

FINAL REPORT ON THE DESIGN AND PRODUCTION  
OF THE DDBS QUICK-REFERENCE GUIDE AND BROCHURE

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## INTRODUCTION

The objectives of my internship with IDRC included designing a quick-reference guide to assist users in accessing the databases available through the Library's Development Data Bases Service, designing a brochure to introduce the Service and the databases it currently offers to potential users, and recommending improvements to the existing documentation provided to DDBS users. I began this project on 10 September 1990 and completed it on 16 November 1990. A report on the design and production of the reference guide and brochure, as well as recommendations regarding the existing documentation, follows.

## PRELIMINARY ACTIVITIES

### INITIAL REVIEW OF USER DOCUMENTATION AND TRAINING

In order to become familiar with the development databases, I spent the first two weeks of my internship reviewing the *Development Data Bases Service (DDBS) Users' Manual - QUERY/MINISIS* and the *Data Base Descriptions and Field Nomenclature* documents, receiving the basic training Alain gives new DDBS users, and searching the databases. The value of this experience was first appreciated when I began interviewing users as many users had comments and questions which I would not have been able to address had I not been familiar with the documentation or the databases. This experience was also essential to my understanding the DDBS sufficiently to be able to design a guide which would effectively meet the needs of its users.

### INTERVIEWS WITH DDBS USERS

The third and fourth weeks of my internship were spent interviewing users of the Development Data Bases Service. The people I interviewed were selected mainly by Alain and ranged from the very experienced reference staff of the Library to insecure and infrequent users. Some users were IDRC staff members in the Library, in Information Sciences and in Social Sciences, for example; others were non-IDRC people including people at CIDA, at

the National Library, and at Carleton University. Four of the non-IDRC people were not located in Ottawa and were contacted by telephone.

I spoke with a total of twenty-four individual users (five IDRC Library users, eight other IDRC users, eleven outside users) and with the IDRC Library's User Services group at one of their weekly meetings. These interviews were valuable in that they provided insight into the frustrations confronted by users searching the databases. They also provided, as was expected, suggestions for both the content and format of the proposed guide.<sup>1</sup>

#### REVIEW OF QUESTIONNAIRES AND OF GUIDES OF OTHER SERVICES

In addition to interviewing users, I reviewed the questionnaires collected by Ellen Pearson in February and March 1990. However, because of the nature and structure of the questions posed and because of a general lack of comments on the part of those who completed the questionnaires, no suggestions were found which were relevant to this project.

I also reviewed approximately thirty-five guides, brochures, and instructional materials produced by other online database services and users. Some of these materials were loaned to me by people I interviewed, some were in the search room, some I had from my own online coursework. Many of these provided ideas for both the content and the format of the quick-reference guide and the brochure.

#### DESIGN OF THE QUICK-REFERENCE GUIDE

##### ASSESSMENT OF USER NEEDS BASED ON INTERVIEWS

All of the DDBS users interviewed agreed that a quick-reference guide would be a useful tool. Based on the interviews, it appeared that infrequent or inexperienced users would probably use the guide

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<sup>1</sup>See Appendix I, Meetings with DDBS Users - Notes.

more often than frequent, experienced users and should, therefore, be considered the target audience of the guide. While the experienced users might occasionally use the guide to remind themselves of commands, the inexperienced would use the guide for guidance.

#### PROPOSED CONTENT AND FORMAT OF GUIDE

As indicated previously, many suggestions regarding both content and format for the guide were offered by those interviewed. Some relatively frequent users felt that they might search more of the databases if they had a guide to remind them of the databases available for searching. Other users felt that they might be more inclined to search the databases if they had a quick-reference guide to remind them of basic commands or search strategies since many users either searched many different databases or rarely searched at all. Many indicated that they frequently used the guides produced by other database services to assist them with commands they did not use frequently or with search strategies.

After reviewing my notes from the interviews with the DDBS users and from my own searching experiences, I grouped the items which could be covered in a quick-reference guide into five areas: Choice of Databases; Basic Commands and Search Strategies; IDRIS Searching; System Messages and Control Key Functions; and Sources of Additional Assistance. I envisioned that the Basic Commands and Search Strategies section would be the lengthiest section and would guide users from the beginning of their search (logging on) to the end (logging off). IDRIS searching was included because many of the users I interviewed indicated that, due to the distinctiveness of the IDRIS database, an area devoted to IDRIS searching should be included in the quick-reference guide.

I found that almost all of the people I spoke with felt that "how to" examples provided more information than simple listings or detailed explanations of commands. To accommodate this preference, most sections of the guide would have a very brief explanation of specific commands or strategies accompanied by examples. Users who required additional information regarding specific commands would

be instructed to refer to the *Users' Manual* since it would defeat the purpose of a quick-reference guide if too much information were included in the guide.

Several formats for the guide were considered. Most of the users interviewed felt that the guide should physically be no more than one page printed on both sides, perhaps a heavy duty card or something folded like the Library Services brochure. Highlighting could be used to make the guide easier to read.

#### PRESENTATION OF PROPOSAL TO LIBRARY MANAGEMENT GROUP

During the fifth week of my internship I prepared my recommendations for the content and format of a reference guide which I felt would serve the needs of the inexperienced and infrequent DDBS users and which covered the five areas indicated above.<sup>2</sup> These recommendations and a rough draft of the proposed guide were presented to the Library Management Group on 12 October 1990. The Management Group agreed that the guide should be a general searching guide using a "how to" approach, as opposed to detailed explanations of commands. A decision was made to omit the IDRIS Searching section from this general guide and, if time permitted, to design a separate guide for IDRIS. It was also decided that the Choice of Databases section should not be included, that the Control Key Functions section should be integrated into the Basic Commands section, and that Sources of Additional Assistance should be expanded to include all help commands, not just the HELP screen as originally planned.

The physical format of the reference guide was also discussed. In an effort to design a guide which was attractive and similar in appearance to other publications of the Library, a folded brochure with the IDRC Library Services logo on front was preferred rather than the flip-over card suggested by many users. It was agreed that highlighting (using boxes, bold type, blue ink, etc.) should

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<sup>2</sup>See Appendix II, Recommended Content and Format of Guide and Brochure, handout prepared for Library Management Group.

be used to make individual sections and commands more visible. A heavier weight paper was recommended for durability.

The issue of obtaining input from the Communications Division was raised since Communications is responsible for publishing materials issued by individual IDRC divisions. The Management Group felt that it was important that I meet with someone in Communications as early as possible to discuss the content and format of the guide.

#### CONSULTATIONS REGARDING CONTENT AND FORMAT OF GUIDE

Following the meeting with the Library Management Group, I spent the next three weeks revising the original draft of the guide and consulting with various IDRC staff members regarding the content and format of the guide. Alain and Bev assisted me with the content of the guide by reviewing the drafts I prepared, offering their suggestions and comments, and providing additional input as required.

I also spoke with WandaJane Phillips, Computer Documentation Specialist in the Information Sciences Division, and with Marie Saumure, in the Communications Division, regarding the format of the guide. WandaJane provided ideas regarding the physical appearance of the contents of the guide (use of different fonts, different colours, indenting instead of using columns, etc.). Marie offered to manipulate the text of the draft to determine if a six or eight page brochure would be a feasible format or if, due to the amount of text, an alternate format would need to be considered.

The session with Marie also raised three important issues regarding the production of the reference guide. The first issue was an indication that the quick-reference guide was not in the planned publications schedule. The second issue was a financial concern: was Information Sciences going to pay for the publication or was the Communications Division? The third issue was a reminder that all publications must be published simultaneously in English and in French. Alain was present at this session and indicated he

would consult with Valerie regarding the publication schedule and the financial issue and would take responsibility for the French version of the guide.

#### PRESENTATION OF GUIDE TO DDBS USERS

A session was held on 5 November 1990 for the purpose of presenting a prototype of the guide to a group of DDBS users, including Library management and staff, as well as the users previously interviewed. Seven individuals from the Library and one IDRC staff person from another division attended.<sup>3</sup> All attendees were given a copy of a prototype of the guide and were asked to review their copies of the guide and to share their comments and suggestions with me by the end of the week.

Following a brief presentation at the 5 November session, a discussion ensued during which concerns about individual commands included in the guide were aired and discussed. Of particular concern to those who attended the session was the fact that many of the examples given in the guide applied to some of the databases but not to all, and that some of the commands resulted in slow, free-text searches rather than fast-access searches. A decision was made to include footnotes regarding these factors. Other concerns involved commands which searched the DATEP field as opposed to those which searched the YEAR field (YEAR, available only in BIBLIOL, is inverted; DATEP is not inverted in most databases), commands which searched the CORPMK field (not all users have access to corporate author codes), and commands which limited searches by language of text (language of text did not always match language used for cataloguing purposes; also, a second language field replaced an earlier field used in BIBLIOL requiring that searchers include both fields in search statements; etc.).

In addition to the DDBS users who attended the meeting, four additional users were given an opportunity to review the guide and

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<sup>3</sup>All DDBS users interviewed in Ottawa were invited to attend the session on 5 November. Schedules did not allow most to do so.



offer their comments. Three of the four users were non-reference staff of the Library; one user was an IDRC employee from another division.

#### FINAL DRAFT AND PUBLICATION OF REFERENCE GUIDE

The twelve users who reviewed the guide provided valuable information and many of their recommendations were implemented. While the structure and the focus of the guide were not changed, some examples of commands were revised, the footnotes referred to above were added, and some of the vocabulary used was simplified to create a document which infrequent and inexperienced searchers would find more useful.

The final draft of the guide was completed during the final week of my internship and submitted to Library management with recommendations regarding its physical format.<sup>4</sup> Once the draft has been approved by Valerie and by Martha Stone, it will be translated. Both versions (English and French) will then be submitted to Communications for publication. The first version of the quick-reference guide should be available to DDBS users in spring 1991.

