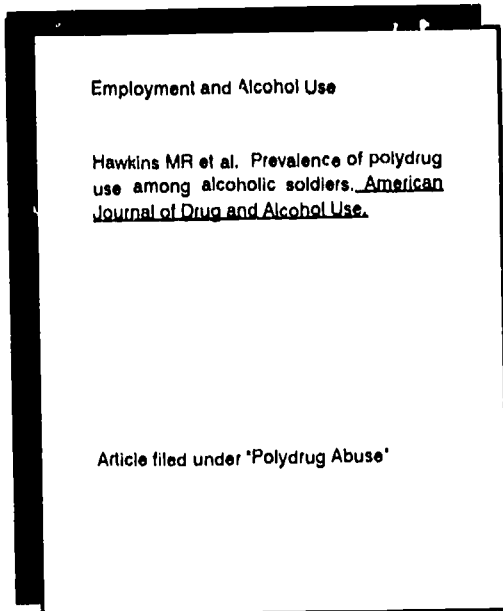
## Topics Within Larger Subject Files

To keep related information together, broader subject headings should be chosen in place of narrower headings. The Authority File can help users find special information by



showing what topics are included under each subject head. For example, delirium tremens is one symptom of withdrawal. If the centre decides to file articles on delirium tremens under withdrawal, the Authority File would contain a card or listing that would say: Delirium Tremens *see* WITHDRAWAL.

### Material That Belongs in Several Subject Files



Some documents cover more than one subject and can easily be placed under several subject headings. Without extra copies, the material can be placed in only one file.

Choose one subject heading and place the document in that file. Then create a "note" for the other files showing where the material has been placed:

- For all other subject headings, instead of the article itself, use a sheet of paper to make a note for the file. Place the subject heading at the top as usual.
- Write the name of the author, the title, the publisher, the date, and the subject heading that the document is filed under.

### Guidelines for Setting Up the Subject File

The file folders containing these small documents should be arranged with the subject headings in alphabetical order. When alphabetising, ignore all signs of punctuation, hyphens, and so forth.

When subject headings are subdivided, the general heading is first in the files, followed by its subdivisions in alphabetical order.

Example:           Drug Abuse  
                          Drug Abuse–Economic Aspects  
                          Drug Abuse–Students

The information centre might also need files about organisations that deal with addiction and other health sciences. The organisation files can be together with the subject files or separate. The headings written on the file folders will be the names of the organisations. The material stored in these organisation files will include:

- General pamphlets and articles about the organisation
- Resource catalogues from the organisation
- Annual reports



## Guidelines for Expanding and Revising the Subject Headings List

- Use only those subject headings that are useful for your information centre. Modify the subject headings so they reflect the nature of your collection and conform to local use.

- Create new subject headings where appropriate:

Example: If only classes of drugs are included in the subject list, add specific drug names, such as Cocaine, as needed.

Example: Add other special populations such as  
Professionals–Alcohol Use  
Elderly–Alcohol Use

- Use subheadings if a subject area has a large amount of material.

As documents are added and the Subject File grows, some folders will become too full. It will be difficult to find documents in them. This is the time to divide one file into several files with more specific headings.

*Drug Abuse–Prevention* may be one of the first subject headings used. As documents are added, the file folder on *Drug Abuse–Prevention* may get very full and contain documents on many different kinds of drug abuse prevention. It may be useful to divide the one file on *Drug Abuse–Prevention* into several files. To make it easy to find these different kinds of prevention, it is useful to have them next to one another in the files. So give the new subject headings two parts. The first will be the major heading, in this example *Drug Abuse–Prevention*. The second part in the title will be the type of prevention. A single file could become four different ones in this example:

Drug Abuse–Prevention–Community

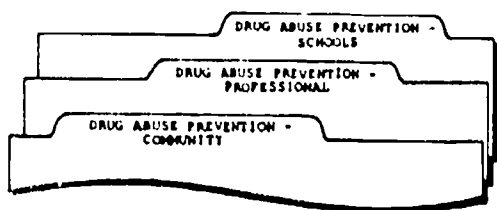
Drug Abuse–Prevention–Professional

Drug Abuse–Prevention–Schools

Dividing a large subject file into smaller ones is helpful in other ways. For example, someone using the centre may be interested in only part of the information in a file. Thus, after a single large file is divided, those who want to know about drug abuse prevention in schools no longer have to sort through papers about other kinds of prevention.

- Subdivide some subject headings by country or region.

Example: Alcohol–Laws & Legislation–Nigeria



## Guidelines for Providing Services

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**Lending Services** The information officer sets the lending policy of the centre. When setting the policy, the following ideas should be considered:

- Lending works best within an office where people and the documents they borrow can be easily located by the information officer.
- Documents lent to people who do not have telephones or home addresses can be difficult to recover.
- Costly documents and those that cannot be easily replaced should remain in the centre at all times. Costly and irreplaceable documents should never be loaned.

The lending policy should be posted in the centre and copies sent to users whom the centre wishes to serve.

If users are allowed to borrow books, the centre should keep a record with the following information:

- Author and title of the book.
- Borrower's name, address, and telephone number should be recorded in the Borrowers' Book.

A first-time borrower should present at least one piece of identification, preferably something with a current mailing address. This information is important for finding borrowers who do not return borrowed materials.

### Recordkeeping for Small Collections

A record can be kept of documents that are loaned to borrowers by using a Lending Journal. The borrower writes his name and information about the document borrowed in the Journal.

A piece of paper with the information centre's name and the date the document should be returned is placed in the document being borrowed as a reminder to the user.



LENDING JOURNAL				
Date	Borrower's Name	Title of Document	Call No.	Date Due
20/9/90	M. Grayley	Alcohol in the World	6 ARM 198.2	20/10/90

### Recordkeeping for Larger Collections

For larger collections, each book should have a book pocket with a book card inserted in it. Each book should also have a *Date Due Slip*—a piece of paper affixed to the book on which the due date can be written or stamped.

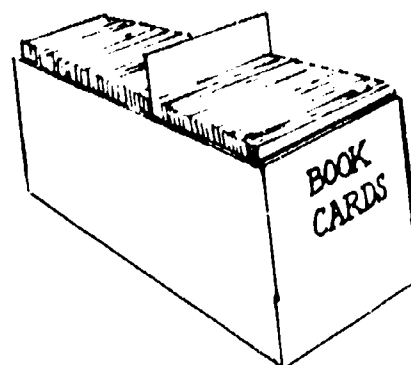
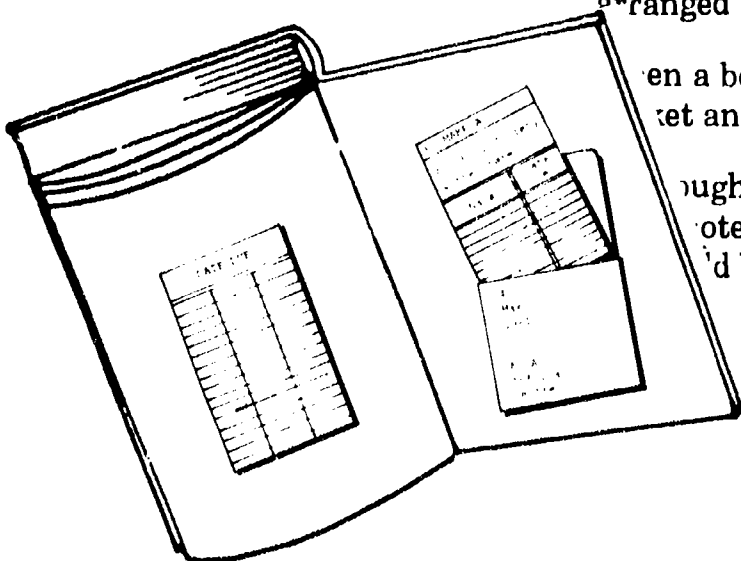
Borrowers can be registered in a Borrowers' Book listing name (surname first) and address and the date the borrower applied for lending privileges. Many centres use application cards because they can be filed alphabetically. Borrowers can be given small cards on which their name has been written by the clerical assistant. The card identifies the registered borrower when he wishes to borrow an item from the centre.

To check out a book:

- Write the date when the book should be returned on *Date Due Slip*.
- Write the same date on the book card.
- Have the borrower sign the book card.
- Place the book card in a file box with other book cards, arranged by date due.

When a book is returned, place the book card in the book pocket and put the book back on the shelf.

Check through the Lending Journal or the book card file regularly to note items that are overdue. Borrowers with overdue items should be contacted by telephone or by letter.



## Document Delivery

Many information centres offer copies of documents that the user may keep. This is called *Document Delivery*. The information officer should decide what group of people should be offered copies of what kinds of documents.

### Kinds of documents

Some pamphlets can be obtained free or at low cost. Journal articles and short reports can be photocopied if a machine is available. The information centre may write handouts that users can keep. Books that will be used frequently can be purchased to *give* to users who are important to the centre.

### Document Delivery Services

In response to post or telephone requests, the centre can post pamphlets and copies of other documents for the user to keep. The centre can offer visitors copies of pamphlets and handouts free or for a small charge. Many information centres offer one copy free and charge for multiple copies.

If a photocopy machine is available, the centre can offer to copy documents for users or allow users to copy documents themselves. The centre can post the copies or deliver them to an important user's desk. The centre can require users to come in to the centre to pick up the copies. The level of service offered should be decided by the information officer according to the staff and equipment available and the needs of important users.

## Reference Services— Answering Queries

Helping users find answers to questions is one of the most important services an information centre offers. This work should be given priority over administrative tasks. Users are often shy when they come to a library or information centre. It is important for the staff to offer help enthusiastically.

- The first task of the centre staff is to find out exactly what the user wishes to know. This may not be evident from the question first asked.
- It is important to know how soon the information is required.
- The staff person must be tactful and patient.
- After the information is found, whenever possible, users should be shown *how* the answer was found, so that users may be able to help themselves more easily.

One way of organising reference work is to set up a form. The form would not be used for simple questions about addresses, phones, and so forth.

The form would include:

- date
- enquirer's name
- enquirer's question
- time or date when the information is needed

If the centre wishes, space for noting the sources tried, the outcome, and the time required can also be included. The forms can be kept as an administrative record. They can be used when a similar enquiry occurs. They can be used to select materials for the centre and to determine training needs for the staff.

The information officer should set a policy about what groups of users will be offered reference services and what level of service they will be offered. The information officer, with assistance from the clerical assistant, can spend just a few minutes locating some statistics or spend an entire week or more gathering documents and writing summaries of them for an important user.

The information officer should set a policy about what groups of users will be offered online bibliographic database searches. If the information centre cannot perform these searches it can arrange to have them performed by a cooperating medical library.

## Promoting the Information Centre

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### Why Promote the Centre?

