Overview of the visit by ACBF to the ECDPM and other Maastricht organisations
28 August – 5 September 2003

This document provides an overview the programme, its objectives, the participating organisations and the visit schedule. The visit took place in early September 2003. The concluding observations discussed at the wrap meeting are also included.

More information about the organisations and their information centres should be sourced from the relevant person within the organisation as this document is by no means substantial and can be used as a brief reference. The information constrained in this document form sourced from the organisations’ websites.

Objectives of the visit

Working with the ECDPM, EUFORIC, eland, United Nations University Intech, the European Institute of Public Administration, Maastricht School of Management and the University of Maastricht based in Maastricht, the purposes of the study visit were to:

- Explore the implementation of on-line or digital, Information management program at the host institution;
- Discuss lessons learned (from the local perspective) in achieving information management goals;
- Identify next-generation ACBF needs for information management;
- Reflect on the extreme practical and conceptual difficulties in developing "hybrid" library services by bringing together through a single interface access to print, electronic and internet resources;
- Gain insight in the strategy of other players (Capacity Building Library & Information Systems) on the market;
- Gain knowledge of the context within which libraries now need to change in major ways, including major digital library challenges, new visions for libraries, new ways of supporting Capacity Building Information needs, and innovation and potential new roles for libraries and librarians;

The visit combined a theoretical and practical approach.

Summary observations at the concluding meeting

The participating organisations agreed to explore practical strategies to enhance information sharing and collaborate on capacity building activities. Some key observations include:

- Online services in the various library are clearly focussed on the users
- Networking is essential between organisations at different levels.
- The need for high level and bilateral cooperation will complement networking activities
- Libraries can be proactive in making digital and print material available within the constraints posed by budgets
- Joint initiatives such as publications, research studies, workshops could a entry point for bilateral discussions between the participating organisations.
- The ACBF plans investigate joint initiatives with other African organisations such as the African Development Bank, UN Economic Council for Africa and UNDP.
- The ACBF will look at the development of special collections for the AU and NEPAD.
- Issues related to the users, access copyright are common between various organisations, but the tactics to solve them are different and thus learning from one another is a key component of managing a changing environment.
- ACBF is an information source in Africa about Africa and its global context.
Overview of Participating organisations and their information centres

The African Capacity Building Foundation, Zimbabwe
www.acbf-pact.org

Background of the organisation
In the context of the ACBF mandate, especially interest on the Foundation’s activities of Building Sustainable Capacity for Poverty Reduction in Africa, the Library and Information Centre’s mission is to enable staff and users to obtain with the greatest speed, convenience and economy, materials and information needed in the execution of their duties.

The Role of the Information Centre
The Information Centre perform the role of providing in-house automated bibliographical and reference services to ACBF professional staff in support of their ongoing projects as well as acting as an information and reference center in capacity building literature to local and foreign researchers, policy-makers, staff and members of other organizations, government ministries, tertiary institutions and the public sector.

Collection
The library collection is strong in the development field in sub-Saharan Africa; economic policy analysis and management; financial management and accountability; strengthening of national statistics; public administration and management; professionalisation of the voices of the private sector and civil society; gender issues and other areas of interest.

The library collection is constantly reviewed and renewed to meet current and anticipated organizational needs in priority areas. The library has a collection of 10,000 books, pamphlets, reports and other documents. The library receives over 25 newsletters and subscribes to 30 serials titles.

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Fax: (263-4) 702915
E-mail: root@acbf-pact.org
Website: www.acbf-pact.org

(See on-line library template at the end of the document)
Eland, Germany/Netherlands
www.eadi.org/eland

Background to the organisation
Through a single search facility, the ELAND service provides access to a wealth of development information resources held by institutes in different parts of Europe. It covers some of the best specialist development research libraries, as well as leading online information sources. Altogether, more than 1 million individual records can be accessed.

Using modern cross-database searching techniques, ELAND allows nine separate databases held in eight different locations to be searched at the same time. There are a variety of search and browse options and results can be viewed in several different ways.

The service includes a powerful multilingual keyword system covering keywords and country names in English, French, Spanish and German.

The Eland project originated in 1997 at the Paris meeting of the Information Management Working Group which is part of the European Association of Development Research and Training Institutes (EADI). The ELAND project is endorsed by the Executive Committee of EADI.