#### DESIGN OF THE BROCHURE

##### PROPOSED CONTENT AND FORMAT OF BROCHURE

The second part of my internship project involved designing a brochure to introduce the Development Data Bases Service to prospective users. Maureen and Alain suggested that this be done by revising the content and format of the *Development Data Bases Service (DDBS) - Outline*. If the brochure contained all of the information currently in the *Outline*, it would probably eliminate the need for the *Outline*.

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<sup>4</sup>See Appendix III, Prototypes of Guides and Brochure.

I suggested that the brochure include most of the description of each of the databases given in the *Outline*, as well as information regarding the costs of the Service, the equipment needed to access the databases, the hours of operation, the support provided to users (on-call assistance, documentation and training), and who to contact for more information regarding the Service. In addition, examples of the type of information found in each database could be included in an attempt to make the Service more enticing to users who might not be familiar with the coverage of the individual databases.<sup>5</sup>

The format of the brochure could be very similar to the IDRC Library Services brochure. As with the quick-reference guide, highlighting could be used to make the brochure easier to read and more attractive.

#### PRESENTATION OF PROPOSAL TO LIBRARY MANAGEMENT GROUP

I presented the proposed content and format of the brochure to the Library Management Group at the same time that I presented my proposal regarding the quick-reference guide.<sup>6</sup> A discussion of the contents of the brochure led to the approval of the proposal with no major changes. Bev indicated that the Reference Specialists would provide examples of questions which could be answered by searching the databases. Alain was asked to contact all database contributors to update the database descriptions. It was also suggested that Communications be contacted as early as possible to discuss the content and format of the brochure.

A discussion of the format of the brochure resulted in agreement that the brochure should be similar to the Library Services brochure and should carry the Library's logo on the front cover. It was felt that sources of additional information should be

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<sup>5</sup>The use of examples of questions was suggested by one of the DDBS users interviewed.

<sup>6</sup>See Appendix II, Recommended Content and Format of Guide and Brochure, handout prepared for Library Management Group.

printed on the back cover of the brochure where the information would be very visible to potential users.

#### CONSULTATIONS REGARDING CONTENT AND FORMAT OF BROCHURE

During the three weeks that followed the meeting with the Library Management Group, I spent some time preparing a draft of the brochure. Alain assisted me with the introductory section of the brochure and provided information regarding database updates as responses were received from contributors. Bev provided questions prepared by the Reference Specialists which demonstrated the range of topics covered by the databases.

In our meeting with Marie in Communications, we found that the publication of the brochure was included in the publications calendar. She did not indicate that there would be any problem with the content or format of the brochure. The questions of who would pay for the brochure and who would be responsible for the French version which she raised when discussing the guide applied to the brochure also.

#### PRESENTATION OF BROCHURE TO DDBS USERS

A prototype of the brochure was presented to the DDBS users who attended the session on 5 November 1990. Although the brochure is intended as a promotional publication for potential users, I felt that current DDBS users would be able to offer suggestions which might result in a more attractive and effective brochure.

The discussion which followed my presentation on 5 November dealt solely with the quick-reference guide. Attendees were asked to review the prototype of the brochure and to provide me with their comments and suggestions by the end of the week.

#### FINAL DRAFT AND PUBLICATION OF BROCHURE

My final draft of the brochure was completed during the last week of my internship and submitted to Library management with

recommendations regarding its physical format.<sup>7</sup> This draft is not the final draft, however, as the database descriptions have yet to be updated completely. In addition, the IDRC and Library Services paragraphs in the introductory section will, most likely, need to be changed as the 'Mission Statements' of IDRC and of the Library are revised.

Once the brochure has been revised and once the French version of the brochure has been prepared, the brochure will be submitted to Communications for publication. The first version of the brochure should be available to potential DDBS users in spring 1991.

## PROPOSED IDRIS SEARCHING GUIDE

### ASSESSMENT OF USER NEEDS BASED ON INTERVIEWS

The distinct nature of the IDRIS database often requires the use of commands and search strategies which differ from those used with the other databases. In reviewing my notes from my interviews with DDBS users and from my own searching experiences, it appeared that a section devoted to IDRIS searching should be included in the quick-reference guide. When I met with the Library Management Group, however, it was decided that the quick-reference guide should be a general guide for searching all of the databases and that a separate guide should be prepared for IDRIS searching. It was also suggested that this guide might pave the way for the eventual design of separate guides for all of the databases. These general guides could become part of the *Users' Manual*, part of *Database Descriptions*, or part of a packet of search aids.

### PROPOSED CONTENT AND FORMAT OF GUIDE

As with the general reference guide, the IDRIS guide should be designed using a "how to" approach rather than a simple listing of commands. Examples of search commands and strategies could include searching by topic of research activity, by title and project

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<sup>7</sup>See Appendix III, Prototypes of Guides and Brochure.

number, by agencies and institutions involved in research activities, by funding dates, and by status of project activity. Changing print formats and combining search statements might also be included.

Rather than preparing a multi-page guide similar to the general quick-reference guide, a "fact sheet" format for IDRIS was proposed at the Management Group meeting. A single sheet of paper which could be attached to the wall or inserted in a binder was suggested. Highlighting could be used for headings and examples.

Although designing two reference guides was not in the original internship proposal, I worked on a proposed IDRIS guide as time permitted. Bev reviewed the first draft of the guide and suggested that a sample database record be included on the reverse of the "fact sheet" and that sections of the record be identified. A rough draft of the proposed IDRIS Searching Guide can be found in Appendix III.<sup>8</sup>

#### RECOMMENDATIONS FOR IMPROVEMENTS TO EXISTING DOCUMENTATION

The documentation which new DDBS users receive includes the *Development Data Bases Service (DDBS) Users' Manual - QUERY/MINISIS* and the *Data Base Descriptions and Field Nomenclature* documents. The *Users' Manual* provides basic instructions to users regarding log-on procedures, search strategies, and commands available to DDBS searchers. The *Data Base Descriptions* document provides details regarding each of the databases, including topics covered by the databases, field names, print formats, and so on. I found that both documents were essential and consulted them frequently throughout this internship for searching assistance, as well as for the purpose of fulfilling the third objective of my internship, that of recommending improvements to the existing documentation provided to DDBS users.

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<sup>8</sup>See Appendix III, Prototypes of Guides and Brochure

The topic of documentation surfaced a few times during my interviews with DDBS users. Most users located the *Users' Manual* when we reached a point in the interview where it was helpful to look through the documentation. Some manuals appeared to have been used frequently; others did not. Some manuals were a few years old; others were 1990 versions. A number of searchers felt that the manual was a useful tool; a few found it to be confusing.

The first impression I had when I looked through the manual was that it was a little disorganized and, as a result, somewhat overwhelming. However, after receiving a training session from Alain and after searching the databases, the *Users' Manual* seemed to make more sense. I found the QUERY Commands section to be especially useful.

I would recommend a few changes which might result in a more clear and complete *Users' Manual*. These include the recommendations listed below:

- \* Stress the use of the thesauri (both online and printed) and inverted files for selection of appropriate search terms. Many users are not familiar with keyword searching.
- \* Use more complex examples to show the power of some of the commands. Explain to users what is happening as different commands are used. (This has been done to some extent but could be used more often.)
- \* Experiment with highlighting by using different fonts and boxes to make examples and explanations more clear.
- \* Include the ANY tables as an appendix or remove the ISO Country Codes from the appendix. Also, provide all users with the ANY table codes which can be used when searching the INCTRY field of IDRIS.
- \* Refer users to *Data Base Descriptions* more often for information on topics covered by the databases, lists of fields, location of documents, etc.
- \* Add a section on common searching problems, as was suggested by Alain (e.g. what to do if no success with searches - if given illegal term, syntax error, or

command not allowed here; or if 0 hits), with possible reasons for the problems and possible solutions.

- \* Use Manipulating Sets, section 2.4, to show lengthy sample searches demonstrating the use of many of the operations in this part of the manual. Show how to retrieve a large initial set, then narrow it, then broaden it a little to retrieve the desired records.

These are recommendations which deal, for the most part, with the *Users' Manual* in general. Recommendations dealing with specific sections of the manual can be found in Appendix IV.<sup>9</sup>

#### *DATA BASE DESCRIPTIONS AND FIELD NOMENCLATURE*

The *Data Base Descriptions and Field Nomenclature* document provides users with a description of each of the databases accessible through the DDBS, as well as a listing of many of the fields of each database. Initially, I found it useful because I was unfamiliar with the topics covered by each database and with the size of the databases. I later used it to identify fields to search, especially when searching databases which had many fields, as it took less time to look through the printed document than it did to review the online (FD) version.

I would recommend relatively minor changes which might result in a more useful document. These include the following:

- \* Include type (bibliographic vs non-bibliographic) in the description of each database, as was recommended for the DDBS brochure by the Library Management Group.
- \* Include a sample record (print format 3) with fields identified for each database. This would be especially helpful to novice and infrequent users.
- \* Shorten the title to *Data Base Descriptions*. The field nomenclature is included under the broad definition of description.
- \* Add a brief introduction to this document including an explanation of the type of information provided by this document and how the document can be used.

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<sup>9</sup>See Appendix IV, Recommended Revisions - *Users' Manual*

- \* Update the database descriptions on a regular basis and provide all users with updated information as frequently as possible. [This may already be a current policy.]

As I indicated above, these few changes might result in an improved document. While it is useful in its current form, the addition of sample records and an introduction would make *Data Base Descriptions* a more complete document.

