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**AUSTRALIAN CRIMINAL JUSTICE
AND
WELFARE LIBRARIANS' SEMINAR**

**Proceedings of the Sixth Seminar for Librarians
in the Criminal Justice System
(incorporating the First Welfare Information
Network Seminar)**

19-22 April 1988

Edited by John Myrtle

**Australian Institute of Criminology
Canberra ACT**

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INTRODUCTION

SIXTH SEMINAR FOR LIBRARIANS IN THE CRIMINAL JUSTICE SYSTEM

Incorporating THE FIRST WELFARE INFORMATION NETWORK SEMINAR

19-22 April 1988

The Sixth Criminal Justice Librarians' Seminar was held at the Australian Institute of Criminology from April 19 to 22, 1988. This year's Seminar incorporated the First Welfare Information Network Seminar. The four day program was organised in such a way that the first three days were of particular relevance to criminal justice librarians, and the third and fourth days were of relevance to welfare librarians.

The 1988 Seminar broke new ground in a number of ways. With the broader scope of the program, the Seminar attracted more than one hundred participants for the first time. A broader program and more participants in turn required an additional venue for the Seminar sessions. To that end, the program was developed with the co-operation of the Alcohol and Drug Foundation, Australia. The Alcohol and Drug Foundation, Australia, situated in Townshend Street, Phillip, provided an alternative venue, less than two minutes walk from the Australian Institute of Criminology.

CRIMINAL JUSTICE LIBRARIES

Since the early days of its operations, the Library of the Australian Institute of Criminology has accorded a high priority to, not only supporting the research and programs work of the Institute, but also promoting co-operation between criminal justice libraries. These libraries include police departments and colleges, adult and juvenile correctional departments, law courts, law teaching departments and government law departments.

The first Seminar for Librarians in the Criminal Justice System was convened by the Institute and held in Canberra in 1977. The broad aim of that seminar was to 'improve the effectiveness of criminology libraries in Australia'. Further seminars were organised in 1979, 1981, 1984, 1986 and 1988. The 1981 Seminar was organised by the Institute, and hosted by the University of NSW Library in Sydney.

WELFARE INFORMATION NETWORK

The Welfare Information Network (WIN) is an association of library and information workers in welfare and allied fields, formed at the Second Asian-Pacific Special and Law Librarians' Conference, Brisbane, September 1987. It is a national group, linking LOSS (Librarians of Social Sciences, NSW), WHIG (Welfare and Health Information Group, Victoria), SWELL (Social Welfare Librarians, Queensland) and librarians from other States and Territories.

The aims of WIN are to foster resource-sharing and inter-library co-operation and to act as a mutual support group and information exchange. Specific forms of co-operation which the inaugural meeting identified are:

- . directory of members
- . newsletter
- . biennial seminars or meetings
- . union list of serials
- . common thesaurus
- . free inter-library loans
- . exchange of publications and duplicates lists
- . computer networking

Work on some of these has started already. By agreement at the inaugural meeting, the first five are being tackled as current projects, with responsibilities being shared amongst States. Inter-library loan agreements and exchanges are dependent upon production of the directory and mailing list, while computer networking is a matter for the longer term.

It was agreed at the inaugural meeting that a seminar should be held every two years, preferably in conjunction with the LAA Special Libraries conferences. The next of these is to be in Adelaide in 1989. However, in order to strengthen the initial bonding of the Network, a special seminar was arranged for 1988. As a number of WIN members were already committed to attending the Australian Institute of Criminology's Sixth Criminal Justice Librarians' Seminar, an approach was made to the Institute to incorporate a welfare section in the program for the Criminal Justice Seminar.

SEMINAR PROGRAM

Feedback received by Institute staff, in the two years since the previous Librarians' Seminar, indicated that criminal justice librarians have three related areas of concerns:

- (1) Scarce resources; namely insufficient staff and inadequate funds for books, serials and search services
- (2) A sense of isolation
- (3) A lack of professional advice on the technological means of overcoming (1) and (2).

The organisers of the Sixth Seminar determined that a portion of the program would be devoted to papers and workshops that would spell out some of the relatively low cost technological developments and information resources available to librarians. The aim was to outline ways in which librarians could overcome their sense of isolation, and also develop effective networks.

Concern was also expressed that workshops might end up being sessions where participants would, in the words of one librarian, 'wallow together in ignorance'. With this in mind, the Institute was very fortunate to attract the services of a number of professionals, experienced in both the application of microcomputer-based systems in libraries, and also the development and marketing of systems for libraries.

DAY 1

Prior to the workshops and the keynote paper, participants were welcomed by the Institute's Director, Professor Duncan Chappell, who spoke on recent developments in the work of the Institute. He referred to the importance of library and information services, in not only supporting the work of the Institute staff, but in also supporting the work of criminal justice agencies and personnel. He drew particular attention to the value of CINCH the Australian Criminology database in providing support for Australian criminological research.