Why is promoting the centre important? Because an information centre is like any service—people can only use it if they know about it! But to have others really “know” about the centre often means more than just telling people the centre exists. Often it means finding ways to provide services so people can discover how the centre can be useful.

Before starting to promote the centre, think about those the centre wishes to serve and try to answer these questions—

- What are their concerns?
- What things do they find useful?
- How can the centre assist them? (be exact)
- How do these groups or people get their information?

If the centre is sponsored by an organisation, the same questions need to be asked.

- What is important to the organisation?
- How can the centre help the organisation to do its work?
- How can the centre demonstrate this?
- Are there particular people in the organisation whom the centre should try to serve?
- Is the organisation having special problems that the centre’s services may help solve?
- Do certain people in the organisation need to learn about the centre?

If the centre is supported by an organisation, the centre’s success will be defined by its ability to assist the organisation.

### General Suggestions

- Different kinds of promotional activities are needed. No one single activity will succeed in telling everyone about the centre.
- Some promotional activities should be special projects or programmes. Others should be activities that happen regularly.

**Parents**

**Teachers**

**Researchers**

**Professionals**

**Questions About  
Alcohol Or  
Other Drugs?**

**Ask The  
Information Centre**

Telephone: 32-435-01  
Alcohol and Other Drug Information Centre  
1234 Rue de Madeleine  
Manacheset

*Sample Poster*

## **Suggestions for Promotional Activities**

- **Pamphlets**

Include the things the centre does, the types of information it has, where the centre is located, its telephone number, and when it is open. Post pamphlets to people who should know about the centre. Place them where people can pick them up.
- **Posters**

Provide the same kind of information as in the pamphlet. Put them in places where potential users will see them. Posters are useful for reaching a community or members of an organisation.
- **Newsletters**

Prepare a newsletter for the centre. Or give information about the centre to others who write newsletters. Tell about new publications in the information centre, changes in services, and meetings and events. This reminds people that the information centre is there to help them.
- **Displays and Exhibits**

These are also good ways to promote the centre's services.
- **Talks and Presentations**

Volunteer to tell people in the organisation or in the community about the centre.
- **Attend Meetings**

Within the organisation, going to meetings is one way to learn about what information is needed. The centre can then send people helpful documents from the collection.
- **Provide Quality Services**

If staff are helpful and if efforts are made to answer questions quickly and completely, users will be pleased and will tell others.

## Evaluating the Information Centre

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### Does It Work? Evaluating an Information Centre

Evaluating means judging how well something works. Evaluating an information centre can show:

- Who is using the centre.
- How often target audiences are reached.
- What materials are requested.
- What users think about the centre.
- What questions are most frequently asked.

These findings can be used to improve the centre's services and materials, help the centre plan new kinds of services and materials, and show the centre's needs for money, staff, or other kinds of help. An evaluation will also show other people how well the centre works. This helps to get the support needed to keep the information centre going and growing.

### How Can the Information Centre Be Evaluated?

To evaluate the centre, follow these four steps:

1. Choose a small number of appropriate questions.
2. Use forms to ensure standard answers.
3. Train the staff to use the forms properly.
4. Summarise the answers.

#### Step 1. Choosing the Questions

First, choose the key questions for your centre. Choose questions that:

- Match the goals and objectives for your centre (see page 6).
- Can easily be answered by centre staff and users.
- Will give important information to those who provide support or money for your centre.
- Can be answered with numbers.

Start by choosing some of the questions listed below to include in your evaluation. Add other questions that are needed for your centre.

- What categories of people did the centre serve?
- How many people or groups did the centre serve?
- Where were they from?
- How did these people request help?
- What kinds of help or materials did they request?
- What kinds of help or materials did the centre provide?
- How many books, pamphlets, posters, or papers did the centre loan or give away?
- What kinds of help or materials was the centre unable to provide?
- What problems did the centre have in getting the information needed?
- What did it cost the centre to provide help?
- What information was the centre asked to locate?

## **Step 2. Use Forms To Get Standard Answers**

Forms make it easy to record facts clearly and consistently. Make a form that will help answer the questions you have chosen in step 1. Put your questions, the most common answers for your centre, and simple guidelines on the form (see exhibit 3).

### **Ask Centre Users**

Another way to evaluate the centre is to ask the people who use it. First choose which group or groups to ask. Then choose a small number of the best questions and make a form for centre users. Give or post copies of this form or ask the questions over the telephone. Exhibit 4 shows some sample questions and answers. Use this kind of evaluation every year or two.

Change these forms to meet your needs. Then write or type them and make copies for each week or month.



**Exhibit 3. Sample Form**

Month of september Year 1989

Who did you serve? (Make a mark each time you help someone or send information. At the end of the month, count the marks and put the total for each line in the *Total* column.)

	Total
Teachers	_____
Students	_____
Drug agency workers	_____
Health workers	_____
Government workers	_____
Religious workers	_____
Law enforcement	_____
Libraries	_____
Other (list below)	_____
	_____
	_____
Total	_____

Where were they from? (Make a mark for each request.)  
Use the key areas for your centre.

Region A	_____	_____
Region B	_____	_____
Region C	_____	_____
Other	_____	_____

What did they request? (Make a mark for each request. If a user requests more than one category, mark all the categories requested.)

Publications	_____	_____
Referral	_____	_____
Drug information	_____	_____
General information	_____	_____
Other (list below)	_____	_____
Total	_____	_____

**Exhibit 3. Continued**

How many pieces of printed matter did the centre give or send?  
(Write the number.)

Packages of multiple copies of the same piece		Single copies	Total
No. of packages	No. of copies		
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

List on a separate sheet of paper topics or type of printed matter that people asked for that the centre was *not* able to provide.

List on a separate sheet of paper questions that were asked that the centre staff answered and where the answers were found.

**Exhibit 4. Questionnaire for Users**

How many times in the last year have you used the centre? (Choose one)

never     1-4 times     5-10 times     more than 10

Was the staff helpful?

Yes     No     If not, please explain

Were the pamphlets or books useful?

Yes     No     If not, please explain

How could the centre better help you?

What other kinds of help would you like from the centre?

### **Step 3. Train Staff To Use the Forms Properly**

First, teach each person who provides help in the centre how to use the form for users. Tell them:

- Why it is important to use the form each time help is given or printed matter is offered.
- Where the forms are kept.
- Where to put the completed forms.

Answer questions about using the form. Allow time for using the forms every day. Be sure all staff use the forms every time they give help. Choose someone to collect the forms and keep them in a safe place. Change the form as needed to include the best questions, the most common answers, and clear instructions for the staff.

### **Step 4. Summarise the Forms**

Every 3 months, make a summary report of the information on all workers' forms for those months. Study all the information on the form. Summarise the data in a way that will clearly answer the questions you have chosen. Show how this summary compares to the objectives for your centre.

Example: If one of the goals of the centre is to serve students in upper schools throughout the country, how well that goal is being met could be determined by examining:

- The types of people or groups served.
- The regions served.

Pamphlets or other handouts could be prepared to answer the questions that are asked frequently.

Examining the list of kinds of help or printed matter people asked for that the centre was *not* able to give will indicate new directions for the centre.

- Once each year combine the 3-month reports to make an annual report.

### **How To Use the Reports**

Use the summary reports to plan and promote the centre. Be sure that people who make plans for the centre receive the reports. If the centre is meeting its objectives, the reports should show that. If not, they should show that also. The reports can help plan ways to improve the help and printed matter the centre provides. They can help answer many questions, such as:

- Who is not being served well? The centre may want to try to reach or better serve them.
- Which kinds of help or printed matter offered by the centre are requested often? You may want to plan to continue or expand them.
- Which kinds of help or printed matter do people ask for that your centre does not provide? You may want to supply these.
- Which problems often occur in getting the needed information? You may want to plan ways to solve these problems.

Use the reports to tell other people about the centre's work. Make a copy of the report to send to key people who provide money or other support for your centre. Include part or all of the report with your requests for more money or other support. Use it to show what works. Also use the report to point out what needed help or printed matter the centre could provide if it had extra money or other help.

Heads of libraries, health centres, newspapers, and radio stations also might like to know how the centre is working. If so, send them copies or parts of the yearly reports. Use the reports to carry the news of the centre's good work to many people who can support and use the centre.

## Bibliography

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### Books and Articles on Running an Information Centre

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These materials are directed to librarians or those with experience working in a library or information centre. They provide help in organising large collections.

Atherton, P. *Handbook for Information Systems and Services*. Paris, France: UNESCO, 1977. 259 pp. (soft cover) ISBN 92-3-101457-9. French edition: ISBN 92-3-201457-2. Spanish edition: ISBN 92-3-301457-6.

Written for information staff in developing countries as well as those who may be planning or developing an information centre. Includes information policy and planning, management and organisation of information systems and services, and methods, standardisation, facilities and equipment, and training aspects. Prepared with help of an international advisory board and specialists from seven countries. Contains much detailed and practical information.

Bell, S. Information systems planning and operation in less developed countries. Part 1: Planning and operational concerns. *Journal of Information Science* volume 12, pages 231-245, 1986.

Part 2: Case study, information systems, evaluation. *Journal of Information Science* volume 12, pages 319-331, 1986.

Supplement: More recently gathered information. *Journal of Information Science* volume 12, pages 333-335, 1986.

In these three articles the author presents an overview of the major issues involved in providing information in less developed countries. He reviews the type of organisations that offer information services and focuses on the importance of issues other than the technical aspects such as political control of information and appropriate information systems for the local populations. The three articles include more than 150 references.

Campbell, D.J. *Small Technical Libraries: A Guide for Librarians Without Technological Training*. Paris, France: UNESCO, 1973. 40 pp. (soft cover). ISBN 92-3-101088-3. French edition: ISBN 92-3-201088-7.

Originally published in the September-October and November-December issues of the 1972 *UNESCO Bulletin for Libraries*, the text is directed at trained librarians who find themselves working in a technical environment although they do not have technical training. It focuses on the special requirements of a

technical information centre and briefly describes the services and organisation.

UNESCO. *Government Information Systems and Socioeconomic Data: Training Package (Pilot Version). Vol I - Instructors' Manuals*. 268 pp; *Vol II - Transparencies*. 160 pp. Paris: UNESCO, 1988. PGI-88/WS/13/I and II.

This is a teaching package for the organisation of seminars in the use, development, and coordination of socioeconomic and administrative information systems. Volume I offers specific advice on teaching about government information systems, information and information systems, theoretical aspects, technical aspects, evolution and trends in the architecture of information systems, information needs for local planning, maps and graphics, geocodings, and information systems—strategies for management, access, and diffusion. Volume II contains transparencies for each of the modules.