Partners
The ELAND core group has been working together for several years, and has developed a high level of trust and cooperation, factors that will be crucial in the implementation of the Project. It brings together a strong range of complementary skills and capabilities, plus some of the richest information resources in Europe - both online and in print. The core members are as follows:

CDR - Centre for Development Research (Denmark)
Contact: Svend Erik Lindberg-Hansen

DSE - German Foundation for International Development (Germany)
Contact: Johannes Kleinschmidt

EADI - European Association of Development Research and Training Institutes
Contact: Thomas Lawo

ECDPM - European Centre for Development Policy Management (Netherlands)
Contact: Klaus Hoefsloot

Fundació CIDOB - Centre d'Informació i Documentació Internacionals a Barcelona (Spain)
Contact: Anna Borrull

IDS - Institute of Development Studies (UK)
Contact: Geoff Barnard

IUED (Switzerland)
Contact: Rene Barbey

One World Europe (Netherlands)
Contact: Chris Addison

Contact
Chris Addison
Consultant

Thomas Lawo
Executive Secretary

European Association of Development Research and Training Institutes
Kaiser-Friedrich-Strasse 11
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Germany

Telephone: +49-228-2618101
Fax: +49-228-2618103
General E-mail: postmaster@eadi.org
Background to the organisation

Europe's Forum on International Cooperation - Euforic - is the focal point on the Internet and beyond for communities involved in Europe's international cooperation. More and more organisations use Euforic as the platform for debating topical issues and highlighting their latest information. It is a powerful answer to the need for more transparency on Europe's international cooperation, as Euforic improves the access to scattered information on the Internet, and brings people together.

Euforic is an independent non-profit Cooperative owned by the members who influence its development and orientation. Membership is open to any organisation that is committed to sharing information, and has shown itself to be contributing to the aims of international cooperation.

Current members include leading research organisations, NGOs, advisory groups, governmental agencies and NGO networks. The variety and standing of the organisations involved ensures that Euforic offers visitors quality information on the key debates in the sector and guarantees the strength of the basic concept of Euforic.

Information Centre

Euforic focuses on European development cooperation policies and related issues. The web site contains a wealth of information of various kinds and in different languages. The main audiences are experts and students in development issues from all over the world.

Several thousands of documents are presented in full text. Other types of information - such as a calendar of activities, directories, country specific information and discussions - complete the broad spectrum of Euforic's content.

Electronic conferencing is becoming increasingly important today. As a multi-actor forum, Euforic is the ideal place for discussions to take place, thus facilitating dialogue between the various actors in Europe's international cooperation. Euforic stimulates further coordination of Europe's policy on international cooperation, and supports the involvement of the actors in the South.
Background to the organisation
Our mission, in short, is to help make ACP-EU development policies work. The Centre works with the ACP countries to ensure more effective use of the development policies and instruments offered by the EU and its Member States. We have two long term objectives:

- To enhance the capacity of public and private actors in ACP and other low-income countries.
- To improve cooperation between development partners in Europe and the ACP region.

To achieve these objectives, the Centre focuses on four interconnected themes:

ACP-EU Trade Relations
Political Dimensions of Partnership
Actors of Partnership
Donor Reform

Communication information and Technology
The specific objectives of the strategy are:

To develop and promote innovative communication processes and tools among stakeholders in the EU and ACP countries, amongst others through partnerships and networks with organisations and individuals for information sharing and networking;

To provide internal technology systems, institutional strengthening and support services to the organisation;

To measure progress in information and communication by developing key indicators and evaluative techniques.

The ECDPM communication's approach focuses on matching of the communication process, the informational needs and the technology. The matching is about creativity, simplicity and uniqueness. It's about sharing information, building communities and exchanging knowledge. It's about harnessing the most appropriate technology for enhancing and creating knowledge. It's about inventing new ways of tackling recognised challenges.

Activities
Promoting innovative communication processes and tools

In a changing world, new developments arising from the monitoring of international trends allows for the cluster to adjust its programme to meet the needs of the clients, partners and enablers. The focus of the communication, information and technology cluster is on communication and networking for knowledge generation and exchange.

Systematisation
The provision of internal technology systems and its application to the organisation is a key focus of this component. These internal systems will be continuously reviewed for appropriateness and efficiency. In this regard, the cluster continues the following systems:

- Technology
- Application of technology (contacts database, library database, travel system, activities database, content management system, internal discussion platforms);
- Hosting services
- Editorial, translation and publication services;
- Internal information resources (literature research, memberships, subscriptions).

Monitoring and evaluation
The monitoring of the dissemination of the ECDPM products through a geographical extent (coverage) and through the number of interactions (intensity) will provide us an indication of the impact we have. Intensity is a function of the composite number of publications, visits, case studies and infield events in a particular region or country. This monitoring will be developed into action-oriented evaluation, which will include the qualitative as well as the quantitative dimensions of impact.