Laura Maquignaz, Librarian for the Brotherhood of St. Laurence, Melbourne, gave the keynote address for the Seminar with her paper: Networking with PCs : the WHIGNET experience. The presentations and workshops that followed this paper focussed on two library software products: Microcairs and Inmagic. Alan Green of Systematics Information Systems, conducted the Microcairs workshop which was held at the Library of the Alcohol and Drug Foundation, Australia. The Inmagic workshop was led by Annette Murphy of Trimagic Software, assisted by Norma Tovey of Triad Data Magic and Janet Smith of Infoscan. These workshops provided 'hands on' opportunities for participants, working with microcomputers and the relevant software.

The final session of Day 1 centred on presentations of four Australian online search services, namely:

1. AUSINET (ACI Computer Services), in particular, CINCH the Australian Criminology Database
2. AUSTRALIS, in particular, the FAMILY Database
3. ABN, in particular, subject retrieval aspects
4. OZLINE (National Library of Australia).

Following the presentations, computer terminals were made available for demonstrating each of the four search services.

DAY 2

The morning session was set aside for the meeting of three criminal justice librarians special interest groups, namely:

1. Corrections
2. Legal/Courts
3. Police

Library visits were organised for the afternoon of the second day and participants had a choice of two options, either:

1. NSW Police Academy, Goulburn, or
2. Australian Defence Force Academy, Australian Institute of Aboriginal Studies, and Lionel Murphy Library, Attorney-Generals Department.

DAY 3

The third day offered a variety of papers of interest to both criminal justice and welfare librarians. Because of the large number of participants and the variety of papers on offer, parallel sessions were organised with the alternative venues being the Institute and the Alcohol and Drug Foundation, Australia.

The welfare portion of the Seminar program was launched with an address by Ms Marie Coleman, Director, Portfolio Analysis Unit, Department of Community Services and Health. Ms Coleman spoke on the role of library and information services for social welfare policy makers. She urged librarians to be proactive and not just reactive; to ensure that information reached policy makers, as a matter of course, and not only in response to specific requests.

DAY 4

The final day of the Seminar involved a smaller number of participants; mainly those with specific welfare interests. The morning sessions were devoted to papers and panel discussions on information resources and information needs in the welfare sector. The program closed in the afternoon with a meeting of participants to discuss the future of the Welfare Information Network.

ACKNOWLEDGEMENTS

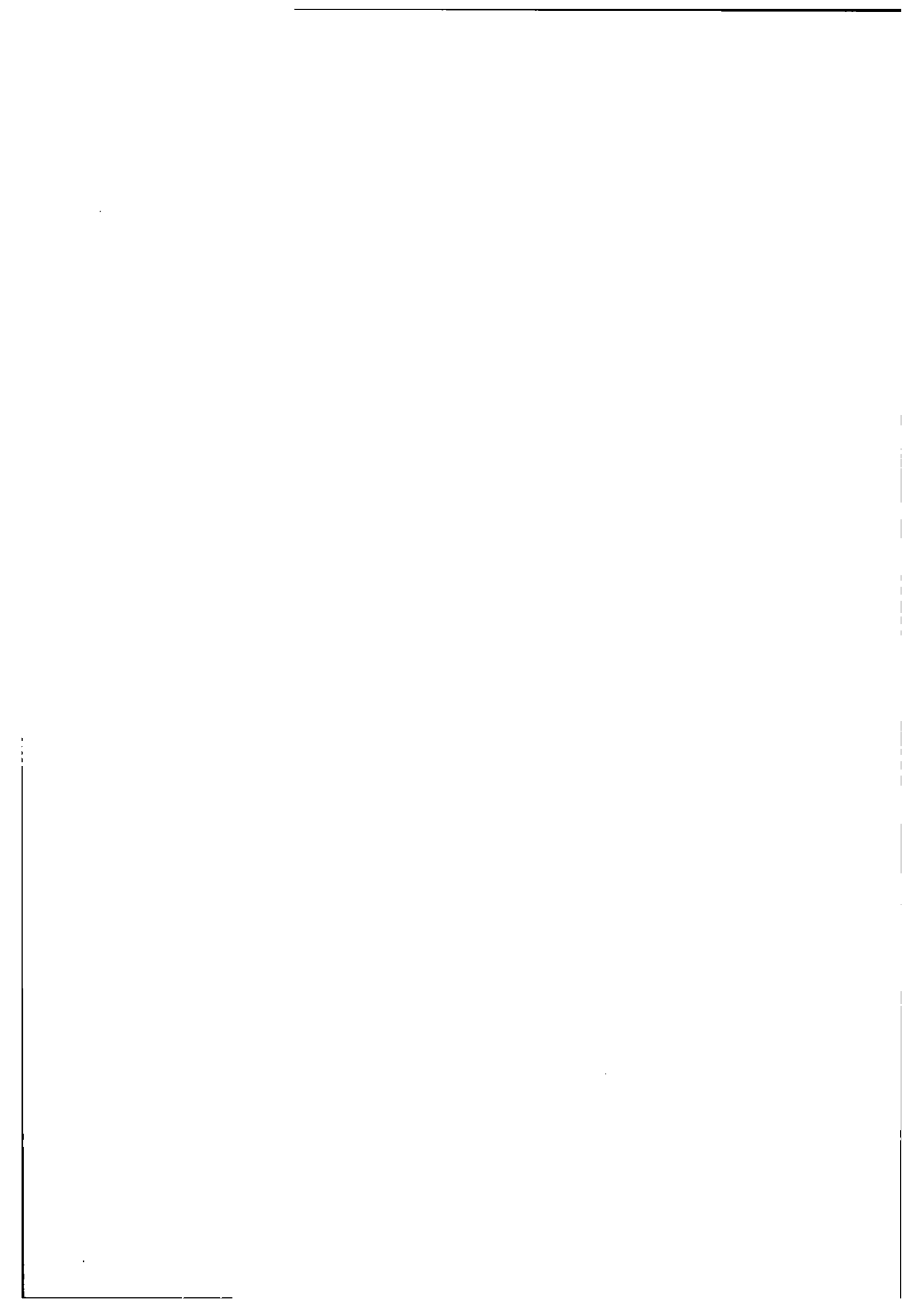
Co-operation provided by the following persons for the Seminar is particularly appreciated:

The Director and staff of the Alcohol and Drug Foundation,
Australia;

The staff of the J.V. Barry Memorial Library, Australian Institute
of Criminology

and the following individuals:

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NETWORKING WITH PCs : THE WHIGNET EXPERIENCE

Laura Maquignaz
Librarian, Brotherhood of St Laurence

When I received the request to give this paper, I asked John Myrtle to describe my intended audience. He characterised you as being a group of librarians living in "technological poverty". The task of my paper is to outline the way a group of Melbourne welfare librarians, living in similar circumstances, chose to automate. WHIGNET is the name of our group. We have cooperated to purchase the same software package and compatible hardware systems in each of our member libraries. This cooperation was extended to the way the software was used in each library. We have cooperated so that our bibliographic data is completely compatible. Yet, we have not impinged on the autonomy of each individual member library. There is no central controlling agency nor user charges.

We are a network in the traditional and personal sense of the word. We are a people network. We share information, ideas and expertise. We do not share our computer hardware although we can exchange floppy disks. We are a support group for each other, made all the more effective by our compatibility of interests and technology.

Being realistic, I think librarians have few choices left as regards automation. The fact is that you will eventually have to adopt computer technology. The timing of that system change will be decided by the vagaries of your management's budget. The main area of choice left to you is about how the computer technology will be introduced into your library. The relevance of the WHIGNET experience is the model for small, special libraries that it offers. It is a model of open communication and a determination to have compatibility within the group. It is a way of ensuring that small, low budget libraries do not go out on a limb with their software choice and that they will be able to exchange expertise and information within their sector. Acting as a cooperative network allows for the free flowing of innovative ideas and helps individual members adjust to the sometimes disruptive changes caused by innovation.

Why is computerisation inevitable?

Computerisation is inevitable. The right technology is now affordable. For around \$10,000 a small special library can have the hardware and software that will give it the benefits of an online catalogue. The librarian can have the choice of hardcopy outputs (including catalogue cards if she desires). This price, by the way, is the same that I paid two years ago. The only difference would be that the hardware I can purchase now for that money would be faster. The software package, in that time, has undergone two upgrades to improve its efficiency.

As well as the technology being affordable, the climate is right to adopt computer technology. You are not alone in investigating appropriate microcomputer systems for your library. It is a choice which has already been made by many of your peers. In Victoria alone, there are 60 special libraries using the Inmagic software.(1) The employment climate for librarians is changing. Coming to grips with automation makes sense in terms of your future career prospects. There is an increasing expectation that even librarians in small special libraries should be computer competent.

Recently, I undertook a piece of case study research on six special libraries using microcomputers to automate their systems. As part of this research, I asked the librarian's administrator about the qualities that he would look for in a replacement for his present librarian? All six administrators included computer competence in their list of skills. As one administrator said about his prospective new librarian: "She would have to be comfortable with computers. It is standard practice. She should be familiar with ABN, dialup searching procedures, and how to design information systems."

We are all working in a changing profession. We have to come to terms with these changes as individuals and as responsible professionals in our own library environment. It is reassuring if we can instigate these changes as part of a group rather than as isolated individuals. Libraries are about the communication of information. Computers can help the speed of that communication. Information can be produced quickly, in a more specific format and with a greater variety of retrieval points than ever before. Computers also offer the opportunity to communicate better with other libraries in your sector.

The welfare scene in Victoria

WHIGNET was fortunate to be able to develop in a sector already determined to have open communication. We developed as a computer interest group from within an already active group of welfare information providers.

In Victoria, there are a great variety of information resource centres in the welfare field. They range from the traditional special library structures found in government, semi government authorities and large voluntary welfare organisations, to the non traditional welfare information centres in self-help groups and action resource centres. All these information centres, both special libraries and resource centres, have developed unique collections largely unknown to each other.

WHIG, the Welfare Health Information Group, was set up to provide a forum for people involved with these centres to meet, exchange ideas, support each other and get to know each others' collections. It was an attempt to overcome some of the professional isolation involved in running a one-person library. This group was established by Sue Healey,

the Community Affairs Librarian at the State Library of Victoria. Meetings were informal and open to anyone interested in the welfare or health collections, and not just the professionally trained. We would bring our lunch to different settings and discuss our areas of concern. This informality and friendship was invaluable, given the nature of our information centres. It meant that we all knew each other personally and had knowledge of the size, collection strengths and organisational responsibilities of other WHIG members.