Guinchat, C., and Menou, M. *General Introduction to the Techniques of Information and Documentation Work*. ISBN 9-23101-860-4. Paris, France: UNESCO, 1983.

Havard-Williams, P., and Jengo, J.E. Library design and planning in developing countries. *Libri* volume 37, issue 2, pages 160-180, 1987.

A detailed discussion of climatic conditions that affect choices of materials used in libraries in tropical countries. The authors suggest ways of protecting library materials against excessive heat, light and humidity, and insects and fungi. Suggestions for preferred materials to use for furniture and equipment are also provided.

Lancaster, F.W. *Guidelines for the Evaluation of Information Systems and Services*. Paris, France: UNESCO, 1978. 169 pp. (PGI 78/WS/18). Also in French and Spanish (PGI-80/WS/1).

Partridge, W.G. *Low Budget Librarianship: Managing Information in Developing Countries*. Soft cover. ISBN 0-85365-618-5. United Kingdom: The Library Association, 7 Ridgmont Street, London WC1E 8AE, 1988.

Thomas, D.L. *Conservation et Sécurité des Fonds et Collections d'Archives: Une Étude RAMP Accompagnée de Principes Directeurs*. Paris: UNESCO, 1988. 44 pp. (PGI - 86/WS/23. Published in English and Spanish in 1986.)

This study is intended to assist developing countries in the task of preserving historical records. The approach is deliberately oriented towards economy and a low level of technology. It

provides an outline of currently accepted standards. The study describes the physical makeup of records and the main dangers that threaten them. It offers guidelines for the design of buildings and the protection of records against specific hazards: unsuitable levels of humidity, air pollution, light, theft, fire, insects, mould, and animal pests. The problems of storing and exhibiting records and of preserving nontraditional records, such as films or computer tapes, are also considered. A list of recommendations and an extensive bibliography are provided.

Webb, S.P. *Creating an Information Service*. Amended edition. London, Great Britain: Association for Information Management (ASLIB), Information House, 26-27 Boswell Street, London, WC1N3F2, 1985. 101 pp. ISBN 0-85142-186-5.

A practical guide to setting up a specialized information service. Although it is directed at developed countries, much of the information is useful to developing countries. It is easy to follow, well illustrated, and includes detailed checklists and many references. The Guide also includes help in deciding an organisation's information needs, staffing, and space and in setting up clerical routines.

Wijasuriya, D.E.K. "IFLA's Core Programme on the Advancement of Librarianship in the Third World: Orientation, Mechanism and Priorities." Paper presented at the International Federation of Library Associations General Conference, Tokyo, Japan, August 1986. ERIC 280 470.

Williams, R.V. Using the Information Resources of the Global Village: The Information Systems of International Inter-Governmental Organisations. *Special Libraries* volume 80 (Winter), pages 1-9, 1989.

The information systems of international inter-governmental organisations (IGOs) contain significant information resources. Use of these resources is limited by lack of knowledge of the existence and nature of IGOs. This paper discusses the nature of the information systems (publications, internal documents/data files, archival records, library/information centre, and bibliographic networks) of IGOs in general, with particular attention to problems in acquiring information from them.

Wood, L.M. *Prevention and Treatment of Mold in Library Collections With an Emphasis on Tropical Climates: A RAMP Study*. Paris, France: UNESCO, 1988. 81 pp. PGI88/WS/9.

This study discusses the structure of mould and the environmental and nutritional factors, that support its growth. Implications for library materials are presented. The study emphasizes prevention and methods of treatment and the



importance of equipment. It includes illustrations and an important bibliography.

### **Readings on Classification Systems**

Chan, L.M. General principles of classification. Chapter 11 in *Cataloging and Classification: An Introduction*. New York, NY: McGraw Hill, 1981. pp. 209-215.

Hunter, E.J. *Classification Made Simple*. Gower Publishing Ltd: Aldershot, Hampshire, England or Brookfield, Vermont, USA, 1988. Soft cover.

Wynar, B.S. Classification of library materials. Chapter 16 in: *Introduction to Cataloging and Classification*. 7th edition by AG Taylor. Littleton, Colorado USA: Libraries Unlimited, 1985. pp. 368-379.

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## **Alcohol and Drug Periodicals for the Basic Collection**

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The periodicals listed below cover many topics and present much helpful information on alcohol and other drug use. All periodicals are in English. The address and the person to contact is listed for each.

The prices listed are in US dollars and were current in 1989. An \* before a periodical means that the publisher may offer discounted or free subscriptions to libraries in developing countries. Publishers who accept UNESCO coupons in payment of subscriptions are noted.

The focus of each periodical is shown in parentheses (Current Awareness, Public Policy, Research, or Treatment).

#### *\*Alcohol Clinical Update*

Project Cork Institute, Dartmouth Medical School, Hanover, NH 03756, USA. ISSN 0740-1035

Bimonthly. \$28 US, \$30 other countries. Abstracts of alcohol research studies, information about new books, and other resources for doctors and other health care workers. (Current Awareness)



***Alcohol, Drugs and Traffic Safety: Current Research Literature***  
Almqvist & Wiksell Periodical Co., P.O. Box 638, S-101 28 Stockholm, Sweden. ISSN 0280-7645

Quarterly. \$79 (\$49 for libraries and institutions in Latin America, Africa, Pakistan, India, and Sri Lanka). Contains summaries of published research studies about aspects of alcohol or drug use and traffic safety. Available for online computer searching through DALCTRAF, a data base vendor. (Research, Current Awareness)

***Alcohol Health and Research World***  
Superintendent of Documents, U.S. Government Printing Office, Washington, D.C. 20402, USA. ISSN 0090-838X

Quarterly. \$8 USA, \$12 other countries. Current updates on the research, treatment, and prevention of alcohol problems; covers the United States and other countries. (Research, Treatment, Public Policy)

***Alcoholism: Clinical and Experimental Research***  
Williams & Wilkins, 428 E. Preston Street, Baltimore, MD 21202, USA. ISSN 0145-6008

Bimonthly. \$85 personal USA, \$130 institutional USA; \$100 personal outside USA, \$145 institutional outside USA, \$119 personal Japan, \$164 institutional Japan. Accepts UNESCO coupons. Research on the effects of alcohol use on the body's organs and general health; also includes research on alcoholism and alcohol-related problems. Human and animal studies. Annual index. (Research)

***Alcoholism Treatment Quarterly***  
Haworth Press, 12 West 32nd Street, New York, NY 10001, USA. ISSN 0734-7324

Quarterly. \$30 individual, \$60 institutional, \$85 libraries, add \$7 Canada and Mexico, add \$10 all other countries. Research and reviews on many types of treatment for alcoholism; includes new theories as well as practical information. (Treatment)

***The Bottom Line on Alcohol in Society***  
Alcohol Research Information Service, 1106 East Oakland, Lansing, MI 48906, USA. Quarterly, \$12.00 U.S., \$18.00 other countries. ISSN 0161-1267.

Information on alcohol use and problems in the United States and other countries. Also includes policies and programmes on alcohol abuse in different countries. (Public Policy)

*\*British Journal of Addiction*

Griffith Edwards, M.D., Editor, *British Journal of Addiction*, Addiction Research Unit, Institute of Psychiatry, De Crespigny Park, London SE5 8AF, England. ISSN 0007-0890

Monthly. \$240. Accepts UNESCO coupons. A research journal with a special interest in third-world alcohol and other drug problems; studies cover all areas of addiction. Annual index. (Research)

*\*Bulletin on Narcotics*

UNFDAC Vienna International Center, P.O. Box 500, A-100 Wien, Austria. Ask for free subscription. ISSN 0007-523X

Quarterly. \$20. Free to UN Information Centres. Information on drug control programmes in different countries. Covers all types of drugs, including alcohol. (Public Policy)

*\*Drinking and Drug Practices Surveyor*

Alcohol Research Group, 1816 Scenic Avenue, Berkeley, CA 94709, USA.

Irregular. \$10 for 4 issues. Studies of alcohol and other drug use, trends, and problems in different groups or countries. Also has news of meetings and reviews of new books. (Current Awareness)

*\*Drug Abuse: Current Research on Alcohol and Drug Dependence*  
CAN. I&D Center, Box 27302, S-102 34 Stockholm, Sweden.  
ISSN 0238-8117

(Quarterly. Free.) English abstracts of published international research on all social, medical, and biological areas of alcohol and other drug abuse (except traffic safety). Also available as the online data base NORDRUG. (Research, Current Awareness)

*\*The International Journal of the Addictions*

Sales and Marketing, Marcel Dekker, Inc., 270 Madison Ave., New York, NY 10016, USA. ISSN 0020-773X

Monthly. \$575 institutional, \$287.50 individual, plus postage for subscriptions outside the USA. Accepts UNESCO coupons. Worldwide focus on broad research, training, and treatment issues; covers all areas of addiction, including alcohol and other drug problems. Annual index. (Research)

*\*Journal of Drug Issues*

P.O. Box 4021, Tallahassee, FL 32315-4021, USA. ISSN 0022-0426

Quarterly. \$50 US, \$65 other countries. Covers all topics on drug and alcohol policy. Includes laws, public programmes, and problems of drug use. Annual index. (Public Policy)

*\*Journal of Studies on Alcohol*

Business Administrator, Rutgers Center of Alcohol Studies, P.O. Box 969, Piscataway, NJ 08855-0969 USA. ISSN 0363-468X

Bimonthly. \$95 USA, \$105 other countries. Research on the social and personal results of alcohol use and alcoholism. Includes reports on the effects of alcohol on health and illness. Human and animal studies. Annual index. (Research)

*Journal of Substance Abuse Treatment*

Pergamon Press, Inc., Headington Hill Hall, Oxford OX308W England. ISSN 0740-5472

Quarterly. \$70. Accepts UNESCO coupons. An international journal that covers all kinds of treatment for all kinds of drug and alcohol abuse. Of interest to treatment and health care workers. (Treatment)

*\*Prevention Pipeline*

National Clearinghouse for Alcohol and Drug Information, Department PP, P.O. Box 2345, Rockville, MD 20852, USA.

Bimonthly. \$15. Summaries of research studies, new books, pamphlets, films, and videos on alcohol or other drug use. News about prevention programmes in the United States and future meetings to be held in the United States or other countries. (Current Awareness)

*\*SALIS News*

Substance Abuse Librarians and Information Specialists, c/o Alcohol Research Group Library, 1816 Scenic Avenue, Berkeley, CA 94709, USA.

Quarterly. \$15 US, Canada, Mexico; \$20 other countries. Free to SALIS members. Describes new books, periodicals, films, videos, and tapes on alcohol and other drugs. Includes materials from or about countries throughout the world. Announces meetings of interest to those working with alcohol and other drug issues. (Current Awareness)

*\*Smoking and Health Bulletin*

Centers for Disease Control, Center for Health Promotion and Education, Office on Smoking and Health, Technical Information Center, Parklawn Building Room 1-16, 5600 Fishers Lane, Rockville, MD 20857, USA.