#### RECOMMENDATIONS FOR ONLINE DOCUMENTATION AND SYSTEM CAPABILITIES

Although my internship proposal did not include recommending improvements to the online documentation or to the system, due to the number of users who shared their "wish lists" with me during the interviews, I felt it important to include some of these suggested improvements in this report:

- \* Entering HELP should result in an explanation rather than a list of commands. Users should be allowed to indicate what type of online assistance is required. HELP screens for different needs should be designed.
- \* System messages (illegal term, syntax error, 0 hits, etc.) should provide more explanation if required by the user. (Users could be instructed to type HELP for guidance, for example. HELP would provide an explanation of the problem and a possible solution.)
- \* Entering FILES should also be allowed when the user is selecting the first database to be searched. (Currently, users are instructed to ENTER DATA BASE NAME OR EXIT. If FILES were allowed here, it would assist users who were not familiar with all of the available databases or who simply forgot how to enter a particular database name (e.g. BIBLIOL.BIBLIOL instead of BIBLIOL.LIBRARY).)
- \* Allow searchers the option of searching by menus rather than by commands.
- \* Label records as they are displayed (set 1 doc 1, set 1 doc 2, etc.) and provide a selective, more flexible printing command where individual records can be identified by their numbers for printing purposes rather than only allowing portions of the hitlist to be identified for printing.
- \* Allow manipulation of earlier sets without recalling the earlier set first (i.e. Q> 3 and DATEP 1989 should



automatically recall set 3 and then AND the DATEP 1989 with set 3).

- \* Allow searches to be conducted on more than one field at a time without having to repeat the search statement for each field.
- \* Displayed records (online or offline) should include all records retrieved by the search, even if the records are sorted first. Currently, records may be lost if they contain no data in the field being sorted.

Again, these are "wish list" items. DDBS users already have access to a number of powerful features including the ability to perform hierarchical searches (BT,NT,RT), to search using the ANY tables, to save search strategies for future use, to use truncation, to display previous search commands and to recall previous sets.

## CONCLUSION

Providing users with complete and concise documentation, and ensuring that the documentation continues to meet users' needs are ongoing challenges. I hope that the guide and brochure, the products of my internship, will serve DDBS users well. I also hope that these documents and the other documentation provided to DDBS users will be examined regularly and revised accordingly to reflect new features added to the DDBS and to meet the continuously changing needs of DDBS users.

## APPENDIX I

### MEETINGS WITH DDBS USERS - NOTES

## MEETINGS WITH DDBS USERS - NOTES

11 Sept. 1990 - with Gail (from North-South Inst.) at Library - IDRC:

- \* users' guide - more examples needed  
re-organized (? - had not reviewed revised version),  
examples of narrowing searches using free text, etc.
- \* quick reference -highlight =, Q>, \$  
highlight default always subject  
explain author searching (@ or exact name)  
commands relate to most immediate set unless specified  
ctrl y,s,x
- \* also, searching IDRIS is different - only front desk of IDRC library has  
numeric codes for ANY tables to be used with incry field, full name or any  
area can be used in geographic area field, with other fields need  
abbreviation or numeric code

24 Sept. 1990 - with Raffaella at Library - IDRC:

- \* include following in reference guide:  
ANY tables should be used to include all countries  
author - how to retrieve any combination ( use @)
- \* searching IDRIS: fields searched most frequently - project number,  
donor agency, idrc division, title, fndate (>= 19840000 if don't know  
'exact date; = 19891031 ), status, recipients, subject descriptors,  
geographic area (use area and incry - regional codes for ANY areas are at  
reference desk
- \* searching BIBLIOL: fields searched most frequently - language  
(combine language of analysis with language of text), author, title,  
subject descriptors, corporate author, file no. (same as project number in  
IDRIS), proposed descriptor field (not inverted)
- \* quick guide should be no more than two pages - flip over perhaps
- \* examples should be given re: dates in IDRIS - FNDATE, (area and incry)  
searches in IDRIS, and corporate author on BIBLIOL
- \* no tags, no ISN needed

25 September 1990 - with Anne Smith at Information Sciences - IDRC

- \* include search strategies and commands on guide; narrowing after getting  
initial set
- \* she mainly searches IDRIS for projects IDRC is involved in - division,  
country, institution, status, year, file ID fields
- \* finds mnemonics don't always make sense
- \* suggested rolodex or something to be pinned on board

25 September 1990 - with Atsuko Cooke at Information Sciences - IDRC

- \* searches IDRIS and BIBLIOL - finds them very difficult to use
- \* used to other systems - can/ole, dialog,
- \* needs more sample searches; explanation of what systems tells you when  
you give commands; inverted vs non-inverted files - searchable vs  
nonsearchable fields; short instruction with sample; narrowing searches;  
starting point
- \* field searching less flexible than with other systems - allows searching  
on one field only not real free-text searching
- \* include log on procedures - but how much is common to all users?
- \* include basic commands
- \* explain messages - including 0 hits
- \* remind users to check help screen
- \* suggested separate guides for BIBLIOL and IDRIS
- \* suggested 8 x 5.5 pamphlet, 8 pages

**25 September 1990 - Danielle Gagnon at Communications - IDRC**

- \* uses IDRIS and BIBLIOL most, sometimes ACRONYM
- \* does not have a user's manual - has found her way mainly by asking for assistance and playing. has not used other systems. keeps a cheat sheet of commands she needs
- \* include date of publication, summing amounts of project funding from IDRIS, ANY tables, truncation, log on and exit procedures, printing (on 8-1/2 x 11 sheets instead of large computer printouts)
- \* include short explanation with example
- \* if multiple page, use labelled tabs for quick access to needed commands

**25 September 1990 - Bev at Library - IDRC**

- \* users need assistance searching non-inverted files
- \* fd is relatively new feature, explain its use (list fields, checking for inverted vs noninverted)
- \* search strategies to retrieve relevant hit lists
- \* concept of searching - use too broad subjects, unfamiliar with content of databases
- \* truncation with BIBLIOL different because of multi-language
- \* limiting by dates, by language (specify before beginning search if know what want)
- \* design guide by point of use rather than by command - if you want to search by author, do this...

**25 September 1990 - Chris Smart at Social Sciences - IDRC**

- \* not frequent user; has others do searching usually
- \* recommendations for system in general:
  - need to increase users knowledge of what's available; also develop a menu system for fast-tracking into databases and then menus for searching databases (those who want more complicated search can do more complicated search without menus or can ask for help from Library) - menu searching of databases will be possible once OPAC operating
  - make it easier for people to get on system
- \* common perceptions - most databases are administrative tools - many don't realize that some have content for research purposes
- \* pocket guide - boxes to make information stand out - enticing information - show what's in database not just how to use it - re environmental policy, etc.
- \* brochure - again enticing information with examples of what is in database, "have I got a deal for you" - one stop shopping

**26 September 1990 - Users' Services Meeting - Library - IDRC**

- \* comments from non-Reference Specialists:
  - searching IDRIS - getting publications related to project - only available if post project abstract has been completed
  - searching by country, in one language a challenge
  - suggestion - examples of searching by fields for those with no experience searching (to do this, do this 1...2...3...)

**26 September 1990 - Pauline Dole at Social Sciences - IDRC**

- \* attended training session, uses notes; also asks library for help
- \* time consuming to change databases - in beginning thought that she was searching all databases whenever she entered a query - did not realize that she was searching only one database
- \* uses IDRIS and BIBLIOL most
- \* problem with dates - how to specify ranges
- \* uses KEEP function - found that works well

- \* searching countries in IDRIS vs BIBLIOL (any tables, codes, ...)
- \* maybe difficulty selecting appropriate subject descriptors
- \* guide would be useful (with examples of searches : searching by title 1..2..3..)

#### 26 September 1990 - Monique Lavoie and Helene ?? at CIDA

- \* use BIBLIOL, IDRIS, AID
- \* would like quick guide to explain searching by author, dates, limiting by language
- \* one page front and back, or 8-1/2 x 11 folded three times
- \* think log on procedures should be included
- \* want to know about searching by funding per fiscal year in IDRIS

#### 27 September 1990 - Susan at Library - IDRC

- \* separate section for IDRIS because of number of fields - include dates, completion dates, subject, geographic, ANY tables
- \* group by field - include author (personal, corporate), year, title, descriptor
- \* suggested flip over, heavy duty

#### 27 September 1990 - Tim Schobert at Library of Parliament

- \* don't use databases much because contents don't meet needs - may do more training though - some searchers not familiar with databases
- \* would like all u.n. documents - not just unesco, unido
- \* made own guides
- \* remind users to concentrate on using thesauri terms rather than free text
- \* include log on procedures - but different for different systems

#### 27 September 1990 - Madeleine at Library - IDRC

- \* include the following:
  - begin with =, how to exit, \$ between searches (especially if doing many searches and if going to print offline - print strategy is printed), subject default vs searching by other fields, boolean operators with small diagrams, b browse, print offline, use mnemonics not tags, separate section for IDRIS, inverted vs. free text and recalling sets, BIBLIOL searches by year, keep, authm to search by author
- \* look at questel's new guide, info globe - separated functions, date searching well explained
- \* use bold

#### 27 September 1990 - Wendy Nesbitt and Janet ?? at ILL - National Library

- \* search most of databases - title, author, corporate name fields only; not subject fields
- \* quick guide with one area explaining fast access searching; separate area explaining non-inverted searching
- \* also would like grid with fields of different databases - comparing fields (for author search ... on fao, ... on unesco, ... on ...)
- \* once when searching title with proper name in it by the proper name, got illegal term message - better to say 0 hits
- \* gave me a copy of OCLC guide which they find useful, said can/ole has similar guide

#### 1 October 1990 - Margo at Library - IDRC

- \* logging on, hours of service, who to contact
- \* changing databases (remember db)
- \* print formats - print 3 important with UNIDO because of restricted documents, maybe system should be changed to use format 3 as default

- \* author searching (use truncation), date searching
- \* separate section for IDRIS
- \* typical searches (authors, title, printing) AND basic commands - all with examples
- \* explanation of illegal term, syntax error, 0 hits
- \* display command - important for people without printed thesaurus (important to look for appropriate subject terms - inexperienced users may not realize this)