In mid 1986 four of the WHIG libraries decided to jointly investigate computerisation of our catalogues. The four libraries were the Brotherhood of St Laurence, Catholic Family Welfare, Family Action (then known as Melbourne Family Care Organization) and the Yooralla Society. This was the beginning of WHIGNET, which is a subgroup of WHIG, and which we hope will eventually encompass a large number of WHIG libraries. We hoped a computer system would give us better retrieval of information than the limited access points offered by the traditional card catalogue. We hoped it would enable us to distribute our information to our users in remote locations and to each other. And we hoped it would one day give us a joint welfare/health database.

Chisholm Institute kindly offered us the use of their mainframe computer system. We rejected this offer because there was no guarantee that we would not be thrown off the system at some later date. Also, we came to realize that the mainframe system would only help us with our book cataloguing. We had many other uses for a computer system. Catholic Family Welfare wanted to utilise a computer system to help with its bookshop. Family Action has a large database of journal article indexing which it uses as a commercial information service. The Brotherhood of St Laurence has responsibility for organisational archives dating from the 1930s. Yooralla hoped to produce a disability directory.

Single user microcomputers

The only affordable solution for us was a microcomputer-based system. We needed a flexible database management system which ran on a microcomputer. This would allow us to handle our traditional library tasks as well as our non traditional needs for information retrieval. We wanted flexibility of applications although we had decided to make sure our bibliographic records were completely compatible.

Choice of software

Having made our decision about the general type of system that we required, the next question was "what software"? The process of jointly investigating and evaluating various software packages was a most positive experience for us. Librarians in small special libraries can suffer a sense of isolation when they are faced with significant decisions.

We held a series of meetings where we discussed what we wanted from our systems. We were aided in these discussions by the use of a checklist developed by the Victorian Education Department. (2) We shared articles that we found useful (3). Jointly, we visited demonstrations by software vendors, and visited libraries who were using these software systems. All these activities helped us clarify what it was that we needed from a software system. Our experience confirmed that there was simply no substitute for the time-consuming legwork. But the ability to discuss what we learned from these visits was a bonus arising from our prospective network.

Specifications

We came up with a list of nine specifications for any software package that we would purchase. Rather than just relate what these nine specifications were, I'd like to show you the process of systems analysis which is necessary when you are drawing up a list of desirable features for your potential software package.

Basically, the type of software librarians use is called a Database Management System. A Database Management System conceptually operates in many ways like a traditional card catalogue.

The individual cards in the drawers are called records and the elements of the information contained on those cards or records are called fields.

To determine the size of the files that you will need on your system, you basically need to estimate the total size of that potential electronic card catalogue. As a rough guide, one character or letter is equivalent to a byte. Normally you allow 500 characters per record. (This is an extremely generous estimate but at least it allows for over, rather than under estimation.) Determining the size of your database files will allow you to calculate the amount of computer storage you will need on your hardware. Knowing the estimated file size you want, allows you to ask the software vendor about the estimated speed of searches done on that particular size file.

It is important to look into the types of records you want on the system. Try to determine the fields you want on your records and how many characters you want per field. For instance, if you look at the catalogue card you quickly see that to replicate this electronically you need variable field lengths. A variable field length is one which is as short or as long as the information you put in it. It is not determined by a fixed character limit on the field. A variable field length will allow you to have long author and title entries. Some software packages limit you to, for instance, 80 characters (one line) for author statements. Clearly, this would not be adequate for many government commissioned documents. Libraries also have a need to repeat fields for multiple subjects and authors. You should also have some

idea of the type of reports that you would like from the system; for example current awareness bulletins, shelf lists and so on.

Once you have sketched out what kinds of records that you would like on your computer and what reports you would like to get out of that system you can quite clearly see that you have a set of needs or specifications which you can use as criteria for software evaluation.

The WHIGNET specifications were:

1. The system had to be easy to use and should not cost too much.
2. There had to be variable length fields.
3. The database had to accommodate multiple field entries so that we could easily repeat fields for multiple subject headings, authors and dual titles.
4. Flexible report writing features so that we could design our own hard copy outputs and not have to pay for any modifications to preset report formats.
5. Good searching capabilities which allowed for the boolean operators 'and', 'or', and 'not'.
6. Ability to index terms as we desired, and not by some prearranged determination of the software. (One package, for example, allowed key word searching of the first 25 characters of a field.)
7. The ability to sort by numeric as well as alphabetic sequences so that we could obtain a print out by Dewey number, or accession number.
8. Data entry had to be easy so that it can be done without extensive training.
9. Alterations to records had to be easily executed.

Ultimately we decided on Inmagic. It most closely matched our specifications. We purchased Inmagic at the beginning of 1987. An added bonus for us was the library oriented support provided by Triad, the Melbourne distributors. Inmagic was the cheapest and the most flexible package available.