Bimonthly. Free. English-language abstracts of published research from around the world on topics dealing with tobacco use. Also published annually as *Bibliography on Smoking and Health*, which combines the bimonthly issues. Data available online through Dialog Information Retrieval Service, Abingdon, Oxford, England. (Research)

## Core Reference Materials

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The following books and documents were selected to provide a basic list of reference, background, and substantive materials on major issues and areas of concern in the alcohol and other drug fields. Where appropriate, the citation also indicates the intended reader—professional, general, and so forth. Addresses for ordering these documents are given at the end of the list.

### Indexes/Abstracting Services

*Alcohol, Drugs and Traffic Safety.* See section above titled Alcohol and Drug Periodicals.

*Drug Abuse: Current Research on Alcohol and Drug Dependence.* See section above titled Alcohol and Drug Periodicals.

*Prevention Pipeline: An Alcohol and Drug Awareness Service.* US Office for Substance Abuse Prevention. See section above titled Alcohol and Drug Periodicals.

### Dictionaries

Keller, M.; McCormick, M.; and Efron, V. *A Dictionary of Words About Alcohol.* New Brunswick, NJ: Rutgers Center of Alcohol Studies. 1982. ISBN 0-911290-12-5; Price: \$19.50.

Origins, definitions, and contexts for more than 2,100 terms covering laws, institutions, drink names, concepts, medical consequences, etc.

Nelson, J.E. et al., eds. *Guide to Drug Abuse Research Terminology.* NIDA Research Issues No. 26. Washington, DC: Superintendent of Documents, US Government Printing Office, 1982. 130 pp. Available from NCADI (free).

Like Keller's alcohol dictionary above, this work gives definitions with references for major concepts, drug classes, drug laws, and organisations. Appendices include sections on drug classifications, slang, trade names, and acronyms.

### Directories of Libraries and Other Organisations

Mitchell, A., ed. *SALIS (Substance Abuse Librarians and Information Specialists) Directory: Including Libraries, Clearinghouses, Resource Centres and Information Centres.* Berkeley, CA: SALIS. 1987. 115 pp. \$25.00 in the United States, Canada, and Mexico; \$28.00 elsewhere. (New edition forthcoming 1990)

Includes entries for more than 160 alcohol/other drug libraries and information centres, their subject strengths, size of holdings, and services. Additional listing of more than 200 U.S. Government Agencies, self-help groups, associations, foundations, and other organisations concerned with alcohol and other drugs, including address, telephone number, and contact person. This publication is a good tool for networking among information specialists.

### Handbooks and Quick Reference

Cohen, S. *The Substance Abuse Problem*. New York: Haworth Press. Vol. 1, 1981: hardback: \$39.95, ISBN 0-917724-18-6; paperback: \$24.95, ISBN 0-917724-22-4.

Vol. 2, 1985: hardback: \$44.95, ISBN 0-86656-368-7; paperback: \$24.95, ISBN 0-86656-369-5.

Set: hardback: \$85.95, ISBN 0-86656-533-7 ; paperback: \$45.95, ISBN 0-86656-534-5.

Short summary articles on a variety of topics, i.e., hangover, blood alcohol concentration, cocaine freebase, and so forth.

Jacobs, M.R., and Fehr, K.O'B. *Drugs and Drug Abuse: A Reference Text*. Second Edition Revised. Toronto, Ontario: Addiction Research Foundation, 1987. 640 pp. ISBN 0-88868-139-9; Price: Can \$29.50

Excellent resource on the use and effects of various drugs, their trade names, street names, medical uses, physical appearance, effects of short- and long-term use, patterns of use, etc. Also, separate sections on trade and street names, medical terms. Indexed.

Kinney, J., and Leaton, G. *Loosening the Grip: A Handbook of Alcohol Information*. Third Edition. St. Louis: C. V. Mosby, 1986. 369 pp. ISBN 0-8016-2687-0; Price: \$23.95

Originally written as a text for alcohol counselors, this is an excellent source of information concerning alcohol use and treatment. Subject index makes this a good reference tool.

### Statistical Sources

*Hoeveel alcoholhoudende dranken worden er in de wereld gedronken?* [How many alcoholic beverages are being consumed throughout the world?] Scheidam, Netherlands: Produktschap voor Gedistilleerde Dranken, 26 edition, 1987. 54 pp. [Dutch]. Available from Martinus Nijhoff; Price: \$12.00



A series beginning in 1962, this publication provides statistics on beer, wine, and spirits consumption in approximately 50 countries.

### **Governmental and Quasi-Governmental Reports**

US National Institute on Alcohol Abuse and Alcoholism. *Alcohol and Health: Seventh Special Report to the U.S. Congress*. Prepared by Associate Consultants, Inc. with Editorial Experts, Inc. Rockville, MD: the Institute, 1990. 289 pp. Available from NCADI (free).

A major report concerning alcohol use and abuse in America. Contains research summaries on the use/abuse of alcohol and related problems. Includes subject index for reference.

Royal College of Psychiatrists. Special Committee on Drugs and Drug Dependence. *Drug Scenes: A Report on Drugs and Drug Dependence*. London: Gaskell, 1987. 238 pp. ISBN 0-88048-306-7; Price: \$26.25.

A well-balanced presentation on various substances of abuse (including alcohol, tobacco, opiates, cocaine, marijuana, amphetamines, solvents and other hallucinogens, and psychotropics), the effects of these drugs, who uses them, and the social and policy issues concerning each. In addition, chapters address prevention, treatment, and legal responses, including some final recommendations for debate. Directed to professional and general readers.

### **Cross-Cultural Aspects**

Armyr, G.; Elmer, A.; and Herz, U. *Alcohol in the World of the '80s: Habits, Attitudes, Preventive Policies and Voluntary Efforts*. Stockholm, Sweden: Sober Forlags AB, 1982. 223 pp. ISBN 91-7296-138-4.

This work was done by Ansvar Mutual Insurance Company for Total Abstainers and the International Council on Alcohol and Addictions. It reviews the alcohol situation in Austria, Belgium, Denmark, Finland, France, Great Britain, Iceland, Irish Republic, The Netherlands, Norway, Poland, Sweden, Switzerland, West Germany, Mediterranean Countries, Canada, United States, Australia, New Zealand, India, Japan, Africa, and Latin America. Each country entry of approximately 7 pages includes an historical perspective, consumption patterns and attitudes, alcohol control policy, economic aspects, and voluntary efforts. References are included. Directed to general and professional audiences.

Edwards, G.; Arif, A.; and Jaffe, J. *Drug Use and Misuse: Cultural Perspectives*. (Based on a collaborative study by the World Health

Organization.) London: Croom Helm, 1983. 285 pp. ISBN 0-7099-0922-5; Price: US\$27.95

This book describes drug use/abuse and its treatment in various societies around the world. Much of the material was drawn from a WHO document edited by Edwards and Arif entitled "Drug Problems in the Sociocultural Context," 1980.

### **Cross-Culture: Bibliography**

Heath, D.B., and Cooper, A.M. *Alcohol Use and World Cultures: A Comprehensive Bibliography of Anthropological Sources*. ARF Bibliographic Series No. 15. Toronto, Ontario, Canada: Addiction Research Foundation, 1980. 248 pp. ISBN 0-88868-0457; Price: Can\$11.00

Approximately 1400 citations concerned with alcohol in social and cultural perspectives—alcoholic beverages in relation to human behavior and beliefs. Covering a period from prehistory to 1978, this work could be used by lay persons as well as the scholarly community. Extensive indexing for country names, regions, tribes, and relevant subjects for anthropological studies.

### **Alcohol Use and Related Problems**

*Problems Related to Alcohol Consumption*. Report of a WHO Expert Committee. WHO Technical Report Series 650. Geneva: World Health Organization, 1980. 72 pp.; Price: SwFr5

An overview of the increase in alcohol consumption and related problems, prevention approaches, policies, and programmes. The implications for international action including the role of the World Health Organization are also included.

Ritson, E.B. *Community Response to Alcohol-Related Problems: Review of an International Study*. Public Health Papers 81. Geneva: World Health Organization, 1985. 58 pp. (Arabic, English, French, Russian, Spanish); ISBN 92-4-130081-7; Price: US\$4.80; SwFr8

Reviews the findings of a study of drinking practices, alcohol-related problems, and community responses in three communities in Mexico, Scotland, and Zambia.

Rootman, I., and Moser, J. *Guidelines for Investigating Alcohol Problems and Developing Appropriate Responses*. WHO Offset Publication No. 81. Geneva: World Health Organization, 1984. 120 pp. (English, French, Spanish.) ISBN 92-4-170081-5; Price: US\$7.20; SwFr12.

Provides practical information on the time, effort, and skills needed to investigate alcohol problems. Emphasis is placed on the need for investigations that are practical, well planned, and easy to implement, particularly in developing countries. Directed to professionals; training materials.

Makela, K. et al. *Alcohol, Society and the State. Vol. I. A Comparative Study of Alcohol Control*. Toronto: Addiction Research Foundation, 1981. 146pp. ISBN 0-88868-061-9; Price: Can\$23.00

Single, E.; Morgan, P.; and De Lint, J., eds. *Alcohol, Society and the State. Vol. II. The Social History of Control Policy in Seven Countries*. Toronto: Addiction Research Foundation, 1981. 200 pp. ISBN 0-88868-060-0; Price: Can\$23.00 (\$40.00 set)

Giesbrecht, N., et al., eds. *Consequences of Drinking: Trends in Alcohol Problem Statistics in Seven Countries*. Toronto: Addiction Research Foundation, 1983. 145 pp. ISBN 0-88868-080-5; Price: \$20.00

The three-volume report of the International Study of Alcohol Control Experiences (ISACE) uses comparative case studies of seven countries in the industrialised world to describe alcohol control measures in these countries in an historical context.

### **Fetal Alcohol Syndrome**

Petrakis, P. *Alcohol and Birth Defects: The Fetal Alcohol Syndrome and Related Disorders*. Prepared for the National Institute on Alcohol Abuse and Alcoholism. Washington, DC: Superintendent of Documents, US Government Printing Office, 1987. 56 pp. Available from NCADI (free).

Easily readable, good overall review on current research and knowledge concerning the fetal alcohol syndrome. For professional, general readers.

### **Women**

Roman, P.M. *Women and Alcohol Use: A Review of the Research Literature*. Rockville, MD: National Institute on Alcohol Abuse and Alcoholism, 1988. 64 pp. Available from NCADI (free).