#### 1 October 1990 - Brenda Wilson at Social Sciences - IDRC

- \* uses IDRIS and BIBLIOL (mainly IDRIS)
- \* include how to use inverted fields, help (browse, list offline formats), dsf, keep, save, status
- \* fields used most frequently - title, institution name, area
- \* with IDRIS specify IDRC if interested only in IDRC programs
- \* default field can be changed for searching by fields other than subj des (or acronym) - changing field eliminates need to specify field with each query
- \* reclimit - increase for local printing; decrease for seeing on screen
- \* dates - fndate yyyyymmdd; >= <= ...
- \* use of ANY tables - also codes for ANY area tables for incry field (send her a copy)
- \* advises people to search on more than one field - title and thesaurus terms for example, or geographic area and title in IDRIS - including more fields may result in more hits
- \* use examples; suggested 8-1/2 x 11 folded in half

#### 1 October 1990 - Vivian Cummins at Carleton University (Norman Paterson)

- \* guide should be very basic - their searchers have very little searching experience
- \* needs samples with explanations, descriptions of what you are seeing when command is given (example - what you are seeing when you display a term)
- \* system should provide on-line explanation of error messages, more help - help screens designed for different problems
- \* explain searching Africa vs ANY Africa vs Africa Southern Sahara or women vs RT women - explain how to make better use of key words
- \* use BIBLIOL, AID, FAO, others some
- \* 99% of searching through keywords - information on how to access through thesaurus; also combination keyword and title searching ("structural adjustment" in title to see what key words are in doc. since "structural adjustment" is not a thesaurus term)
- \* author searches tricky because of truncation
- \* see page/section .... -- refer users from quick sheet to guide
- \* include brief description of contents of database and dates covered
- \* United Nations and World Bank databases are on her wish list

#### 2 October 1990 - phone call to IMF

- \* use FAO, AID, UNESCO, ILO databases
- \* don't use BIBLIOL or IDRIS so references to searching those databases might be helpful
- \* use MINISIS software so familiar with some of commands
- \* include how to truncate, changing databases, dsf, changing reclimit, year searching (would like to have that field inverted)
- \* like guide folded in thirds with sample searches (how to use syntax and/or parenthesis), what kind of information is given when you give a command, ...

2 October 1990 - phone call to St. Mary's University

- \* BIBLIOL, ILO, FAO
- \* documentation is excessive but original guide good
- \* search mainly by title, keyword, author
- \* would like a step-by-step guide
- \* include simple examples, different kinds of print formats, resetting reclimit
- \* CAN/OLE 2 quick guide is very good
- \* flipover card

2 October 1990 - phone call to McGill University

- \* use BIBLIOL, ILO, FAO
- \* find manual cumbersome
- \* include troubleshooting in guide (changing databases, getting in and out), samples with searches, search techniques (ANY tables), user manual page or section references
- \* flip-over card (with information like Dialog blue sheets)

2 & 4 October 1990 - phone call to Ryerson Polytechnical Institute

- \* use BIBLIOL, UNESCO
- \* include format, truncation, changing databases
- \* include simple commands - browse, display, fd, manipulating sets
- \* they keep a box of reference guides - flip-over card probably best

2 October 1990 - Isabella Losinger at University of Ottawa

- \* use BIBLIOL, UNESCO, ILO
- \* mainly subject searching, sometimes title, rarely author
- \* system is slow
- \* uses offline printing - good for graduate students, printout received within a week
- \* would like selective printing command, rather than having to print all - more flexible printing command
- \* gave me SilverPlatter CDROM's quick reference guide
- \* include narrowing by language (problem with BIBLIOL but not with others) and by dates, changing databases, truncation, command functions, searching combined terms (need " " if and is part of term), postings vs holdings, logging on and off, who to call if having problems, samples of messages,

3 October 1990 - Giselle Morin-Labatut at Information Sciences - IDRC

- \* searches mainly BIBLIOL and IDRIS - has been searching both for long time
- \* include sample searches, simple search strategy, also searching from known (specific author or title) to unknown (other authors or titles dealing with same subject) - find known document, then use subject descriptors to find more
- \* error messages can be misleading - explain what to do if get message, what message might mean

**Additional Note:** The questionnaires collected by Ellen Pearson in February and March 1990 did not provide any suggestions regarding a quick-reference guide or other documentation. A few users, however, indicated that they were not aware of any documentation being available or that they rarely used the documentation. In addition, a number of those who returned the questionnaires indicated that they do little or no searching. An investigation of their reasons for not searching the databases more may prove to be useful.

## APPENDIX II

### RECOMMENDED CONTENT AND FORMAT OF GUIDE AND BROCHURE



## RECOMMENDED CONTENT AND FORMAT OF GUIDE AND BROCHURE

### QUICK REFERENCE GUIDE

#### Content:

1. Choosing a Data Base
  - List of data bases available
  - Accessing data base after logging on
  - Changing data bases
2. Basic Commands and Search Strategies
  - Beginning a Search Session (logging on)
  - Searching a data base
  - Modifying a search
    - Broadening a search
    - Narrowing a search
  - Displaying Search Results
    - Browsing online
    - Printing offline
  - Saving and Re-using previous searches or hit-files
  - Ending a search session (before beginning a new search, changing databases, logging off)
3. Searching IDRIS
4. System Messages and Control Key Functions
5. Sources of Additional Assistance

#### Format:

Suggestions include flip-over card, folded brochure (like Library Services brochure), 4 - 8 page booklet

Highlighting should be used to make guide easier to read - sections could be enclosed in boxes, an additional colour and/or bold type could be used for headings or examples

### BROCHURE

#### Content:

1. Description of each of databases given in Outline
2. Costs of the service (telecommunication)
3. Equipment required for accessing data bases
4. Support provided to users (documentation, training, "on-call assistance")
5. Sources of additional information regarding the service

#### Format:

Brochure like Library Services brochure

Presented to Library Management Group 12 October 1990

## APPENDIX III

### PROTOTYPES OF REFERENCE GUIDES AND BROCHURE

## QUICK-REFERENCE GUIDE

LOGGING ON TO THE DEVELOPMENT DATA BASES SERVICE

| FUNCTION                                    | SYSTEM PROMPT           | USER'S RESPONSE   |
|---|-------------------------|---|
| Access the system -<br>DATAPAC USERS ONLY   | DATAPAC: XXXX XXXX      | 20400157  |
|   | DATAPAC: CALL CONNECTED | [Press Carriage Return]   |
| Sign on - ALL USERS                         | :                       | HELLO NAME.EXTERNAL -<br>NAME is the user name<br>assigned to you by the<br>DDBS account manager. |
| Select the first<br>database to be searched | ENTER DATABASE NAME     | BIBLIOL.LIBRARY<br>UNESCO<br>AID  |

SEARCHING A DATABASE

| FUNCTION   | EXAMPLES OF COMMAND  |
|--|--|
| Enter the first search statement<br>[Note: Initial system prompt is >.<br>After first search, prompt will be Q>.]  | > = INSECTICIDES - Remember to<br>type the = sign at the beginning of<br>the first search statement.   |
| Search by subject<br>[Note: Searches are automatically<br>performed on the subject descriptor<br>field (except in the ACRONYM<br>database) unless another field is<br>specified in the search statement.]                      | Q> ENGINEERING<br>Q> PHYSICAL INFRASTRUCTURE<br>Q> "SCIENCE AND TECHNOLOGY" - Use<br>quotation marks to ensure that a<br>descriptor containing the word AND<br>is searched as one complete phrase.                                     |
| Search by title  | Q> TITLEM GEOGRAPHIC MOBILITY -<br>retrieves titles containing both<br>words, 'GEOGRAPHIC' and 'MOBILITY',<br>including the phrase 'GEOGRAPHIC<br>MOBILITY'.   |
| Search by date   | Q> YEAR 1990 - retrieves<br>documents published in 1990. <sup>1</sup><br>Q> AND DATEP > 1988 - retrieves<br>documents published after 1988. <sup>2</sup>   |
| Search by personal author [Note:<br>Before searching by author, use the<br>DISPLAY function to determine the<br>proper form (spelling and<br>punctuation) for searching the<br>author's name. Example: DISPLAY<br>AUTHM JONES] | Q> AUTHM JONES, @ - Use<br>truncation sign @ if you are unsure<br>of the author's first name.<br>Q> AUTHM JONES, I.I. - Enter<br>without the truncation sign @ after<br>you have determined the proper<br>format of the author's name. |

<sup>1</sup> Applies to BIBLIOL. May not apply to all databases.<sup>2</sup> CAUTION: This is a free text search. Retrieval may be slow.

Search by corporate author

Q> **CORPMN IDRC** - retrieves documents with corporate author IDRC.  
Q> **CORPMN WORLD BANK** - retrieves documents with corporate author WORLD BANK.  
Q> **CORPMK 000711** - retrieves documents with corporate code 000711 (IDRC). Corporate codes are found in the IDRC Library's Corporate Name Authority File.

Change the default QUERY field to a field specified by the searcher

Q> **DEFAULT AUTHM** - allows you to search by author without specifying the AUTHM field in each statement.

Display all search commands given since the search began

Q> **DSF**

Interrupt the search to determine whether the search should be continued based on the number of documents retrieved thus far

Q> **CONTROL-Y** - Depress the CONTROL key and the Y key simultaneously.

### MODIFYING A SEARCH<sup>1</sup>

Recall a previous set of records for further use

Q> **4** - recalls set 4. Your next search statement can be used to modify this set if required.

### IF NOT ENOUGH RECORDS WERE RETRIEVED WITH THE INITIAL SEARCH, TRY THE FOLLOWING SEARCH STRATEGIES<sup>2</sup>

Truncate a search term to retrieve documents containing all terms beginning with the letters entered before the @ truncation sign  
[Note: Translations of the term will not be truncated.]