Only two of the investigating libraries were able to get funding, Family Action and the Brotherhood of St Laurence. (Catholic Family Welfare purchased Inmagic only several months ago, and that was with the proviso that the librarian supply the hardware!) All four libraries and other interested WHIG members were included in the decision regarding the data structure to be used for the book cataloguing. In addition, allowance was made for journal indexing. The data structure is the map that you give Inmagic showing what fields you want on your records and how you want them handled. Our fears

about the complications of learning the system and designing our own structures proved to be unfounded. Within a few days we had the data structures and were inputting cataloguing and article records. We found the searching capacity quick to use, and in retrospect, we can say it has transformed our expectations about access to our own collections. And, as we expected, the flexibility of the system has been of immense value.

What to do with Inmagic

INMAGIC - DEFINE Data Structure

Enter name of structure: CATALOG

Enter description line (optional): whignet database

Enter retrieval key field(s): ACCNO

Enter order key field(s): AUTHOR TITLE

LABEL	NAME	INDEX	SORT	EMPHASIS
NO	ACCNO	T	2	1
TG	DOB	Y	4	2
SP	SUPPLIER	T	1	1
PR	PRICE	N		
SH	SHELF NO	Y	7	1
LO	LOC DEPT	T	5	1
AU	AUTHOR	Y	5	1
TI	TITLE	Y	5	2
GM	GMD	T	5	1
EN	EDITION	N		
PL	PLACE	N		
PU	PUBL	T	5	1
YR	YEAR	T	4	1
SO	SOURCE	Y	5	1
PH	PHYDES	N		
SE	SERIES	Y	5	1
NT	NOTES	N		
AB	ABSTRACT	N		
IS	ISN	T	1	2
HO	HOLDINGS	N		
SU	SUBJECT	Y	5	1
KW	KEYWORD	Y	5	1
ID	IDENTIFIERS	Y	5	1
CY	GEOG DES	Y	5	1
CA	CATEGORY	Y	5	1

As you can see, the data structure allows for the same fields as are on the traditional catalogue card. We have added keyword or thesaurus fields and identifier fields to get better retrieval rates from our searches. Also, we have included supplier and price of books so that we can eliminate the need for keeping an accessions register. Inmagic allows us to make individual choices on how to index and sort fields.

ONLINE ENTRY

ACCNO/1 B0114
DOE/1 5 MAY 1987
SHELF-NO/1 331.12 AUS(BUR) CP61
AUTHOR/1 Australia. Bureau of Labour Market Research
AUTHOR/2 McKay, Robyn
AUTHOR/3 Hope, Catherine
TITLE/1 Conference paper no.61
TITLE/2 Advances in the evaluation of labour force
programs: issues and methodological approaches.
PLACE/1 Canberra
YEAR/1 July 1986
PHYDES/1 21p.
ISN/1 0811 - 756X
SUBJECT/1 LABOUR SUPPLY
CATEGORY/1 LABOUR SUPPLY

From this one entry, which is immediately indexed and added to your database, you can produce a variety of hardcopy outputs.

- Hardcopy catalogue
- Library Bulletin
- SDIs
- Labels for books and borrowing stationery

Progress of WHIGNET libraries

WHIGNET has now been joined by the Alcohol and Drug Abuse Foundation, The Mental Health Authority Library, Community Services Victoria, The Office of Intellectual Disability Services, and the MS Society.

All the WHIGNET libraries have journal article indexing online. Having immediate online access to our journals has increased their usefulness dramatically. Journals pre-Inmagic now seem like a closed book.

Four libraries have entered part or all of their cataloguing records into their new databases. All libraries need to supply remote users with printed versions of their catalogues and this has been done by two of the libraries. Lists on specific subjects can be speedily supplied to our own users in remote locations and other rural and small community groups.

Two libraries operate successful SDI services for their users and other librarians plan to implement this shortly. Inmagic allows you to save a detailed search strategy and re-execute it against new records added. This feature enables the librarian to send out specific, personalised lists to her users. This service is much appreciated by busy social workers and researchers who see the service as saving them time.

Two libraries have started an orders database that automatically produces letters to suppliers. In addition, the librarians have access to searchable orders database.

One library has a conference diary so that remote library users can keep up to date with conferences in their special subject areas.

Other activities planned for computerisation in the future are:

- index to Hansard debates and questions
- loans
- journal accessions
- research in progress
- mailing lists
- information exchange (lists of social workers with their current interests, to put them in touch with each other)

Limitations of Inmagic

Our choice of Inmagic software was a compromise between cost, flexibility and library applications. We are extremely happy with that choice, and are conscious of the fact that a more expensive software package may have sounded the death-knell to our hopes for a welfare library network. Lack of flexibility would have done the same.

However, there are some limitations.

Inmagic is not a multi user system. This is not a problem for us as we are such small libraries that at most, we have two computers running Inmagic and we can easily keep the databases updated. However this limitation could cause concern in larger libraries wanting to run five or six interactive machines. A new network version of Inmagic will be available soon but it will only allow for multiple searching facilities. The actual databases will only be able to be updated on one machine at a time.

When searching the database you cannot review previous records without re-doing the search. Complex searches can occupy several screens with information. You can step through these pages at your own pace but if you decide you want to review a previous page, you have to completely re-execute the search.