This review covers data based studies published from 1980 through early 1988 concerning alcohol consumption and its impact on women. Organised by sections on Epidemiology, Biological Features, Psychological Correlates, Treatment Issues, and Workplace Programmes. For the research community, the clinician, and the general public.



## Drug Use and Related Problems

### Marijuana: Health Effects

Fehr, K.O'B., and Kalant, H., eds. *Cannabis and Health Hazards: Proceedings of an ARF/WHO Scientific Meeting on Adverse Health and Behavioral Consequences of Cannabis Use*. Toronto: Addiction Research Foundation, 1983. 843 pp.; Price: \$65.00.

Experts from 12 countries present findings on the adverse effects of cannabis on various organ systems and functions. Included is a chapter on use/abuse in the developing countries, Europe, and North America.

### Marijuana: Bibliography

Kalant, O.J., et al. *Cannabis: Health Risks—A Comprehensive Annotated Bibliography (1844-1982)*. ARF Bibliographic Series No. 16. Toronto: Addiction Research Foundation, 1983. 1100 pp.; ISBN 0-88868-081-3; Price: Can\$40.00

A collection of more than 1700 articles and other materials concerned with the adverse health effects of cannabis. Although the major portion of citations are from the English language, French, German, and a few other western European languages are included. Reports on various countries are cross-referenced in the subject index under the country name. Included are India, Great Britain, Canada, Egypt, Morocco, Tunisia, Nigeria, South Africa, West Germany, Switzerland, Sweden, Greece, Jamaica, Costa Rica, and Viet Nam. Since this bibliography concerns health effects, it does not include material from the social sciences nor on the use of the drug in medical practice.

### Cocaine: Health Effects

Arif, A., ed. *Adverse Health Consequences of Cocaine Abuse*. Geneva: World Health Organization, 1987. 41 pp. Price: SwFr9, US\$4.50

An overview of the extent of cocaine abuse and its adverse effects on health. Includes information on free-base smoking.

### Cocaine: Bibliography

Anglin, L. *Cocaine: A Selection of Annotated Papers from 1880 to 1984 Concerning Health Effects*. ARF Bibliography Series No. 19. Toronto: Addiction Research Foundation, 1985. 223 pp.; ISBN 0-88868-114-3; Price: Can\$20.00

This document annotates nearly 300 articles, book chapters, and reports concerned with the use of cocaine and its effects on

health. A detailed subject index provides easy access to citations.

### Prevention, Policy, and Law

Curan, W.J.; Arif, A.E.; and Jayasuriya, D.C. Guidelines for assessing and revising national legislation on treatment of drug- and alcohol-dependent persons. *International Digest of Health Legislation*, Vol. 38, Supplement 1, 1987. 48 pp. Price: SwFr11

Based on recommendations from the 1986 Survey (*see* Porter), this publication is intended to be a practical guide for the improvement of national legislation on treatment programmes. General considerations and alternative approaches are described concerning the role of legislation, legislative strategies, administrative provisions, statutory definitions, voluntary treatment, compulsory procedures, diversion, protection of personal rights, and cooperation with law enforcement.

Farrell, S. *Review of National Policy Measures to Prevent Alcohol-Related Problems*. Geneva: World Health Organization, 1985. 42 pp. Stock No.: WHO/MNH/PAD/85.14

Summary of current knowledge regarding the effectiveness of various policy measures that governments can take to prevent alcohol-related problems. The preventive measures cited are drawn from both developed and developing countries.

Grant, M., ed. *Alcohol Policies*. Regional Publications, European Series, No. 18. Copenhagen: World Health Organization, Regional Office for Europe, 1985. 153 pp. (E, F) ISBN 92-890-1109-2; Price: \$11.40 US; 19 SwFr; Directed to professionals; training material for prevention.

An overview of how national policies can reduce alcohol-related problems. International experts present research results and experiences useful in clarifying the many approaches and issues concerning alcohol control. Included are estimates of alcohol-related costs and benefits, country-by-country statistics on production and consumption trends, and an analysis of the emotional appeal in alcohol advertisements.

Porter, L.; Arif, A.E.; and Curran, W.J. *The Law and the Treatment of Drug- and Alcohol-Dependent Persons: A Comparative Study of Existing Legislation*. Geneva: World Health Organization, 1986. 216 pp. Price: SwFr34

A review of laws on the treatment of drug- and alcohol-dependent persons. Areas covered include the African Region, Region of the Americas, Eastern Mediterranean, Europe, Southeast Asia, and Western Pacific. Summaries of legislation for all

countries surveyed includes compulsory civil commitment, diversion from the criminal justice system, and compulsory reporting, registration, testing, and surveillance in the community.

### **Prevention: Bibliography**

Kenyon, R., and Sawka, E. *Primary Prevention of Substance Abuse: An Annotated Bibliography of Related Literature 1981-1987*. Edmonton, Alberta: Alberta Alcohol and Drug Abuse Commission, 1987. 137 pp. plus appendices. Price: Can\$10.00

Brief annotations for nearly 400 items, arranged by substance and then subdivided by topics such as research, theory, programmes, policy. Useful resource for professionals and general audience.

### **Workplace: Bibliography**

Bequele, A., et al. *Alcohol and Drugs: Programmes of Assistance for Workers. Conditions of Work Digest*. Vol. 6, No. 1. Geneva: International Labour Office, 1987. 243 pp. SwFr40

A survey of approaches taken by industrialised countries to prevent and counter the problems of alcohol and drugs in the workplace. The first section of this document contains fact sheets for various countries with information on (1) policies and guidelines developed by governments, employers' and workers' organisations, and other major organisations concerning alcohol and other drugs; (2) programmes aimed at preventing and dealing with alcohol and other drug problems of workers; and (3) a directory of organisations by country that can provide information and assistance in establishing alcohol and other drug-related policies and programmes. The second section is an annotated bibliography on alcohol and drugs in relation to work in general and assistance programmes in particular. While most of the citations are English language, German, French, Polish and Dutch are also represented. Information is given on how to get publications.

### **Treatment**

Arif, A., et al. *Drug Dependence: A Methodology for Evaluating Treatment and Rehabilitation*. WHO Offset Publication No. 98. Geneva: World Health Organization, 1987. 67 pp. ISBN 92-4-170098; Price: US\$7.20. Directed to professionals; training materials.

A document that describes a method for evaluating drug abuse treatment and rehabilitation. Included are many types of data collection forms and instructions for their use. This document

would be of use to both the general researcher and the specialist in clinical trials to assess treatment outcomes in rural as well as more populated settings.

Kurtz, E. AA—*The Story*. San Francisco: Harper and Row, 1987. 296 pp. ISBN 0-06-255457-3; Price: US\$16.95; For professional and general readers.

A very good history of Alcoholics Anonymous from its beginning to the present.

Lettieri, D.; Sayers, M.; and Nelson, J., eds. *Summaries of Alcoholism Treatment Assessment Research*. NIAAA Treatment Handbook Series 1. Rockville, MD: National Institute on Alcohol Abuse and Alcoholism, 1985. 290 pp. Available from NCADI (free).

Major studies and reviews concerning success rates of alcohol treatment. Extensively abstracted and indexed.

*Drug Dependence and Alcohol-Related Problems: A Manual for Community Health Workers with Guidelines for Trainers*. Geneva: World Health Organization, 1986. 38 pp. (Arabic, English, French, Spanish) ISBN 92-4-154-212-8; Price: US\$5.40; SwFr9

Presents information that can help community health workers recognize cases of drug or alcohol misuse and provide effective counselling support at the earliest possible stage. Training materials.

## Addresses

Addiction Research Foundation (ARF)  
33 Russell Street  
Toronto, Ontario M5S 2S1  
Canada

Alberta Alcohol and Drug Abuse Commission (AADAC)  
10909 Jasper Avenue  
Edmonton, Alberta T5J 3M9  
Canada

Martinus Nijhoff  
Lange Voorhout 9-11  
P.O. Box 269  
2502 AX  
The Hague, The Netherlands

Rutgers Center of Alcohol Studies  
P.O. Box 969  
Piscataway, NJ 08854  
USA

**SALIS/Directory  
P.O. Box 9513  
Berkeley, CA 94709-0513  
USA**

**Superintendent of Documents  
US Government Printing Office  
Washington, DC 20402  
USA**

**US National Clearinghouse for Alcohol and Drug Information  
(NCADI)  
P.O. Box 2345  
Rockville, MD 20852  
USA**

**World Health Organization (WHO)  
Distribution and Sales  
1211 Geneva 27  
Switzerland**

## SALIS

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Many organisations can offer assistance to a new alcohol and other drug information centre. One of the most useful may be SALIS (Substance Abuse Librarians and Information Specialists).

SALIS is an international association of librarians and information specialists founded in 1978. Members share an interest in the exchange and dissemination of substance abuse information. The organisation serves as a network for those working with alcohol and other drug information. It promotes educational activities for members. SALIS publishes a quarterly newsletter and a directory.

### SALIS Exchange Programme

The SALIS Exchange Programme, run by the International Committee, has two primary goals:

- To help information centres from different countries and different places work together. Centres that function in similar conditions often have similar problems and similar needs. Cooperation of staff in different centres is a good way to share solutions to common problems and meet common goals.
- To share locally produced documents that are otherwise difficult to obtain. SALIS members have discovered that sharing documents developed by information centres or by their parent organisations is very helpful. The documents shared include reports of local programmes, annual reports, bibliographies, and pamphlets.

The Exchange Programme can be used to—

Exchange publications and reports

Share special skills

Exchange information about special information sources.

Share solutions to the problems an information centre faces.

Share methods and policies used by the information centre.

Members can share information about what journals are available without payment. They can share information about new journals, newsletters, and other sources of information. They can share subject heading lists and classification schemes.



## How the Programme Works

- A centre that wishes to join the Exchange Programme completes a profile questionnaire. This is how information about each centre is gathered by the Programme.
- Each centre identifies ways it can help other centres and ways other centres can help it. This information is in two different areas.
  - *Skills*. Each centre, for example, is asked if it is able to share information on how its centre is organised, what kind of staff it has, how it stores documents, how it keeps its records, its use of computers, how it finds documents, how it sends out documents, special projects it conducts.
  - *Publications and Materials*. Each centre gives the names of all the materials it publishes that it can share with others. This may include, for example, reports, bibliographies, resource lists, or handouts for the public that the centre has prepared. It may also include unpublished research or programme reports produced by the centre's parent organisation.

Thus, each centre provides full information on what it can share. Each centre also tells what help it would like to get from the other centres in the Exchange Programme .

- The Programme coordinator compiles the information from the information centres and produces an Exchange Programme Directory. The Exchange Directory has the name of each centre, its address, the name(s) of staff, and the description each centre has prepared. Each member in the Exchange will get a copy.
- The Directory is revised each year. Each centre sends the coordinator new information about itself.