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5, rue Archimède
1000 Brussels
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telephone: +32-(0)2-237 43 10
fax: +32-(0)2-237 43 19
Background to organisation
The European Institute of Public Administration (EIPA), created in 1981, is an independent institute carrying out training and research on public administration and European policies, providing a variety of services to the administrations of the Member States and the candidate countries as well as to the EU institutions in support of their tasks and responsibilities related to European integration. The general aim of the Institute is to support the European Union and its Member States and the countries associated with EIPA by providing relevant and high quality services to develop the capacities of public officials in dealing with EU affairs by way of training, applied research, consultancy and publications. The European Commission contributes to EIPA’s activities and publications through the European Union budget.

Information Centre
Eipa's library houses a collection of some 25,000 volumes on European issues, political science, law and economics. EIPA has access to several databases, via Internet and on CD-ROM. The monographs and the periodicals cover the main interests of the Institute. The monographs cover EIPA's main subject areas of interest and are following:

- National and European Law.
- European Public Administration and Public Management.
- European Policies.
- External Relations of the European Union.
- International and European Economy.

The serials are mainly in the economic field, such as the different statistical yearbooks and the OECD economic surveys and outlooks. It also subscribes to approximately 350 periodicals.

In 1990, EIPA was granted the status of a “European Documentation Centre” (EDC), which means that it receives all official publications from the European Union institutions in English. However, the main EU documents are also available in French.

Contact
Veerle Deckmyn:
Head of Division
Maastricht School of Management
www.msm.nl

Background to the organisation
The Maastricht School of Management's mission is to contribute to excellence in global management education and practice. This mission is fulfilled through the design of quality educational programs embodying the needs and aspirations of the respective environment. The coverage is global. Efforts are being made to develop a balanced response between the needs of transition economies and mature market economies.

Applied research is an essential activity in any school that provides management education, particularly at the graduate level. This applied research combined with global technical assistance and consultancy support enhances the teaching component of the delivery process at MsM. All three activities are essential to enable MsM to be the Center of Excellence in management education and practice. MsM aspires to be the “Center of Excellence” in professional management education through its Masters in Business Administration (MBA) degree and the Doctor of Business Administration (DBA) degree, while academic recognition is embodied in the Doctor in Philosophy (PhD) degree.

Information Centre
The improved Information Centre of MSM specializes in English language literature in the fields of management, finance, information technology, operations, environment, accounting, marketing and economics.

Collection
The Information Centre contains about 14,000 books and has subscriptions to 60 periodicals. In addition there is a growing collection of videotapes and other materials such as annual reports, research papers, newspapers, case studies, dictionaries, encyclopedias and statistical information. An international thesaurus is used to classify the materials.

Virtual Library and Databases
MSM Information Centre uses the library systems Libero. Users have access to the catalogue through Internet and this is known as the “Virtual Library”. The “Virtual Library” can be found in the menu “Student Services”, option “Information Centre” on the MSM home-page (http://www.msm.nl).

The Information Centre has several options available via the home-page:
1. Library Links
2. Country Information
3. Companion Websites
4. Electronic Publications
5. EBSCO Databases

Business Source Premier
This database, designed specifically for business schools and libraries, contains 2,583 full text scholarly journals and business periodicals covering management, economics, finance, accounting, international business and much more.

Facilities
The computers in the Information Centre are fully equipped with multimedia monitors, cd-rom driver, Internet access and many software applications. Scanning and (colour) printing facilities are also available in the Information Centre. A CD-writer is installed on every computer in the Information Centre.

Contact
Manager: Iris Hamelers-Weijenberg, BA
Assistant: Lourense Das, BA
Assistant: Silvia Nava, MA
E-mail Information Centre: infocenter@msm.nl

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6201 BE Maastricht
The Netherlands

Phone +31 43 387 08 08
Fax +31 43 387 08 00
E-mail
General Information: info@msm.nl

Reception: reception@msm.nl
United Nation University Institute for Technology

Background to the organisation
The Institute for New Technologies of the United Nations University (UNU/INTECH) was set up in Maastricht, The Netherlands by the Council of the United Nations University in 1990.

UNU/INTECH is a Research and Training Centre (RTC) of the United Nations University. UNU is an international community of scholars engaged in research, postgraduate training and the dissemination of knowledge aimed at furthering the purposes and principles of the Charter of the United Nations.

Within the UNU family, INTECH conducts research and policy-oriented analyses and undertakes capacity building in the area of new technologies: the opportunities they present, the vectors for their generation and diffusion and the nature of their economic and social impact, especially in relation to the developing countries.