It is a microcomputer based system and as with any such system it requires strict adherence to systematic back up procedures. Your databases must be backed up in case of system failure. This system failure could occur if there is a power failure while you are adding records to your database. There is also the possibility of your computer being stolen. It is vital that all your work is backed up onto floppy disks or tape and stored in a safe place.

Future developments

Thesaurus

In the near future the WHIGNET group hopes to produce a joint Social and Community Services Thesaurus. If WHIGNET members are to perform online searches on each other's databases, we must work with a common thesaurus so that our indexing terminology is the same.

The THES program that Triad have developed helps build referencing for controlled thesaurus vocabularies. Each WHIG library is doing its own special section so that we will eventually achieve a comprehensive coverage of terms in our sector.

Union Catalogue

We originally planned to have a union catalogue of WHIGNET bibliographic holdings. It is possible now to merge our records and produce such a Union Catalogue. But this dream, although now possible, is no longer a priority. It is in fact just as easy to phone up a member library and get a specific print out of references relevant to a particular query.

Benefits of the network

The long term benefits of the network will be the quick access to welfare related information which is stored in widely scattered resource centres and library collections. But there have been immediate benefits for us as well, largely the marvellous bonus of the pooling of our shared experience and expertise. We have helped each other make a smooth transition to automated systems. New members benefit from what we have learned and have a set of report formats and data structures already developed which they can use immediately.

To reiterate the lessons of the WHIGNET experience.

- Look around you for libraries with similar subject areas and needs. See if you can cooperate in your investigation of software. Seriously consider the benefits of a people network which can help with information and expertise.
- Make sure you do your homework and are conversant with computer terminology
- Do a thorough needs assessment of what you want online and then explore the software
- Decide on your software and then look for hardware which enhances its functioning.

And remember, there is no perfect software. Buy what you feel is best, use it efficiently and effectively. Keep in mind, that at least you are getting your records into an electronic format which can later be converted to other systems when your present software becomes redundant.

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**CATALOGUING ON INMAGIC:
THE NSW CORRECTIVE SERVICES EXPERIENCE.**

Helen Reidy
Technical Services Librarian
NSW Department of Corrective Services

I've come to talk about producing a computer catalogue using the Inmagic software package. At the outset I'd like to state that I am by no means an expert and prior to the purchase of Inmagic I could be termed a computer illiterate. Basically the talk will deal with what the Corrective Services library wanted to achieve with this system and the problems encountered in reaching these goals. I will briefly outline the functions of the library, the reasons we decided to put our holdings on computer, how far we have advanced, the problems we have encountered along the way and some thoughts about the whole experience in retrospect.

The library at Corrective Services has 3 functions. Firstly there is the staff library which services the custodial and non-custodial members of the Department throughout the state of NSW. The staff library has a monograph collection of approximately 5000 titles, a journal collection of approximately 150 titles and a small audio/video collection comprising approximately 25 titles. Previously the catalogue for the staff library existed as a divided dictionary card catalogue, author-title with separate subject.

The second function the library has is to establish and maintain the prison libraries throughout the state. At the moment we have 31 libraries located in gaols in NSW. These libraries provide recreational, vocational and educational resources to the inmates.

Buying, cataloguing and distributing of materials for these libraries is done by Head Office Library staff of which there are 4 established positions and 3 temporary positions. Of these 3 are professional, 2 are para-professional and 2 are clerical. The collections in each institution vary but consist mainly of monographs with an emphasis on fiction.

Of the 31 institutions 4 have qualified librarians in charge, 3 working a maximum of 15 hours each per week and one working full-time. Five of the institutions have full-time custodial officers in charge of them - none hold library qualifications. The remaining libraries are run by 'inmate clerks' who are supervised by the education officers at the institution.

Previous to the computerisation, Head Office library's only record of the materials that were distributed to the prisons was a card that was a main entry - no tracings -

and a note made of the location to which it was sent. There was no way of accessing materials via subject. The materials dispatched had the call number written in the book and a spine label typed. It was then left up to the individuals in charge of the library facilities (be they professional, custodial or inmates) to produce the shelflist and main entry cards. Because of the lack of expertise this function was haphazardly performed and there was little hope of producing a subject catalogue.

The third function of the library is to provide inmates undertaking bona fide courses of study with their set text books. No catalogue or index exists for this collection, the materials are arranged alphabetically by subject. While it is hoped that this soon may be computerised, it is at least 6 months down the track.

The reasons for deciding on computerising the holdings of both the staff and prison libraries were varied. For the staff library we sought to improve access to the library resources. Only a small percentage of people who are employed by the department are physically located in Head Office. Having a computer printout of the catalogue would mean multiple copies could be produced and thus facilitate access for those sections of the department outside Head Office - Probation and Parole officers, Superintendents of the gaols and Education Officers in the prisons.

A computer catalogue would be both portable and compact as opposed to the existing card catalogue. Being able to supply these copies would also lift the profile of the library within the department, which has been underutilised in the past.

The last reason was that there existed a large backlog of uncatalogued material. Maintaining a card catalogue was simply too labour intensive and the staff to effectively do this just did not exist.