## Using the Directory

Centres are encouraged to use the Directory and contact each other directly. Centres can work together in different ways. Some centres may wish to have regular exchange of documents. Sharing can be achieved by correspondence or by staff visits.

## Special Needs

If centres have requests for services or documents that are not mentioned in the Directory, they can contact the Coordinator of the SALIS Exchange Programme. The Coordinator will try to match the request with an information centre that can help.

## **Evaluation**

Centres that agree to a short- or long-term exchange report the agreement to the Programme coordinator. Evaluation of the Programme is based on these records.

## **To Join SALIS and its Exchange Programme**

Membership includes a subscription to *SALIS News* and a copy of the *Directory*.

- Full membership is \$50 per year for professional librarians and information specialists.
- Associate membership is \$25 a year for those with an interest in alcohol and other drug information. Not entitled to vote or hold office.
- Sponsoring memberships (institutions and agencies) are \$300.
- Institutions or agencies in UN-designated DCs or LDCs pay \$25 per year; the fee may be waived upon application.

To join or get further information about the Exchange Programme, complete the form on the following page. Send it to:

Bette Reimer  
Coordinator of the SALIS Exchange Programme  
Alberta Alcohol and Drug Abuse Commission  
10909 Jasper Avenue  
Edmonton, Alberta  
Canada T5J 3M9

or to

SALIS  
P.O. Box 9513  
Berkeley, CA 94709-0513  
U.S.A.



**SALIS Membership and Exchange Programme  
Information Request Form**

\_\_\_\_\_  
Name

\_\_\_\_\_  
Organisation

\_\_\_\_\_  
Address

\_\_\_\_\_  
Country

\_\_\_\_\_  
Telephone Number

\_\_\_\_\_  
Facsimile Number

Does your organisation have an Information Centre or are you thinking about setting up an Information Centre in the future?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please provide the following information if different from above:

\_\_\_\_\_  
Information Centre

\_\_\_\_\_  
Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
Contact Person

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## **Alcohol/Drug Organisations Offering Information**

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### **Addiction Research Foundation (ARF)**

33 Russell Street  
Toronto, Ontario, M5S 2S1  
Canada  
Telephone: (416)595-6144  
Faximile : (416)595-5017  
Contact: Margy Chan, Manager, Library Services

A collaborator of the World Health Organization, the ARF conducts research, develops prevention and rehabilitation programmes, and disseminates information. ARF aims to minimize the sufferings and losses associated with alcoholism and drug addiction.

The ARF Library has one of the world's most comprehensive collections on alcohol use and drug abuse.

Publications: Fact sheets, videos, reprints, books. Write to Marketing Department for the *Education Materials Catalogue*.

### **Alberta Alcohol and Drug Abuse Commission (AADAC)**

4th Floor, Pacific Plaza  
10909 Jasper Avenue  
Edmonton, Alberta, T5J 3M9  
Canada  
Telephone: (403)427-7303  
Faximile : (403)422-5237  
Contact: Betty Reimer, Librarian

AADAC offers treatment, education, and prevention programmes including information and training programmes for community professional groups and adolescents.

Publications: Books, training guides, educational curriculum. Write for *Resource Catalogue*.

**Alcohol and Drug Foundation**

1st Floor, 153 Park Street

P.O. BOX 529

South Melbourne, Victoria 3205

Australia

Telephone: (03)690-6000

Faximile : (03)690-3271

Contact: Rosalie Flynn, Information Coordinator

The Alcohol and Drug Foundation focuses on prevention and education. It provides information services to alcohol and drug workers, health and welfare professionals, students, and the general public.

Publications: Pamphlets, newsletter, education resource materials, discussion paper series. Write to the Information Service for free catalogue.

**Alcohol Research Group (ARG)**

Medical Research Institute of San Francisco and

University of California, Berkeley

1816 Scenic Avenue

Berkeley, CA 94709

USA

Telephone: (415) 642-5208

Contact: Andrea L. Mitchell

The Alcohol Research Group is one of 12 Federal Alcohol Research Centers funded by the National Institute on Alcohol Abuse and Alcoholism. The ARG Library has one of the largest alcohol and other drug collections in the world, including the core periodicals, reference works, books, documents, dissertations, and fugitive materials. This information source assists researchers and other professionals from various concerned disciplines.

The ARG conducts research concerning the use and abuse of alcohol and other drugs, related problems, and the various responses to these problems, including control, prevention, and treatment. ARG has an extensive publications list and publishes the *Drinking and Drug Practices Surveyor* (see Periodicals).

**Centro Italiano di Solidarita (CeIS)**

Via Attilio Ambrosini 129-00147  
Rome, Italy  
Telephone: 5407340/5405945  
Contact: Juan Corelli, Vice President

CeIS is involved in prevention, treatment, and rehabilitation. It also cooperates internationally in the development of social development programmes.

Publications: Write for catalogue.

**Department of Anti-Addiction Services**

Avenue Barbosa #414  
P.O. BOX 21414  
Hato Rey, Puerto Rico 00928-1474  
Telephone: 764-3670; 764-3795  
Contact: Isabel Suliveres de Martinez, Secretary

The Department plans, implements, administers, and evaluates alcohol and drug abuse programmes in the areas of prevention, treatment, and rehabilitation services.

Publications: Free health promotion and prevention materials available in Spanish.

**Finnish Foundation for Alcohol Studies**

Kalevankatu 12  
00100 Helsinki, Finland  
Telephone: 0-133-3462  
Contact: Klaus Mäkelä, Research Director

Founded in 1950, the Foundation supports research on alcohol use, on drinking as an individual and social problem and on the use of narcotics and drugs.

**Institute of Alcohol Studies**

Alliance House  
12 Caxton Street  
London SW1H 0QS  
United Kingdom  
Telephone: 01-2225880/4001  
Contact: D. Rutherford & A. McNeill

The Institute provides information and education services to the general public, the helping professions, industry, commerce, and trade unions. Publications: Fact sheets, leaflets,

reports, discussion papers. Publications are for sale. Write for a publications catalogue.

**Institute for the Study of Drug Dependence (ISDD)**

1-4 Hatton Place, Hatton Garden

London, EC1N 8ND

United Kingdom

Telephone: 01-430-1993

Contacts: John Witton, Head of Information Service or Philip Defriez, Head Librarian

ISDD cooperates with national and international bodies in the collection and dissemination of information on drug misuse. It maintains a reference library and information service, which is the country's major resource for information on the misuse of drugs and on drug dependency. The Institute develops training and teaching materials for drug education and conducts research in prevention and evaluation of drug problems and drug programmes.

Publications: A range of publications, including a current awareness bulletin and a bibliographical service. Write for publication catalogue.

**National Clearinghouse for Alcohol and Drug Information (NCADI)**

P.O. BOX 2345

Rockville, Maryland 20852

U.S.A.

Telephone: (301)468-2600

Contact: David Rowden, Project Director

NCADI is run by the U.S. Government Office for Substance Abuse Prevention. It offers information and services related to alcohol abuse, illicit drug use, and misuse of prescription drugs. NCADI answers questions and provides free pamphlets and other materials. It offers reference and referral services including online searching using in-house databases.

Publications: Pamphlets, booklets, fact sheets, directories. Write for free catalogue of publications.

**Rutgers University Center of Alcohol Studies**

P.O. Box 969

Piscataway

New Jersey 08855-0969

U.S.A.

Telephone: (201)932-4442

Contact: Penny Page, Librarian

The Center of Alcohol Studies focuses on research, education, clinical services, and information services. The Centre also serves as an international source of information on alcohol. The Centre publishes many materials including the *Journal of Studies on Alcohol*. The library holds one of the world's largest and most comprehensive collections of alcohol-related literature.

Publications: Write for free *Publications Catalogue*.

**The State Alcohol Monopoly of Finland  
(ALKO)**

Librarian and Information Service

P.O. Box 350

SF-00101 Helsinki 10, Finland

Telephone: (90)6091 706

Contact: Jarmo Heinonen, Information Specialist

ALKO Library and Information Service holds an international collection of alcohol literature. It serves those in need of information about the field. It will conduct literature searches for outside users on its internal data base and sends photocopies of documents to other libraries.

**Swedish Council for Information on Alcohol  
and Other Drugs**

Box 27302 S-102 54

Stockholm, Sweden

Telephone: (08)667-9720

Contact: Sonja Valverius, Head of Library and Documentation Centre

The Council is an information and resource centre that produces materials and runs training courses and conferences. It has a large library and an Information and Documentation Centre. The Centre produces an online bibliographic data base about alcohol and drugs, DRUGAB.

Publications: Although most publications are in Swedish, the Council publishes *Alcohol, Drugs and Traffic Safety* and *Drug*

*Abuse: Current Research on Alcohol and Drug Dependence in English.* Single copies are free.

**Trinidad & Tobago National Council on  
Alcoholism and Other Addictions**

William Guy House  
16 O'Connor street,  
Woodbrook, Port-of-Spain  
Trinidad, West Indies  
Telephone: 627-8213  
Contact: George H. Edwards

The Council's main responsibilities are to advance public understanding of alcoholism as a treatable disease, to educate the public about alcohol-related health and social problems, to cooperate with voluntary agencies, and to stimulate research on alcoholism.

Publications: *Bulletin*. Free.

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## **National and Regional Professional Organisations**

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The following organisations are made up of individual health professionals with an interest in drug problems. Most of the organisations are based in developed countries but may have activities and members in developing countries.

### **African Network of Alcohol and Drug Abuse**

Department of Psychiatry  
University College Hospital  
Ibadan  
Nigeria  
Contact: Professor A.O. Odejide

### **American Academy of Psychiatrists in Alcoholism and Addictions (AAPAA)**

P.O. Box 376, Greenbelt, MD 20770  
(301) 220-0951  
Dr. Sheldon Miller, President

Founded in 1985, the AAPAA includes more than 700 psychiatrists and residents in training. Its goals are to provide a forum for discussion of issues related to substance abuse; further education, research, and clinical work in the field; and assist in the development of appropriate standards of care for alcoholics and other drug-dependent persons. AAPAA facilitates worldwide communication among psychiatrists and others on issues and practices related to substance abuse and addiction.

### **American Society of Addiction Medicine (ASAM)**

12 W. 21st St.,  
New York, NY 10010  
U.S.A.  
(212) 206-6770  
James F. Callahan, Executive Director

The ASAM is a national medical specialty society of more than 3600 physicians interested in the diseases of alcoholism and other drug dependencies. Members work to extend and disseminate knowledge in these areas. A Certification Examination, testing knowledge but not competency, is offered to members who meet certain qualifications. ASAM was formerly known as the American Medical Society on Alcoholism and Other Drug Dependencies (AMSAODD).