Q> **EDUCAT@** - retrieves documents with subject descriptors EDUCATION, EDUCATION OF WOMEN, EDUCATIONAL ADMINISTRATION, EDUCATIONAL ASPECTS, etc.

Combine search statements using OR to retrieve all records which contain at least one of two or more search statements

Q> **EDUCATION OR TRAINING** - retrieves documents which contain at least one of the search terms (EDUCATION or TRAINING or both).

Search two fields in which a search term may appear

Q> **BRAZIL OR TITLEM BRAZIL** - retrieves documents with subject descriptor BRAZIL and documents with BRAZIL in the title.

Use the ANY tables in a search statement instead of individual countries or concepts

Q> **ANY AFRICA** - retrieves documents with any of the subject descriptors listed in the ANY AFRICA table.<sup>1</sup>

Q> **ANY ENVIRONMENT** - retrieves documents with any of the subject descriptors listed in the ANY ENVIRONMENT table.<sup>1</sup>

<sup>1</sup> Applies to BIBLIOL. May not apply to all databases.

<sup>2</sup> CAUTION: This is a free text search. Retrieval may be slow.

Search a subject descriptor and its related terms (RT), broader terms (BT), or narrower terms (NT)

Q> **NT TRADE** - retrieves documents with subject descriptor TRADE or any of the more specific terms associated with trade (e.g. BARTER, DOMESTIC TRADE, INTERNATIONAL TRADE).<sup>1</sup>

**IF TOO MANY RECORDS WERE RETRIEVED WITH THE INITIAL SEARCH, TRY THE FOLLOWING SEARCH STRATEGIES:**

Initial search statement

Q> **EDUCATION** - retrieves many more records than desired.

Combine search statements using AND to retrieve only those records containing all of the search statements specified

Q> **EDUCATION AND TRAINING** - retrieves only documents containing both terms, EDUCATION and TRAINING.

Combine search statements using AND NOT to eliminate records containing a specified search statement

Q> **EDUCATION AND NOT TRAINING** - retrieves only documents containing the term EDUCATION but not the term TRAINING.

Q> **EDUCATION AND NOT DATEP < 1988** - retrieves only documents containing the term EDUCATION and not published before 1988.<sup>2</sup>

Restrict retrieval by title

Q> **AND TEXT TITELM = WORLD DEVELOPMENT** - retrieves only titles containing the phrase 'WORLD DEVELOPMENT'.<sup>2</sup>

Restrict retrieval by publication date (or by other dates or numeric values)

Q> **AND DATEP < 1985** - retrieves only documents published prior to 1985.<sup>2</sup>

Q> **AND DATEP >= 1985** - retrieves only documents published during or after 1985.<sup>2</sup>

Restrict retrieval by corporate or personal author

Q> **AND CORPMN IDRC** - retrieves only documents with corporate author IDRC.

Q> **AND AUTHM JONES, I.I.** - retrieves only documents with personal author I.I. Jones.

Search only primary descriptors instead of all subject descriptors

Q> **.EDUCATION**<sup>1</sup>

## DISPLAYING SEARCH RESULTS ?

Change the format of the fields displayed online or offline to a pre-set print format [Note: Each database has three pre-set formats: DATABASE1 (short), DATABASE2 (medium), DATABASE3 (long).]

Q> **F BIBLIOL3** - changes the print format to the longest pre-set format, BIBLIOL3.

<sup>1</sup> Applies to BIBLIOL. May not apply to all databases.

<sup>2</sup> CAUTION: This is a free text search. Retrieval may be slow.

Change the format of the fields displayed online or offline to a format with fields specified by the searcher

Change the ISN order in which documents are displayed so that those documents added most recently to the database are the ones which are displayed first [Note: The ISN order default is descending to ascending order, REVERSE OFF.]

#### BROWSING ONLINE:

Limit the number of records displayed on the screen before being asked if more should be displayed

Temporarily halt output to the screen to read the output before it disappears from the top of the screen

Restart output to the screen

Display all records retrieved by the last search statement

Display records retrieved by an earlier search statement

Display selected portions of the retrieved set of records

Sort records by a field selected by the searcher before displaying the records

#### PRINTING OFFLINE:

Print all records retrieved by the last search statement

Print selected portions of the set

Q> F FIELD=TITLEM,AUTHM,YEAR,ISN - changes the print format to this user-specified print format.

Q> REVERSE ON - Do not use this with the BIBLIOL database. To display the most recent documents in the BIBLIOL database first, sort the documents by YEAR before displaying them online or offline (see below).

Q> RECLIMIT 2

Q> CONTROL-S - Depress the CONTROL key and the S key simultaneously.

Q> CONTROL-Q - Depress the CONTROL key and the Q key simultaneously.

Q> B or  
Q> BROWSE

Q> B 4 - displays all records of set 4.

Q> B, LAST 10 - displays last ten records of the set.

Q> B, +10 - displays records of the set beginning with record 11.

Q> B, SORT=AUTHM - sorts all records by AUTHM before displaying the records.

Q> B, LAST 10, SORT=DATEP - sorts last 10 records by publication date before displaying the 10 records.<sup>2</sup>

Q> B 3, +15, SORT=AUTHM - sorts all records in set 3 beginning with the 16th record before displaying the sorted records.

Q> L OFFLINE or  
Q> LIST OFFLINE

Q> L OFFLINE, LAST 10 - prints last ten records of set.

Q> L OFFLINE, +10 - prints records of set beginning with record 11.

<sup>1</sup> Applies to BIBLIOL. May not apply to all databases.

<sup>2</sup> CAUTION: This is a free text search. Retrieval may be slow.

Sort records by a field selected by the searcher before printing the records

Q> L OFFLINE, SORT=AUTHM - sorts all records by AUTHM before printing the records.  
Q> L OFFLINE, LAST 15, SORT=TITLEM - sorts the last 15 records by TITLEM before printing the records.

#### RE-USING PREVIOUS SEARCH STRATEGIES OR SETS

Store all commands of a search strategy for future use

Q> KEEP HEALTH - stores your current search strategy under HEALTH, the name you assigned. Names must begin with a letter and are limited to 8 characters.

Store a search strategy except for specified line (command) numbers

Q> KEEP HEALTH EXCEPT 3,4 - stores your current search strategy except for lines 3 and 4.

Re-use a previous search strategy kept with the KEEP command  
[Note: USING must be the first command of the search session.]

> USING HEALTH - enables you to re-use the search strategy stored under the name HEALTH.

Save a set of retrieved records for future use

Q> SAVE LARO - stores a set of records under LARO, the name you assigned. Names must begin with a letter and are limited to 6 characters.

Retrieve a set of records saved with the SAVE command

Q> HITFILE LARO - retrieves the set of records saved under the name LARO.

#### CHANGING DATABASES

| FUNCTION  | SYSTEM PROMPT | USER'S RESPONSE            |
|---|---------------|----------------------------|
| Change to a new database without exiting the system | Q>            | \$                         |
|   | >             | DB UNIDO<br>DB IDRIS.IDRIS |

#### EXITING THE DEVELOPMENT DATA BASES SERVICE

|                             |         |      |
|-----------------------------|---------|------|
| Log-off and exit the system | Q> or > | EXIT |
|-----------------------------|---------|------|



## SYSTEM MESSAGES

After entering a command, you may occasionally receive one of the messages below, rather than the desired result. If the suggested reasons and responses below do not solve your problem, consult the Users' Manual or contact the IDRC Library.

| SYSTEM MESSAGE                  | POSSIBLE REASON   | USER'S ACTION   |
|---------------------------------|---|---|
| ILLEGAL TERM<br>(M429)          | Search term was misspelled.                                       | Check spelling of search term.  |
|                                 | Search term was not a thesaurus term.                             | Consult the online thesaurus ( <i>DISPLAY SEARCH TERM</i> ) or the printed thesaurus for appropriate search terms. Type <i>FT ON</i> to permit searches on terms defined as forbidden terms in the thesaurus. |
| SYNTAX ERROR<br>(M432)          | Command was not entered correctly.                                | Check spelling of command and format used. Consult the <i>HELP</i> screen (type <i>HELP</i> ) or the <u>Users' Manual</u> for proper command structure.   |
| 4: P=0    T=0                   | No documents meet the specified criteria of search statement 4.   | Check the search statement for the following: Were proper thesaurus terms used? Was the search narrowed too strictly? If a previous search statement was being modified, was that statement recalled first?   |
| INVALID DATABASE<br>(M344)      | Database name was not entered correctly.                          | Check the spelling of the database name. Must the database account label (e.g. <i>BIBLIOL.LIBRARY</i> ) also be specified?  |
| CLR DTE<br>[DATAPAC users only] | The host system at IDRC is disconnected or the is computer down.  | Check <i>DDBS</i> hours of operation. If <i>CLR DTE</i> is given during regular operating hours, call the <i>DDBS Account Manager</i> .   |
| TRANSMISSION<br>ERROR (M839)    | Noise on the telephone line may be interfering with transmission. | Contact the computer staff at your institution.   |

## SOURCES OF ADDITIONAL ASSISTANCE

Additional information to assist you in searching the Development Data Bases may be obtained by consulting the sources listed below:

\* Online search aids are available while you are searching the databases and provide assistance without affecting your search results. These commands include the following:

| FUNCTION   | COMMAND   |
|--|---|
| Identify available commands and their correct formats              | Q> <i>HELP</i> - displays the proper spelling, punctuation, and spacing of valid commands.  |
| Examine an inverted file to verify or select appropriate key terms | Q> <i>DISPLAY TECHNOLOGY</i> - displays the inverted subject descriptor file beginning with the term TECHNOLOGY.<br>Q> <i>DISPLAY AUTHM SMITH</i> - displays the inverted personal author file beginning with the name SMITH. |
| Identify the fields of the database being searched                 | Q> <i>FD</i> - displays information (field names, mnemonics, tags) about the fields defined for the database.   |
| Identify the inverted fields of the database being searched        | Q> <i>INVERTED</i> - displays a listing of the inverted fields of the database.   |
| Display the current status of the database being searched          | Q> <i>STATUS</i> - displays information regarding the database including identification of the database, of the current QUERY field, of the print format in use, etc.   |

\* The Development Data Bases Service (DDBS) Users' Manual - QUERY/MINISIS provides detailed instructions for DDBS searchers, including explanations of QUERY Commands.