UNU/INTECH's mission is to stimulate dialogue and to develop and diffuse quality information in the area of its mandate. In addition to its research, the Institute provides advanced academic training through a PhD programme and undertakes capacity building through its PhD internship programme, workshops and joint research projects with institutes and individuals in the developing world. Results of its research are published in peer reviewed journals, as books and as INTECH discussion papers.

Information Centre
The library of the UNU/INTECH is a special library, which supplies the information demands of staff and students of the institute. The main objective of the library is to assist the research staff and acquire materials accordingly.

Collection
The library collection encompasses approx. 4,500 monographs and reference books, and 80 serials and paper series. Acquisition is specifically focussed on the field of innovation and new technologies and the economic and social impact thereof on developing countries. A special interest is taken in the acquisition of online databases and other electronic publications and Internet resources. The collection is made accessible by an automated library catalogue (OPAC) and is classified using the UN/OECD Macro-thesaurus and the ISBD/FOBID cataloguing rules, which guarantee easy retrieval.

The monographs, reference books and journals are to be found on the ground floor of the library building, papers (serials) and “grey” literature are to be found on the first floor, the second floor of the building has been equipped as a study room.

As July 2001 the UNU Institute for New Technologies (INTECH) library catalogue became available on line through our website. The library's holdings are specialized in the field of science, technology and innovation issues with particular attention to publications and papers on developing countries:

The INTECH Virtual Library is a collection of freely accessible links. Some of the online databases however are only available from the INTECH Library itself.

Online catalogues are links to various libraries in the Netherlands and abroad.

Online databases are a selection of statistical and reference databases.

Online publications are a selection of freely accessible links to “full text” available publications.

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University of Maastricht

Background to the organisation
The University of Maastricht is a young fast growing university. Since her official opening in 1976, the university has found a unique position amongst the Dutch universities for her student centred teaching programmes and her international orientation. The University comprises seven facilities and a University College. 11 000 students attend courses and 3000 faculty and support staff are based at the University.

The University Library
The aim of the University library is to support education and research of the university through provision of documentation and electronic information. The University Library has no separate faculty or institute libraries; there is one library in two locations. The faculties of health science, life sciences, medicine, psychology and for the Academic Hospital in Maastricht are concentrated in the library in Randwijk, with a supplementary psychiatry collection in the Vijverdal Library. The facilities for the faculties of art and culture, economic and business administration, general science, law and the University College Library are located in the Inner City Library. Although the university library is relatively young, it has a large collection of 15th century documents from Jesuit collections.

The electronic and print collections in the library and learning and resource centres are developed on the basis of faculty requirement with faculty staff being responsible for the selection of much of the literature. The library cooperates national and internationally to enhance its own collections.

The role of libraries is undergoing change. To support education and research adequately in time of technological innovation, the Library is developing into a digital library. The focus is on access to full text information and not just references. To facilitate access to and services from an increasing range of digital resources, the library is implementing an information portal. A digital library implies a higher level of user support and the development of a self explanatory library has a high priority. In the face of new development, the traditional library should not be neglected. The library maintains its collections, provides efficient services and creates a pleasant work environment for students and staff.

Contacts
John Gilbert
Director : Library Services
Universiteitsbibliotheek Binnenstad
Grote Looiersstraat 17
6211 JH Maastricht
http://www.ub.unimaas.nl/
Information
043 - 3885005
InterLibrary loans
043 - 3885003
<table>
<thead>
<tr>
<th>Date and time</th>
<th>Institution</th>
<th>Place</th>
<th>People</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thursday 28 August</td>
<td>ECDPM</td>
<td>OLV Plein 21, Maastricht</td>
<td>09h00 Klaus Hoefsloot, Ivan Kulis, Jacque Dias, Ad Notten</td>
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<td></td>
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<td>043 350 2900</td>
<td>11h30 Heather Baser</td>
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<td>13h00 -14h30 Paul Engel, Bridget McBean</td>
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<td>15h30 Bridget McBean</td>
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<td>Friday 29 August</td>
<td>EUFORIC</td>
<td>Wycker Grachtstraat 37,</td>
<td>09h30 Hubb Mudde coordinator</td>
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<td>Communiq/ELAND</td>
<td>OLV Plein 21, Maastricht</td>
<td>12h30 Chris Addison, ICT consultant</td>
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<td>Monday 1 September</td>
<td>United Nations</td>
<td>Keizer Karelplein, 19,</td>
<td>09h00 Banji Oyeyinka, Senior Researcher</td>
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<td>University Technology</td>
<td>Maastricht</td>
<td>Wangu Mwangi, Communications</td>
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<td>043 350 6300</td>
<td>Mr. Ad Notten librarian</td>
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<td>Tuesday 2 September</td>
<td>ECDPM</td>
<td>OLV Plein 21, Maastricht</td>
<td>11h30 Pia Brand</td>
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<td>Maastricht School</td>
<td>Endepolsdomein, 150</td>
<td>15h00 Iris Hamelers, Manager, Information centre</td>
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<td>of Management</td>
<td>Maastricht</td>
<td>Meinhard Gans, Head of projects</td>
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<td>Wednesday 3 September</td>
<td>European Institute</td>
<td>OLV plein 22, Maastricht</td>
<td>09h00 Veerle Deckmyn, Information manager</td>
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<td>of Public Administration</td>
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<td>Thursday 4 September</td>
<td>University of</td>
<td>Universiteitsbibliotheek</td>
<td>15h30 John Gilbert, director of library services</td>
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<td>Friday 5 September</td>
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<td>09h00 Bridget McBean, Pia Brand, Jacque Dias, Ad Notten, Veerle Deckmyn</td>
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<td>Wrap up meeting</td>
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</tbody>
</table>
## ABOUT THE INFORMATION CENTRE