**Federation of Non-Governmental  
Organisations Against Drug Abuse  
(FONGOADA)**

60 Horton Place  
Colombo 7  
Sri Lanka  
Nalini Ellawala, President

**National Federation of NGOs for Drug Abuse  
Prevention**

681 - Shad Bagh  
Lahore  
Pakistan

Founded in 1986 under the sponsorship of the Pakistan Narcotics Control Board, the group holds regular meetings.

**Sri Lanka Anti Narcotics Association (SLANA)**

121 Kinsey Road  
Colombo 8  
Sri Lanka  
Kumar Nadesan, President

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## **International Sources of Information and Assistance**

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The following organisations are sources of people with an interest in alcohol and other drug problems. The list is very selective. These organisations can be approached for membership, conference, and institute lists. If possible, specific sections of the organisations should be contacted.

### **International Organisations**

#### **Alcoholics Anonymous World Services, Inc. (AA)**

Box 459, Grand Central Station  
New York, NY 10163  
Telephone: (212) 686-1100

Alcoholics Anonymous is a worldwide fellowship of men and women "who share their experience, strength and hope with each other that they may solve their common problems and help others to recover from alcoholism." The only requirement for membership is a desire to stop drinking. AA has more than one and a half million members in the United States, Canada, and 112 other countries. It publishes a free catalogue of publications for members, the general public, and professional people. Directories of groups throughout the world are available to members.

#### **International Commission for the Prevention of Alcoholism and Drug Dependency (ICPADD)**

6830 Laurel Street, N.W.  
Washington, DC 20012  
U.S.A.  
Telephone: (202) 722-6729  
Ernest H. J. Steed, Executive Director

Founded in 1952, ICPADD is a multinational organisation with more than 250 members. It includes representatives of national public health committees and other individuals interested in the physical and social effects of alcoholism and other drug dependency. ICPADD serves as a liaison with similar groups around the world.

**International Council on Alcohol and Addictions (ICAA)**

Case Postale 189  
CH-1001 Lausanne  
Switzerland  
21 209865  
Telephone: 21-209 865  
Archer Tongue, Director

Founded: 1907. Members: 520 individuals and organisations from 72 countries. Staff: 5. Languages: French; corresponds in English. Multinational. Encourages interdisciplinary exchange of information and experience in research, prevention, treatment, and rehabilitation for alcoholism and other drug addiction. Organises training courses on substance abuse in developing countries. Sections include: Biomedical Issues on Drugs; Role of Nurses in the Treatment of Alcoholics.

**International Development Research Centre (IDRC)**

250 Albert Street  
Box 8500  
Ottawa, Ontario, Canada K1G 3H9  
Tel: (613) 598-0586  
Ivan Head, President

Established in 1970 by the Canadian government, the centre supports and stimulates scientific, technical, and health research for the benefit of developing countries. Special areas of activity include Health Sciences and Information Sciences.

**International Federation of Non-Government Organisations for the Prevention of Drug and Substance Abuse (IFNGO)**

PEMADAM Malaysia  
8 Janan Ledang  
50480 Kuala Lumpur  
Malaysia  
Mr. Mustapha Ma, Honorary Secretary

IFNGO's members are mostly in Asia with some members from the United Kingdom, United States, and Italy. It's annual meetings are held in Asia.

**International Organization of Good Templars  
(IOGT)**

Keyersgate 1  
N-0165 Oslo 1  
Norway  
Tel: 02-20 80 21  
Contact: Bruse Heilmer, Executive Director

IOGT works under the principle of temperance. 2.5 million members in 50 countries. Activities include temperance work, public alcohol control policy, information centres, cultural activity, and development work.

**Narcotics Anonymous (NA)**

World Services Office  
P.O.Box 9999  
Van Nuys, CA 91409  
U.S.A  
Tel: (818) 780 3951

Coalition of recovering addicts worldwide who bring help to others seeking recovery. Annual conferences.

**Organization of American States (OAS)**

Inter-American Drug Abuse Control Commission (CICAD)  
1889 F Street, NW  
Washington, DC 20006-4499  
Tel: (202) 458-3000

CICAD was set up by the 31 member states of the OAS to develop, coordinate, evaluate, and monitor the implementation of the Inter-American Program of Action of Rio de Janeiro against the Illicit Use and Production of Narcotic Drugs and Psychotropic Substances and Trafficking Therein. As a part of its programme for action, CICAD is developing an Inter-American network of information centres in cooperation with 13 regional and subregional organisations. The CICAD Inter-American Documentation Centre at OAS headquarters in Washington, DC, serves as the central clearinghouse. The Centre has a computerized entry and retrieval system of prevention materials and member country laws and treaties. It has created the Inter-American Data Bank for storage and retrieval of statistics on all aspects of drug trafficking and abuse in the Americas and is promoting uniform data collection and reporting.

**Pan American Medical Association (PAMA)**

222 Kent Terrace,  
West Palm Beach, FL 33407,  
U.S.A.  
Telephone: (305) 832-0296  
Joseph J. Eller, M.D., Director General

Founded: 1925. Members: 6,000. Languages: English. Multinational. Fosters the exchange of medical information and research results among physicians in Western Hemisphere countries. Allied sections include Alcoholism; Drug Abuse and Narcotic Addiction.

**United Nations Division on Narcotic Drugs  
United Nations Fund for Drug Abuse Control  
(UNFDAC)**

Vienna International Centre  
P.O.Box 500  
A-100 Wien  
Austria  
Tel: (43 222) 2631-4100  
Contact: Francisco Ramas-Galino, Director; Giuseppe di Gennaro, Assistant Secretary General and Executive Director

Provides assistance to countries and regions whose resources are insufficient to combat the many aspects of drug abuse problems. Trust-Fund agency of the U.N. Programmes include rural development projects as well as prevention via attitude changing and public opinion campaigns. Also include rehabilitation of drug addicts and law enforcement. Implementation of programmes based on formal requests for assistance from governments.

**World Health Organization (WHO)**

Office of Library and Health Literature Services  
1211 Geneva 27  
Switzerland  
Tel: (022) 791 21 11  
TELEX: 415 416  
Facsimile: (022) 7910746  
Contact: Adrian Senadhira, Technical Services Librarian

The World Health Organization is a specialised agency of the United Nations with headquarters in Geneva. WHO's Programme of Health Information Support makes available valid scientific, technical, managerial, and other information relat-

ing to health. The Programme has developed a cooperative network of libraries and information centres (listed here under National and Regional Health and Substance Abuse Information Centres). The WHO Library has produced a modular ready-to-use library package that is being tested in the Regional Office for Africa. The package includes WHO documents and periodicals and bibliographic files for use on a microcomputer. It also offers lists of necessary shelving, equipment, space requirements, and methodology for maintenance and training. Many publications about alcohol and other drug abuse are available from WHO Headquarters and from regional offices. Write and ask for a publications catalogue and to have your name added to the address list for WHODOC, a bimonthly list of recent WHO publications and documents. WHO has six regional offices:

#### **AFRICA**

**WHO-AFRO**  
P.O.Box 6  
Brazzaville  
Congo  
Tel: 83 38 60-65  
Facsimile: 83 18 79

#### **THE AMERICAS**

**WHO-AMRO**  
523 23rd Street, N.W.  
Washington, D.C. 20037  
USA  
Tel: (202) 861-3200  
Facsimile: (202) 223-5971

#### **EASTERN MEDITERRANEAN**

**WHO-EMRO**  
P.O.Box 1517  
Alexandria 21511  
Egypt  
Tel: 48 202 23  
Facsimile: 48 38 916

#### **EUROPE**

**WHO-EURO**  
8 Scherfigsvej  
DK-2100 Copenhagen  
Denmark  
Tel: 31 29 01 11  
Facsimile: 31 18 11 20

## WESTERN PACIFIC

WHO-WPRO  
P.O.Box 2932  
United Nations Avenue  
1099 Manila  
Philippines  
Tel: 521 84 21  
Facsimile: 52 11 036

## SOUTH-EAST ASIA

WHO-SEARO  
SEARO Library, World Health House  
Indraprastha Estate, Mahatma Gandhi Road  
New Delhi 110002  
India  
Tel: 11 331 7804  
Facsimile: 11 331 8607

## **International and Regional Library Organisations**

**Commonwealth Library Association**  
COMLA  
P.O.Box 40  
Mandeville, Jamaica  
Tel: 809 962 0703  
Contact: Joan E. Swaby

The association was founded to create and consolidate professional ties and to improve the quality of library service. It holds training seminars, workshops, and projects. It has a documentation centre with an extensive newsletter collection at the University of West Indies at Mona Jamaica. The association holds meetings every 3-4 years.

## **Congress of Southeast Asian Librarians (CONSAL)**

National Library Building, Room 301  
T.M. Kalaw Street  
Ermita, Metro Manila  
Philippines  
Tel: 2-590 177  
Contact: Dr. Serafin D. Quiason, Chair

The Congress promotes library education and librarianship as well as documentation for Southeast Asia. It cooperates with regional and international organisations and holds a triennial congress.

**International Association for the  
Development of Documentation, Libraries  
and Archives in Africa (AIDBA)**

Présidence de la République

Kinshasa

Zaire

Contact: M. Masens-Mukis

The association was formed to bring together people aware of the importance of documents. Its purpose is to safeguard documents, develop libraries and documentation centres, and to publicise related activities. The association gives courses and awards grants for the training of information science personnel. It provide assistance to less developed countries for the development of documentation centres.

**International Federation for Documentation  
(FID)**

Postbus 90402

NC-2509 LK The Hague

Netherlands

Tel: 60 69 15

The Federation conducts research in documentation and information science and promotes the Universal Decimal Classification System. It provides training and documentation in developing countries and conducts a current awareness service on research in librarianship and documentation. Members meet every 2 years. Membership is open to individuals and organisations (national and international).

**International Federation of Library  
Associations and Institutions (IFLA)**

Postbus 95312

NL-2509 CH The Hague

Netherlands

Tel: 070 140884

TELEX: 34402 kb ni

Contact: Paul Nanta, Secretary General

IFLA is the largest and broadest-based of the international library associations. It was established to promote cooperation in librarianship and bibliography. It has a Working Group for Developing Countries in Kuala Lumpur and supports UNISIST (World Service Information System). Its programmes promote international loan and exchange.



Publications include: IFLA Working Group for Developing Countries. Newsletter (Contact: M.E.Gil, editor, P.O.Box 64, Bridgetown, Barbados, West Indies)

**Latin American and Caribbean Health Sciences Information Center**

Rua Botucatu 862, Villa Clementino

P.O.Box 20381

04023 Sao Paulo

Brazil

Tel: (55 11) 549 2611

Contact. Dr. Fernando Rodriguez Alonso

The centre seeks to improve health care in Latin America and the Caribbean by integrating health science libraries and facilitating access to medical literature. It supports the development and use of scientific communications in the health field. It seeks to establish working relations and exchange of services with other regions of the world. It publishes manuals and standards for library operations.