\* The Data Base Descriptions and Field Nomenclature provides information regarding each database available through the IDRC Development Data Bases Service.

\* Assistance not provided by the above sources may be obtained by calling the IDRC Library, 613-236-6163, ext. 2417, or by writing to the DDBS Account Manager:

|                  |   |
|------------------|---|
| MAILING ADDRESS: | International Development Research Centre<br>Library<br>P.O. Box 8500<br>Ottawa, Ontario, K1G 3H9, Canada |
| FAX:             | 613-238-7230  |
| ENVOY 100:       | IDRC.DDB  |
| BITNET:          | IDRC@UOTTAWA.BITNET   |

DEVELOPMENT DATA BASES SERVICE BROCHURE

The International Development Research Centre (IDRC) is a corporation created by an Act of the Parliament of Canada in 1970 to stimulate and support scientific and technical research by developing countries for their own benefit. The fields of investigation supported by IDRC affect, directly and indirectly, the day-to-day lives of people in the developing world. For administrative purposes, these fields of activity are grouped into seven main areas: agriculture, food, and nutrition sciences; health sciences; information sciences; social sciences; earth and engineering sciences; fellowships and awards; and communications.

### LIBRARY SERVICES

The goal of IDRC's Library is to stimulate and facilitate access to information about Third World development. In the pursuit of this goal, emphasis is placed particularly on research in adapting scientific and technical knowledge to the economic and social advancement of developing countries.

### DEVELOPMENT DATA BASES SERVICE (DDBS)

Research in the area of Third World development covers a wide range of topics. Questions such as those listed below are typical of those asked by researchers:

- \* I am interested in the problem of population growth in urban cities of the Third World. Where can I find information on this topic?
- \* How can I locate information on the topic of women and land rights in Africa?
- \* Who is involved in research on small-scale industries?
- \* What does EFTA stand for and where is it located?
- \* I have to write a paper on sustainable development. Do you have any information on that topic?
- \* What information is available regarding renewable energy sources?

Answers to these questions can be found by searching the databases offered by the Library's Development Data Bases Service. To nonprofit organizations, the Library offers access to 9 development databases: 3 are in-house, IDRC databases; 6 are databases from other organizations.

### ACCESS TO THE DEVELOPMENT DATA BASES SERVICE

Institutions interested in obtaining access to the Development Data Bases Service should contact the IDRC Library. The requesting institution must meet the following criteria:

- 1) have an interest in one or more of the databases;
- 2) have some on-line searching experience;
- 3) have a controlled user group;
- 4) be willing to provide the IDRC Library with feedback.

The DDBS is normally made available to the organization's library or documentation unit. If no such unit exists, other arrangements for the service may be possible.

## USER SUPPORT SERVICES

A User's Manual and other documentation is provided and a user name is assigned to institutions who request access to the Development Data Bases Service and who meet the specified criteria. For new Canadian users, a training session is organized at a mutually convenient time in the official language of Canada preferred by the user. Users experiencing difficulties while searching the development databases may also receive assistance by contacting the IDRC Library.

## OPERATING HOURS

The Development Data Bases Service is generally available at all times except for the following hours when the system is down for backup:

|                |                                     |
|----------------|-------------------------------------|
| Monday         | 7:00 a.m. - 9:00 a.m. (Ottawa time) |
| Tuesday-Friday | 7:00 a.m. - 8:30 a.m. (Ottawa time) |

## COST TO USERS

At present users are not charged a fee to access the Development Data Bases Service. However, they are required to pay telecommunication costs in accessing the IDRC computer. The exchange agreements with the UN agencies and US AID allow IDRC to make their databases available without charge to Canadian universities, government departments, and not-for-profit institutions. Under the terms of these agreements, IDRC would be permitted to charge a cost-recovery fee, but at present does not do so. This policy is reviewed regularly and it is possible that in the future a charging mechanism could be introduced.

## EQUIPMENT REQUIREMENTS

Users of the Development Data Bases Service can access the databases via an ASCII compatible terminal or microcomputer equipped with some communication software plus a modem operating at 1200 baud or 2400 baud. A printer with at least an 80-column capacity is also needed for those who require printed copies immediately. Access to the service is provided through a regular telephone line for users in the Ottawa area. Users outside the Ottawa area access the service through the DATAPAC Telecommunication system.

## DESCRIPTION OF DEVELOPMENT DATA BASES

### ACRONYM.ACRONYMS

Supplier: International Development Research Centre (IDRC), Ottawa, Canada  
Content: This database provides information on organizations related to the interests of IDRC.  
Updating Frequency: Weekly  
Size: 5,093 records (date here - check # records)  
Type: Non-bibliographic  
Languages Used: English, French, Spanish

### AID

Supplier: Agency for International Development (AID), Washington, D.C., USA  
Content: This database contains technical research and development materials produced by AID programs. The subject fields covered are: development assistance, economics, education, energy, human resources, physical and social sciences, science and technology, and urban development.  
Period of Coverage: 1962 to date  
Updating Frequency: Semi-annually  
Size: 25,594 references (check this, add date)  
Type: Bibliographic  
Indexing Languages: English  
Thesaurus Used: AID Thesaurus  
Printed Source: A selection of the documents from the AID database are printed in A.I.D. Research and Development Abstracts  
Document Location: IDRC Library (microfiche collection)

### BIBLIOL.LIBRARY (IDRC Library Database)

Supplier: International Development Research Centre (IDRC), Ottawa, Canada  
Content: This database covers documentation collected to answer the needs and objectives of the International Development Research Centre. It relates primarily to scientific and technical research. Topics covered include: agriculture, communications, development aid, earth and engineering sciences, economics, education, environment, health, information systems and services, nutrition, population studies, science and technology policy, and women in development.

*includes all  
IDRC pub's, periodicals  
project doc (?)*

Period of Coverage: 1970 to date  
Updating Frequency: Daily  
Size: 63,422 references (check this, add date)  
Type: Bibliographic  
Indexing Languages: English, French, Spanish  
Thesaurus Used: Macrothesaurus for Information Processing in the Field of Economic and Social Development (New York; United Nations, 1985)  
Macrothésaurus pour le traitement de l'information relative au développement économique et social (New York; Nations Unies, 1985)

Macrothesaurus para el Tratamiento de la Informacion  
relativa al Desarrollo Economico y Social (New York;  
Naciones Unidas, 1985)

Document Location: IDRC Library

**FAQ**

Supplier: Food and Agriculture Organization of the United Nations  
(FAO), Rome, Italy

Content: This database includes worldwide coverage of documents  
written by or for FAO on such topics as: agricultural  
chemicals technology; agriculture; agronomy; animal biology;  
animal husbandry; botany; conservation; crops and soil;  
ecology; economics; farming; fishing and fisheries; food and  
nutrition; human geography; industry and trade; livestock  
farming; natural resources; physical geography; rock, soil  
and sciences; and zoology. Much of the documentation deals  
with developing countries, the enhancement of food  
production in these countries, and questions of trade in  
agricultural products between these countries and the rest  
of the world.

Period of Coverage: 1968 to date

Updating Frequency: Semi-annually

Size: 63,417 references (check this, add date)

Type: Bibliographic

Indexing Language: English

Thesaurus Used: AGROVOC: a multilingual thesaurus of agricultural  
terminology : English version. (Rome: Apimondia, 1982)

Document Location: Depository Libraries:  
University of British Columbia, Vancouver, B.C.  
University of Alberta, Edmonton, Alta.  
University of Calgary, Calgary, Alta.  
Elizabeth Dafoe Library, University of Manitoba, Winnipeg,  
Man.  
Legislative Library, Winnipeg, Man.  
Agriculture Canada, Ottawa, Ont. ( *subs. to microfiche coll.* )  
John P. Robarts Research Library, University of Toronto,  
Toronto, Ont.  
Library of Parliament, Ottawa, Ont.  
Mills Memorial Library, McMaster University, Hamilton, Ont.  
University of Guelph, Guelph, Ont.  
McLennan Library, McGill University, Montreal, Que.  
Killam Memorial Library, Dalhousie University, Halifax, N.S.  
Memorial University of Newfoundland, St. John's, Nfld.

Microfiche Service: Reference & Documentary Information Section  
David Lubin Memorial Library  
FAO, UN  
Rome 00100  
Italy

**IDRIS. IDRIS** (Inter-agency Development Research Information System)

Suppliers: There are presently seven organizations cooperating in this  
project:  
Board on Science and Technology for International  
Development (BOSTID), Washington, D.C., USA

German Appropriate Technology Exchange (GATE), Eschborn,  
 Federal Republic of Germany  
 International Development Research Centre (IDRC), Ottawa,  
 Canada  
 International Foundation for Science (IFS), Stockholm,  
 Sweden  
 Japan International Cooperation Agency (JICA), Tokyo, Japan  
 Swedish Agency for Research Cooperation with Developing  
 Countries (SAREC), Stockholm, Sweden  
 United Nations University (UNU), Tokyo, Japan  
Note: Also included in the database are a few project  
 records from the Netherlands Universities Foundation  
 for International Cooperation (NUFFIC), The Hague,  
 Netherlands

Content: This database provides project information describing the  
 research activities located in, or concerned with,  
 developing countries, and funded or coordinated by the  
 agencies mentioned above. Included in this data is the  
 project description, the name of the recipient  
 institution(s), the researchers' names, the geographical  
 area under study, the subject headings, and the amount of  
 funds committed.