The main reasons for computerising the holdings of the prison libraries were very similar. Every institution had to be provided with a fiction, non-fiction and cassette author-title-subject catalogue, where previously no catalogues of any real standard existed. Having a computer printed catalogue would allow for multiple copies of each institution's catalogues to be made, thus allowing those who could not physically visit the library for those in protection, segregation or on work release access to the resources. It would also provide uniformity throughout the prison library network. Consistency and standard in the terms, subject headings and formats used. This is especially important because the clientele is moved quite often during their internment and as we were trying to encourage them to use library facilities, it was only to our advantage that we make it as easy as possible

for them.

Finally, the Inmagic package allowed for both book labels and spine labels to be printed. This was a major bonus. Materials could be sent to the prison libraries with all the processing completed. This method ensured that all entries were standardised and that they were processed promptly.

The library took delivery of Inmagic and Biblio in November 1987. The first weeks were spent familiarising ourselves with it. Since that time we have created 4 databases they are:

- * STAFF - 100 records
- * PRISON - Non-fiction holdings of 650 records
- * PRISONF - Fiction holdings of 1050 records
- * PRISONC - Audio cassette holdings of 15 records

As these figures indicate, a major portion of our time is spent processing prison library materials, this is because the volume of materials is so large. All these records reflect new material as retrospective cataloguing has not yet been started.

In discussing the problems we have encountered producing catalogues with Inmagic I will concentrate on the prison library because this is where we have experienced major difficulties and in talking about the prison libraries I will concentrate on the problems encountered with our ability to manipulate the data as we wanted.

As mentioned earlier the purpose of computerising the prison libraries holdings was to produce catalogues which detailed the individual holdings of each institution. A union catalogue was not what was wanted. We specifically did not want one gaol to know the holdings of another gaol. Because of the varying size in populations from one institution to another the collections are not of an equal size the catalogues had to detail individual holdings. This has proved to be our biggest problem and still is.

When we purchased the Inmagic software we also purchased the Biblio component and prepared to use its pre-designed data structure for inputting prison library records. We didn't question Biblio's ability to perform as we wanted, we just assumed it could. The structure had the fields required and we eagerly started to input data. When it came to nominate the location of the item, the institutions name would be typed, with the number of copies held next to it. If more than one institution was receiving the book subfields of the location field were created. It was only after 100 or so records had been entered that we tried to manipulate the data as we wanted it, that is to produce printed author-title and subject

catalogues for individual locations detailing bibliographic information and copies held. This is where problems were encountered. We could select a particular institutions holdings by location, write this to an ASCII file, add this file to the database, and sort and merge the required fields in auxiliary to produce a dictionary catalogue. Unfortunately it printed everything which had been entered in the location field - so if every gaol had been allocated the one title, all this information would be printed in the catalogue. This was unacceptable to us for reasons outlined previously. The alternative to this was to follow the process just described, but omit the location field from the printed format, the only problem with this was that an institution could not tell from the catalogue how many copies of a title it held. Both these alternatives were unsatisfactory. The only way we saw to overcome this was to create our own data structure (Figure 1.), this allowed us to do exactly as we wanted. As can be seen this structure contains minimal bibliographic data but enough to satisfy our clients needs and a roughly alphabetic listing of each prison library in the state.

Bibliographic data is entered and a "1" is placed next to each institution which holds one copy of that title, a "2" if two copies are held etc. These figures then indicate the total number of copies held. To obtain an individual institutions holdings from the database we select it using the assigned name from the data structure, write this to an ASCII file, add this file to the database then manipulate it as required in auxiliary. By doing so we can produce the catalogues as wanted displaying the appropriate information. Although this serves our purposes it is not without its drawbacks. A considerable amount of time is taken to add these ASCII files and while this is workable at the moment as the holdings for each institution increases the time taken to add these files is going to become considerable. As we want to issue each of the 31 libraries with an updated fiction, non-fiction and cassette catalogue every six months, it means this process has to be repeated 186 times a year.