### Mission Statement

### Online Library

### News and Events

### Exhibitions

### News

### Contact

## SERVICES

<table>
<thead>
<tr>
<th>ABOUT THE INFORMATION CENTRE</th>
<th>SERVICES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mission Statement</td>
<td>Circulation</td>
</tr>
<tr>
<td>Online Library</td>
<td>Catalog</td>
</tr>
<tr>
<td>News and Events</td>
<td>Reference</td>
</tr>
<tr>
<td>Exhibitions</td>
<td>CD-Roms</td>
</tr>
<tr>
<td>News</td>
<td>Outreach</td>
</tr>
<tr>
<td>Contact</td>
<td>Reservations</td>
</tr>
</tbody>
</table>

## FINDING INFORMATION

<table>
<thead>
<tr>
<th>SERVICES</th>
<th>FINDING INFORMATION</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>ACBF Catalog</td>
</tr>
<tr>
<td></td>
<td>ACBF Partners/Projects Net</td>
</tr>
<tr>
<td></td>
<td>Databases</td>
</tr>
<tr>
<td></td>
<td>Online Journals, Books, etc</td>
</tr>
<tr>
<td></td>
<td>Newspapers</td>
</tr>
<tr>
<td></td>
<td>Country Information</td>
</tr>
<tr>
<td></td>
<td>Mailing search results</td>
</tr>
</tbody>
</table>

## CIRCULATION

<table>
<thead>
<tr>
<th>FINDING INFORMATION</th>
<th>CIRCULATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lending &amp; Use Policy</td>
<td>Borrower Privileges &amp; Responsibilities</td>
</tr>
<tr>
<td>Users</td>
<td>Membership</td>
</tr>
<tr>
<td>Issue Desk</td>
<td>Users</td>
</tr>
<tr>
<td>Interlending</td>
<td>Issue Desk</td>
</tr>
<tr>
<td>Reserves</td>
<td>Interlending</td>
</tr>
</tbody>
</table>

## ELECTRONIC RESOURCES

<table>
<thead>
<tr>
<th>CIRCULATION</th>
<th>ELECTRONIC RESOURCES</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Databases</td>
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<td>EIU</td>
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<td>Country</td>
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<td>E-Journals</td>
</tr>
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<td></td>
<td>E-Newspapers</td>
</tr>
<tr>
<td></td>
<td>Video-Conferencing</td>
</tr>
</tbody>
</table>

## ON-LINE DESTINATION (LINKS)

<table>
<thead>
<tr>
<th>ELECTRONIC RESOURCES</th>
<th>ON-LINE DESTINATION (LINKS)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gateway</td>
<td>Information Network (GIN)</td>
</tr>
<tr>
<td></td>
<td>Selected Web links</td>
</tr>
<tr>
<td>Country Information</td>
<td>Country Information</td>
</tr>
<tr>
<td>Bookmarks</td>
<td>E-Journals</td>
</tr>
<tr>
<td>Online Catalogues</td>
<td>Online Catalogues</td>
</tr>
<tr>
<td>Gateway networks</td>
<td>Video-Conferencing</td>
</tr>
</tbody>
</table>

## OUTREACH

<table>
<thead>
<tr>
<th>ON-LINE DESTINATION (LINKS)</th>
<th>OUTREACH</th>
</tr>
</thead>
<tbody>
<tr>
<td>Document Deliveries</td>
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</tr>
<tr>
<td>Search Results</td>
<td>Search Results</td>
</tr>
<tr>
<td>Provides interest profiles</td>
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</tr>
<tr>
<td>Links</td>
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<td>Searching</td>
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## SEARCH/HELP

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