Period of Coverage: 1970 to date

Updating Frequency: Weekly

Size: 7,137 records (check this, add date)

Type: Non-bibliographic

Indexing Language: English

Thesaurus Used: Macrothesaurus for Information Processing in the Field of  
 Economic and Social Development (New York; United Nations,  
 1985).  
Macrothésaurus pour le traitement de l'information relative  
 au développement économique et social (New York; Nations  
 Unies, 1985).  
Macrothesaurus para el Tratamiento de la Informacion  
 relativa al Desarrollo Economico y Social (New York;  
 Naciones Unidas, 1985).

## ILO

Supplier: International Labour Office (ILO), Geneva, Switzerland

Content: This database includes worldwide coverage of journal and  
 monographic literature in the field of economic and social  
 development and industrial relations, including such topics  
 as: agriculture, demography, economic conditions and  
 policies, education, environment and earth sciences,  
 international relations, and management. Much of the  
 information is specific to developing countries, for  
 example: employment creation, labour-intensive  
 manufacturing methods, and the role of women in development.

Period of Coverage: last 5 years

Updating Frequency: Quarterly

Size: 20,471 references (check this, add date)

Type: Bibliographic

Indexing Language: English

Thesaurus Used: ILO Thesaurus/Thesaurus BIT/Tesauro OIT (Geneva, ILO, 1978)

Document Location: Depository Libraries:  
 University of British Columbia, Vancouver, B.C.



University of Alberta, Edmonton, Alta.  
 University of Calgary, Calgary, Alta.  
 Elizabeth Dafoe Library, University of Manitoba, Winnipeg,  
 Man.  
 Legislative Library, Winnipeg, Man.  
 Canadian Institute of International Affairs, Toronto, Ont.  
 John P. Robarts Research Library, University of Toronto,  
 Toronto, Ont.  
 Labour Canada, Ottawa, Ont.  
 Library of Parliament, Ottawa, Ont.  
 Mills Memorial Library, McMaster University, Hamilton, Ont.  
 National Library of Canada, Ottawa, Ont.  
 Bibliothèque des sciences humaines et sociales, Montréal,  
 Qué.  
 Bibliothèque générale, Université Laval, Québec, Qué.  
 McLennan Library, McGill University, Montreal, Que.  
 Killam Memorial Library, Dalhousie University, Halifax, N.S.  
 Memorial University of Newfoundland, St. John's, Nfld.  
 (for ILO docs. & publ. - not for serial articles)  
 ILO Publications  
 International Labour Office  
 CH-1211 Geneva 22  
 Switzerland

Microfiche Service:

UNESCO

Supplier: United Nations Educational, Scientific, and Cultural  
 Organization (Unesco), Paris, France  
 Content: This database includes worldwide coverage of literature  
 consisting of monographs, serials, reports, proceedings and  
 unpublished documents written by or for Unesco. These deal  
 with a broad range of educational, scientific, and cultural  
 programs with an increasing emphasis on development issues.  
 Topics covered include: area studies; arts; communication  
 science and technology; economics, industry, and trade;  
 education; environment and nature conservation; geography;  
 information sciences and documentation; international law;  
 language, linguistics, and literature; legal organizations  
 and procedure; music and the performing arts; political  
 science and politics; psychology; religion and atheism;  
 social sciences; social welfare and relief services; work  
 and leisure.  
 Period of Coverage: 1970 to date  
 Updating Frequency: Quarterly  
 Size: 42,277 references (check this, add date)  
 Type: Bibliographic  
 Indexing Language: English  
 Thesaurus Used: Unesco Thesaurus (Paris, Unesco, 1977). 2 vol.  
 Document Location: Depository Libraries:  
 University of British Columbia, Vancouver, B.C.  
 University of Alberta, Edmonton, Alta.  
 University of Calgary, Calgary, Alta.  
 Elizabeth Dafoe Library, University of Manitoba, Winnipeg,  
 Man.  
 John P. Robarts Research Library, University of Toronto,  
 Toronto, Ont.  
 Mills Memorial Library, McMaster University, Hamilton, Ont.

National Library of Canada, Ottawa, Ont.  
 McLennan Library, McGill University, Montreal, Que.  
 Harriet Irving Library, University of New Brunswick,  
 Fredericton, N.B.  
 Killam Memorial Library, Dalhousie University, Halifax, N.S.  
 Memorial University of Newfoundland, St. John's, Nfld.

Microfiche Service: Unesco Microfiche Service (LAD/UMS)  
 Unesco Press  
 7, Place de Fontenoy  
 75700 Paris  
 France

**UNIDO**

Supplier: United Nations Industrial Development Organization (UNIDO),  
 Vienna, Austria

Content: This database covers documents, prepared by or for UNIDO,  
 concerned with the improvement of industry in developing  
 countries. The literature covers macro- and micro-economic  
 aspects of industrial development such as: infrastructure;  
 institutional services; management; marketing; planning;  
 policies; pre-feasibility and feasibility of industry or  
 plant; product development and design; production and  
 productivity; quality control; research; surveys; technology  
 and techniques.

Period of Coverage: 1968 to date

Updating Frequency: Semi-annually

Size: 17,677 references (check this, add date)

Type: Bibliographic

Indexing Language: English

Thesaurus Used: Thesaurus of Industrial Development Terms (New York, UN,  
 1983)

Document Location: IDRC Library (microfiche collection)  
Depository Libraries:  
 University of British Columbia, Vancouver, B.C.  
 University of Alberta, Edmonton, Alta.  
 University of Calgary, Calgary, Alta.  
 Elizabeth Dafoe Library, University of Manitoba, Winnipeg,  
 Man.  
 Legislative Library, Winnipeg, Man.  
 Canadian Institute of International Affairs, Library,  
 Toronto, Ont.  
 John P. Robarts Research Library, University of Toronto,  
 Toronto, Ont.  
 Library of Parliament, Ottawa, Ont.  
 Mills Memorial Library, McMaster University, Hamilton, Ont.  
 University of Ottawa, Ottawa, Ont.  
 Bibliothèque des sciences humaines et sociales, Montréal,  
 Qué.  
 McLennan Library, McGill University, Montreal, Qué.  
 Killam Memorial Library, Dalhousie University, Halifax, N.S.  
 Memorial University of Newfoundland, St. John's, Nfld.

Microfiche Service: United Nations Sales Office  
 Palais des Nations  
 Genève  
 Switzerland

Publications Vendor: Document Distribution

UNIDO  
Vienna  
AUSTRIA

WHO (needs to be revised)

Supplier: World Health Organization (WHO), Geneva, Switzerland  
Content: This bibliographical database contains WHO headquarters and WHO Regional Offices publications, periodical articles, technical and policy documents, World Health Assembly, Executive Board and Regional Committee documentation and joint publications of WHO with other international organizations and publishers.  
Period of Coverage: 1986 to date  
Updating Frequency: ??  
Size: 15,000 (check this, add date)  
Type: Bibliographic  
Indexing Languages: English, French, Spanish  
Thesaurus Used: ??  
Document Location: University of Calgary, Calgary, Alta.  
University of Guelph, Guelph, Ont.  
McMaster University, Hamilton, Ont.  
Universite de Montreal, Montreal, Que.  
Library of Parliament, Ottawa, Ont.  
University of British Columbia, Vancouver, B.C.  
Harriet Irving Library, University of New Brunswick, Fredericton, N.B.  
Kellogg Library, Dalhousie University, Halifax, N.S.  
Medical Library, McGill University, Montreal, Que.  
Carleton University Library, Ottawa, Ont.  
Ministere de la sante et des services sociaux, Quebec, Que.

FOR MORE INFORMATION ON THE DDBS

For more information on the Development Data Bases Service (DDBS) and other library services offered at IDRC or to become a DDBS user, please contact the Head Office at 250 Albert Street in Ottawa, Canada.

Mailing address: DDBS  
IDRC Library  
P.O. Box 8500  
Ottawa, Ontario  
K1G 3H9 / Canada

Telephone numbers: DDBS: (613) 236-6163, extension 2417  
Reference: (613) 598-0578  
ILL: (613) 598-0579

FAX: (613) 238-7230

ENVOY 100: IDRC.DDB

BITNET: IDRC@UOTTAWA.BITNET

## IDRIS SEARCHING GUIDE

SEARCHING IDRIS

....introduction:

include combining search statements, changing print formats, etc., refer to users' manual or quick reference guide

**TOPIC OF RESEARCH ACTIVITY**

To locate projects dealing with a specific topic or topics:

- Q> TECHNOLOGY TRANSFER
- Q> NT TRAINING
- Q> ANY COOPERATIVES

To locate projects dealing with a specific geographic area:

- Q> AREA GUINEA-BISSAU
- Q> AREA ANY AFRICA

**TITLE AND PROJECT NUMBER**

To locate projects by title:

- Q> TITLE RURAL EDUCATION
- Q> TEXT TITLE = RURAL EDUCATION<sup>1</sup>

To locate projects by project number:

- Q> FILEID 3-P-88-0098

**AGENCIES AND INSTITUTIONS INVOLVED IN RESEARCH ACTIVITY**

To locate projects coordinated by a specific agency or, in the case of IDRC projects, by a specific division of IDRC:

- Q> AGENCY IDRC
- Q> DIV IS

To locate projects funded or co-funded by a specific agency or agencies:

- Q> DONOR IDRC
- Q> AND CONAME FORD FOUNDATION<sup>1</sup>

To locate recipients of research grants:

- Q> INNAME UNIVERSIDADE DE SAO PAULO
- Q> INCITY SAO PAULO
- Q> INCTRY BR

**FUNDING FOR RESEARCH ACTIVITIES**

To locate projects for which funds were initially committed during a specific period of time:

- Q> FNDATE 19900601
- Q> FNDATE > 19891231

To locate projects for which funds were granted during a specific period of time:

- Q> AND FISCYR > 19881231<sup>1</sup>

**STATUS**

To locate projects that have been completed or are still active:

- Q> STATUS CLOSED
- Q> STATUS ACTIVE

To locate projects that were completed during a specific time period:

- Q> AND FINISH 19890630<sup>1</sup>
- Q> AND FINISH < 19900101<sup>1</sup>

<sup>1</sup>CAUTION: This is a free-text search. Retrieval may be slow.