**Latin American Centre for Economic and Social Documentation (CLADES)**

Viticura 3030

Casilla 179-D

Santiago de Chile

Chile

Tel: 48 50 51

Contact: Claudionar Evalgelista, Director

The Centre is an office of the United Nations' Economic Commission for Latin America and the Caribbean. It promotes and supports national documentation and information services in Latin America. It supports technologies capable of promoting transfer of bibliographic information. It coordinates initiatives in the field and seeks to avoid duplication of efforts and investment. The Centre maintains two computer data bases of development information: CAPLAN, with documents on planning; and CONTACT, a data base about information and documentation experts.

**Pan African Documentation and Information System for Social and Economic Development (PADIS)**

c/o United Nations Economic Commission  
P.O.Box 3001  
Addis Ababa  
Ethiopia  
Tel: 44 72 00  
Contact: D.E. Benzine

Identifies, collects, processes, and disseminates Africa's information resources. Promotes information exchange in support of regional and subregional technical cooperation and economic interactions. PADIS supports a computer information centre network. The network serves as training centres for information storage, retrieval, and transmission. These data banks are being developed in a telecommunications network. Supports documentation in Arabic, English and French.

**UNESCO**

UNESCO Division of General Information Programme (PGI)

7 place de Fontenoy  
75700 PARIS, France

Tel. 45 68 10 00, Telex 204461 Paris, Cables: Unesco Paris

The Programme was set up in 1976 to assist United Nations member states in developing information systems and services. PGI has helped to set up permanent regional education and training facilities and supports national education and training programmes in many countries. Some of the countries with projects in progress are the Congo, Kenya, Sri Lanka, Tunisia, China, Bangladesh, and the Caribbean region.

- *Review of the General Information Programme (1977-1987)*. Brochure. 1988.
- *Unisist Newsletter*. Quarterly. Free. Provides current information on UNESCO's activities in the field of scientific and technological information, documentation, libraries, and archives. Published in Arabic, English, French, Russian and Spanish.

In many countries, the shortage of foreign currency makes it hard to import books and other publications. In some of these countries, UNESCO coupons, whose value is expressed in U.S. dollars, are sold for national currency to educators, research workers, and students. UNESCO coupons are used as payments for foreign goods. Each country has a limited number of

*Sources of Assistance*

**coupons, which can be obtained from the national distributing body in the country concerned. A local librarian can provide the name of the national distributing body.**

**A library in your country may have a complete collection of UNESCO publications. The national commission for UNESCO in your country can help you get UNESCO publications as well as a complete catalogue of all UNESCO publications.**

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## National and Regional Health Information Centres

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This list of centres was gathered with assistance from many people and several organisations. The World Health Organization provided a listing of libraries that participate in the WHO Health Libraries Network. These libraries have been designated by member states as National Focal Point Libraries. Also included are information centres developed with assistance from the International Development Research Centre (IDRC) in Canada and centres developed with assistance from the Asia/Near East Regional Narcotics Education Program (RNE) of the U.S. Agency for International Development.

WHO National Focal Point Libraries collect the health and biomedical literature produced in their country and index it. They hold collections of WHO publications and make them available to all researchers.

Centres developed with assistance from the RNE collect and make available journals, books, and other information about drugs of abuse.

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### Africa

### BURUNDI

#### BÉNIN

Direction des Etudes et de la  
Planification  
Ministère de la Santé publique  
B.P. 882  
Cotonou  
(WHO)

Bibliothèque  
Faculté de Médecine  
Université du Burundi  
B.P. 1020  
Bujumbura  
(WHO)

#### BURKINA FASO

Direction des Etudes, de la  
Planification et des Statistiques  
sanitaires (DEPSS)  
Ministère de la Santé et de l'Action  
sociale  
B.P. 7009  
Ouagadougou  
(WHO)

#### CAMEROON

Information on Public Health and  
Traditional Medicine  
Institut de recherches médicales et  
d'étude de plantes médicinales  
Ministère d'enseignement supérieur et  
de la recherche scientifique  
Yolande  
(IDRC)

**CHAD**

National Documentation Centre on  
Public Health  
Ministère de la Santé Publique  
B.P. 440  
Njamena  
(IDRC)

**ETHIOPIA**

Central Medical Library  
Addis Ababa University  
P.O. Box 1176  
Addis Ababa  
(WHO)

**KENYA**

African Medical and Research  
Foundation Headquarters  
Wilson Airport  
P.O. Box 30125  
Nairobi

**LIBERIA**

A. M. Dogliotti College of Medicine  
University of Liberia  
P.O. Box 277  
Monrovia  
(WHO)

**MALAWI**

Library  
Lilongwe School for Health Sciences  
P.O. Box 30386  
Lilongwe  
(WHO)

**MAURITIUS**

Library  
Ministry of Health  
Emanuel Anquetil  
Port Louis  
(WHO)

**NIGERIA**

E. Latunde Odeku Medical Library  
College of Medicine  
University of Ibadan  
Ibadan  
(WHO)

**SÃO TOMÉ AND PRINCIPE**

Direction du Plan  
Ministère de la Santé  
São Tomé  
(WHO)

**SENEGAL**

Bibliothèque  
Ministère de Santé publique  
Dakar  
(WHO)

**SEYCHELLES**

Medical Library  
Victoria Hospital  
P.O. Box 52  
Botanical Gardens  
(WHO)

**SIERRA LEONE**

Medical Library  
Connaught Hospital  
Freetown  
(WHO)

**UGANDA**

Albert Cook Library  
Makerere Medical School  
Makerere University  
P.O. Box 7072  
Kampala  
(WHO)

**UNITED REPUBLIC OF TANZANIA**

Medical Library  
Faculty of Medicine  
University of Dar es Salaam  
Muhimbili Medical Centre  
P.O. Box 65012  
Dar es Salaam  
(WHO)

**ZIMBABWE**

Medical Library  
University of Zimbabwe  
P.O. Box MP 45  
Mount Pleasant  
Harare  
(WHO)

**Americas**

**SOUTH AMERICA**

South American Information Center  
on Drug Dependence  
Permanent Secretariat of the South  
American Agreement on Narcotic  
Drugs and Psychotropic Substances  
Combate de los Pozos, Numero 2133  
Buenos Aires, 1245  
Argentina  
Tel: 1-230-986  
Contact: Dr. Carlos Norberto Caglioto,  
Executive Secretary

The Secretariat comprises representatives of South American Governments working together to support, harmonize, and implement drug control programmes and legislation in accordance with international agreements. It studies trends in abuse and trafficking and fosters exchange of information on trade and treatment. It has a library with a computerized database and holds annual conferences.

**ARGENTINA**

Centro de Documentación  
Organización Panamericana de la  
Salud  
Marcelo T Alvear 684  
Buenos Aires  
(WHO)

**BOLIVIA**

Biblioteca  
Facultad de Ciencias de la Salud  
Universidad Mayor de San Andres  
Avenida Saavedra 2246  
La Paz  
(WHO)

**BRAZIL**

Centro Latino-Americano e do Caribe  
de Informação em Ciências da Saúde  
- BIREME  
Organização Pan-Americana de Saúde  
Rua Botucatu 862, Vila Clementino  
Caixa Postal 20381  
04023 São Paulo, CEP  
(WHO)

**CHILE**

Biblioteca Central  
Facultad de Medicina  
Universidad de Chile  
Avenida Independencia 1027  
Casilla 70001  
Santiago 7  
(WHO)

**COLOMBIA**

Centro de Documentación  
Federación Panamericana de  
Asociaciones de Facultades  
(Escuelas) de Medicina  
Calle 123 no. 8-20  
Bogotá  
(WHO)

**COLOMBIA (continued)**

National Health Information Network  
Office of Education Research  
FEPAFEM  
Calle 93 B.N. 9-10  
Bogotá  
(IDRC)

**COSTA RICA**

Biblioteca Nacional de Salud y  
Seguridad Social  
Caja Costarricense de Seguridad Social  
Apartado de Correos 10105  
San José 1000  
(WHO)

**CUBA**

Sistema Nacional de Información de  
Ciencias Médicas y Centro Nacional  
de Información de Ciencias Médicas  
Ministerio de Salud Pública  
Calle 23 No. 177 - Vedado  
Habana  
(WHO)

**DOMINICAN REPUBLIC**

Centro de Documentación en Salud  
Facultad de Ciencias de la Salud  
Universidad Autónoma de Santo  
Domingo  
Apartado Postal 559-2  
Santa Domingo, D.N.  
(WHO)

**ECUADOR**

Banco de Información Científico-  
Médica  
Facultad de Ciencias Médicas  
Universidad Central del Ecuador  
Iquique y Sodiro  
Apartado 6120  
Quito  
(WHO)

**EL SALVADOR**

Biblioteca  
Facultad de Medicina  
Universidad de El Salvador  
Ciudad Universitaria Final 25 Ave.  
Nte.  
San Salvador  
(WHO)

**GUATEMALA**

Centro de Información de la Dirección  
General de Servicios de Salud  
Ministerio de Salud Pública y  
Asistencia Social  
Guatemala  
(WHO)

**HONDURAS**

Biblioteca Médica Nacional  
Edificio de Ciencias Médicas  
Detrás del Hospital Escuela  
Tegucigalpa DC  
(WHO)

**JAMAICA**

Medical Library  
University of the West Indies  
P.O. Box 107  
Mona  
Kingston 7  
(WHO)

**MEXICO**

Unidad de Servicio de Información  
Científica y Tecnológica - USICYTS  
(Antiguo Cenids)  
Insurgentes Sur, 1397 - 2° Piso  
Col. Insurgentes Mixcoac  
Del. Benito Juárez  
03920 México D.F.  
(WHO)



**NICARAGUA**

Centro Nacional de Información y  
Documentación en Salud  
Ministerio de Salud  
Complejo Cívico "Camilo Ortega" 22  
Managua DN  
(WHO)

**PANAMA**

Centro de Inf. y Doc. Científica y  
Tecnológica  
Vicerectoría de Investigación y  
Postgrado  
Universidad de Panamá  
Ciudad Universitaria Octavio Mendes  
Pereira  
Estafeta Universitaria  
Panamá  
(WHO)

**PARAGUAY**

Departamento de Recursos Humanos  
Centro Médico Nacional  
Ministerio de Salud Pública y  
Bienestar Social  
Calle Brasil y Petrossi  
Asunción  
(WHO)

**PERU**

Biblioteca  
Facultad de Medicina  
Universidad Peruana Cayetano  
Heredia  
Calle Honorio Delgado 430  
Apartado 2563  
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