## SAMPLE IDRIS RECORD IN IDRIS3 PRINT FORMAT

Agency: IDRC<sup>a</sup> File: 3-P-82-0225<sup>b</sup> ISN: 11574<sup>c</sup>  
 Donor: IDRC<sup>d</sup> Alternate Language: FRE<sup>e</sup>  
 Division: HS<sup>f</sup> Sub-division: TROPICAL AND INFECTIOUS DISEASES<sup>g</sup>

Yellow Fever (Latin America) - Phase I<sup>h</sup>

312610<sup>i</sup> CAD<sup>j</sup>

Date Funds Committed: 19830800<sup>k</sup> Completion Date: 19870203<sup>l</sup> Status: Closed<sup>m</sup>

- Co-funding Agencies -

CIDA<sup>n</sup>

- Recipient Institutions -

Instituto Nacional de Salud (INPES)<sup>o</sup>  
 Bogota<sup>p</sup> CO<sup>q</sup>

Funding from Donor: 148750<sup>r</sup> Local Funding: 82135<sup>s</sup>

Address: Instituto Nacional de salud (INPES), Apartados Aereos 80080 y  
 80334, Bogota, Colombia<sup>t</sup>

Link with Researcher: B<sup>u</sup>  
 Institution Type: 02 pub. natl

Fundacao Oswaldo Cruz (FIOCRUZ)  
 Rio de Janeiro BR

Funding from Donor: 163860 Local Funding: 59635

Address: Fundacao Oswaldo Cruz, Rio de Janeiro, Brazil  
 Link with Researcher: C

Institution Type: 03 pub. natl

- chers -

BERNAL, CARLOS<sup>v</sup> DR<sup>w</sup>  
 Link with Institution: B<sup>x</sup>

LOPEZ, OSCAR SOUSA DR  
 Link with Institution: C

- Project Description -

/yellow fever/ /vaccines/ /testing/ /quality control/<sup>y</sup>

Area Under Study: /Latin America/ /Colombia/ /Brazil/<sup>z</sup>

Availability of Documents: 1. Yellow fever. 24 p. 1983.<sup>aa</sup>

Yellow fever is an acute infectious disease caused by a virus transmitted to humans by mosquitoes. In Latin America the ecological conditions are such that a devastating epidemic of yellow fever could break out at any time. In such a case, the present supply of vaccine would be completely inadequate. Hence, there is an acute need to correct the present deficiencies in vaccine production and research. This project will provide funds to modernize and improve the yellow fever vaccine production facilities in Colombia and Brazil.<sup>bb</sup>

Post-project Summary: While this project involved research work in Brazil and Colombia, the Colombian component was unable to complete objectives and Centre support was terminated in October 1986. Researchers in Brazil focused on improvements in yellow fever vaccine stability; studies with reconstituted vaccines; and vaccine quality control techniques.<sup>cc</sup>

Training Information: A Colombian researcher received three weeks of training in neurovirulence at the National Institute of Health. Prior to this training, the researcher attended a conference in Washington from 21 to 23 February 1984.<sup>dd</sup>

<sup>a</sup>AGENCY (Participating Agency)  
<sup>b</sup>FILEID (Project Number)  
<sup>c</sup>ISN (Internal Sequence Number)  
<sup>d</sup>DONOR (Donor Agency)  
<sup>e</sup>ALANG (Alternate Language)  
<sup>f</sup>DIV (IDRC Division)  
<sup>g</sup>SDIV (IDRC Sub-Division)  
<sup>h</sup>TITLE (Title - English)

<sup>i</sup>TOTAMT (Total Funding by Donor Agency - Amount)  
<sup>j</sup>CURRENCY (- Currency)  
<sup>k</sup>FNDATE (Date Funds Committed)  
<sup>l</sup>FINISH (Completion Date of Activity)  
<sup>m</sup>STATUS (Status of Project)  
<sup>n</sup>CONAME (Co-Funding Agency)

<sup>o</sup>INNAME (Recipient Institution - Name)  
<sup>p</sup>INCITY (- City)  
<sup>q</sup>INTRY (- Country)  
<sup>r</sup>FDONOR (- Funding from Donor Agency)  
<sup>s</sup>FLOCAL (- Funding - Local Contribution)  
<sup>t</sup>INADOR (- Address)  
<sup>u</sup>INLINK (Link with Researcher)

<sup>v</sup>RENAME (Researcher - Name)  
<sup>w</sup>RETITL (- Title)  
<sup>x</sup>RELINK (- Link with Institution)

<sup>y</sup>THES (Macrothesaurus Subject Descriptors)  
<sup>z</sup>AREA (Geographical Area Under Study)  
<sup>aa</sup>AVLDOC (Availability of Documents)  
<sup>bb</sup>ABSTR (Abstract - English)

<sup>cc</sup>PABST (Post Project Abstract)

<sup>dd</sup>TRAIN (Trainee Information)

## APPENDIX IV

### RECOMMENDED REVISIONS - USERS' MANUAL



## RECOMMENDED REVISIONS - USERS' MANUAL

NOTE: THE CHANGES RECOMMENDED BELOW ARE BASED ON A REVIEW OF THE MAY 1990 VERSION OF THE USERS' MANUAL.

### Part I:

- \* Sec. 4 - Access procedures - could be first section of Part II.

- \* Sec. 5.3 - system features section is very helpful; add here or elsewhere information regarding messages received from system (illegal term, syntax error, ...).

### Part II:

- \* Sec. 1.2 - needs note after first example. In note explain Q> LABOUR defaulted to subject descriptor field. Q> TEXT LANGT = ENG, free-text search, was performed on preceding set number 3. also note how to search on desired set when desired set is not preceding set (Q> desired set #, then Q> new search on desired set).

- \* Sec. 1.2.3 - Note refers to default QUERY field, but no definition of default QUERY field given previously - need to define here or refer users to sec. 2.2.

- \* Sec. 2.1 - if searching default QUERY field, field id not necessary; ALSO should this section ("initiating a search") be here or would it be more useful at beginning of part 3 QUERY commands?

- \* Sec. 2.3 - Boolean information helpful. Comparison operators (sec. 2.5) should follow Boolean operators.

- \* Sec. 2.3.3 - Remind users of implicit ANDing in other also.

- \* Sec. 2.3.5 - needs an example.

- \* Sec. 2.4 - Move this section to the end of Part II and use a combination of many of the search operations introduced in Part II.

- \* Sec. 2.4.2 - IMPORTANT advice - need to keep emphasizing this in sample searches (recalling previous set number before searching that set); also need to point out that free-text searching on earlier sets may sometimes work, but may also result in retrieval of false hits - better to be cautious and always recall previous set number in a separate statement.

- \* Sec. 2.7 - Warning helpful. warnings throughout would be

helpful - draw users' attention more.

\* Sec. 2.8 - Why search on ISN? Need to explain.

\* Sec. 2.9.2 - QUERY commands used in thesaurus-aided searching - this section needs more explanation or just delete?

\* Sec. 2.11 - ANY Table is not Appendix I. Could/Should it be included in the Appendix?

\* Sec. 3 - In general - this section is very helpful. Explanations and examples are useful, alphabetical order appreciated. Some parts need additional examples, other parts need more complex examples (see below).

\* Sec. 3.1 - what determines whether = sign will appear on separate line or at beginning of first search statement line? Also, 3rd paragraph re LIST OFFLINE - only IDRC searchers can list?

\* Sec. 3.2 - \$ does not need to be used before starting a new search - it's an option in this case.

\* Sec. 3.3 - some rewriting needed - check newest version though. Also: when browsing better to use RECLIMIT or CTRL S to control listing of records, rather than CTRL Y. Also: if sorting, may lose records if some records contain no data in field being sorted - could check for [FIELD] ABSENT to see if additional fields should be added to sort or if lost records should be listed separately - this is a problem with LIST OFFLINE also. Also: doesn't give N records not found message.

\* Sec. 3.4 - in notes section, remind users that to get back to > need \$.

\* Sec. 3.5 - explain more - if change default QUERY field will search new field for duration of search (until change database or exit) or until new default field is specified.

\* Sec. 3.6 - why would Detail be used? need explanation.

\* Sec. 3.7 - refer to DSPLIMIT here; also, is @ necessary when displaying other than when displaying from beginning of thesaurus?

\* Sec. 3.11 - needs an example.

\* Sec. 3.13 - give more explanation re print format name (NAME1, NAME2, NAME3) - refer to database descriptions.

\* Sec. 3.16 - include reminder that only hitfiles are being retrieved and that these might not be most current documents - is this reminder in new version of manual?

\* Sec. 3.19 - specifying language specifies language into which the thesaurus terms will be translated, and, as a result of trans., specifies language of records retrieved (if specify one language, records in that language only will be retrieved unless query is in a second language in which case both languages will be represented.).

\* Sec. 3.20 - if sorting may lose records if some records contain no data in field being sorted - could check for [FIELD] ABSENT to see if additional fields should be added to sort or if lost records should be listed separately.

\* Sec. 3.23 - BIBLIOL records are not in ISN order - REVERSE does not work well here.

### Part III:

\* Appendix I - Could ANY tables be included in the USERS' MANUAL or, if provided as separate document, could ISO COUNTRY CODES also be separate document?

\* Appendix II - Use more highlighting (boxes??) and more explanations with sample searches - explain what searcher is doing and what is being retrieved. Limit each sample to one page in length, one sample per page as in Section III.

\* Appendix III - Use more highlighting and more complex searches - combine some of the examples shown to show complex search strategy.

\* Index - Add more reference points.