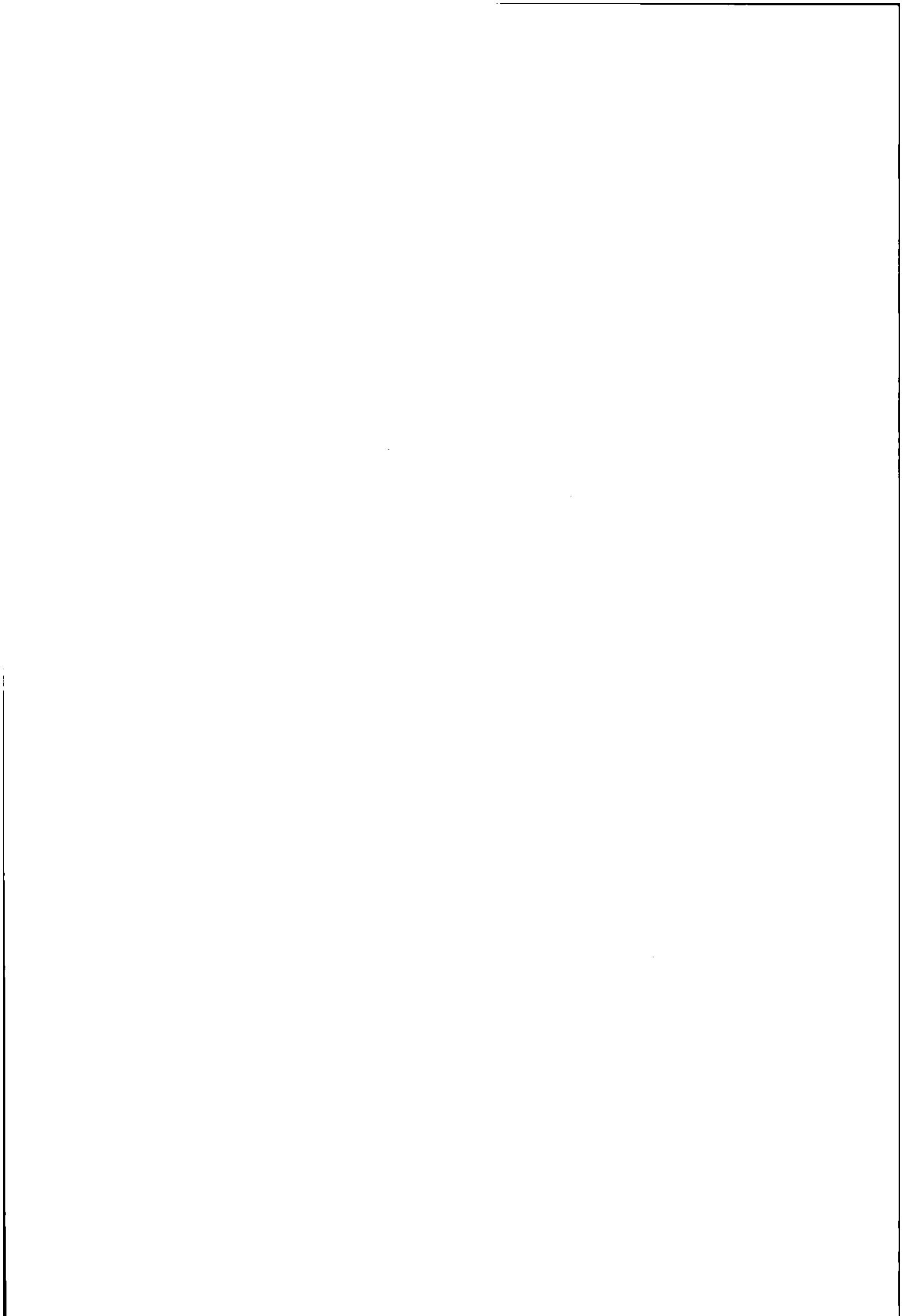
Although the Inmagic software has limitations for our needs, it has turned a system which was unworkable, unprofessional and unwieldy into an organized, professional and accountable operation. It has given us control over the prison library resources and improved our clientele's access to, and information of the materials available to them. In this regard it has been a success.

INMAGIC - DEFINE Data Structure

Enter name of structure: PRISLIB
 Enter description line (optional): PRISON LIBRARY CATALOGUE
 Enter retrieval key field(s): ID
 Enter order key field(s): AUTHOR TITLE

LABEL	NAME	INDEX	SORT	EMPAHASIS
ID	*	Y	7	1
DOE	DATE	Y	4	2
CA	CALLNO	Y	7	1
AU	AUTHOR	Y	5	1
TI	TITLE	Y	5	1
EDIMP	*	T	5	1
SU	SUBJECT	Y	5	1
SEE	*	Y	5	1
SEEALSO	*	Y	5	1
TC	TOCOPY	N		
BC	BARCODE	T	1	1
BA	BATH	T	5	1
BAX	BATHX	T	5	1
BE	BERRIMA	T	5	1
BH	BROHILL	T	5	1
CS	CESSNOC	T	5	1
CO	COOMA	T	5	1
EP	EMUPLA	T	5	1
GI	GLENI	T	5	1
GO	GOULB	T	5	1
GOX	GOULBX	T	5	1
GR	GRAFT	T	5	1
MA	MAIT	T	5	1
MAS	MAITSEG	T	5	1
MN	MANNUS	T	5	1
MUL	MULAWA	T	5	1
NP	NORMA	T	5	1
OB	OBERON	T	5	1
PK	PARK	T	5	1
PKDU	PARKDU	T	5	1
PKW	PARKWOM	T	5	1
PM	PARRMAI	T	5	1
PP	PARRPRO	T	5	1
SI	SILWAT	T	5	1
CIP	*	T	5	1
HOS	HOSPIT	T	5	1
MRC	*	T	5	1
MRP	*	T	5	1
MTC	*	T	5	1
SCU	*	T	5	1
WPU	WITPRO	T	5	1
KI	KIRK	T	5	1

FIGURE 1



REPORT FROM THE CORRECTIONAL LIBRARIANS' SPECIAL INTEREST GROUP

Ellen Quinn (Convenor)
Senior Librarian
NSW Department of Corrective Services

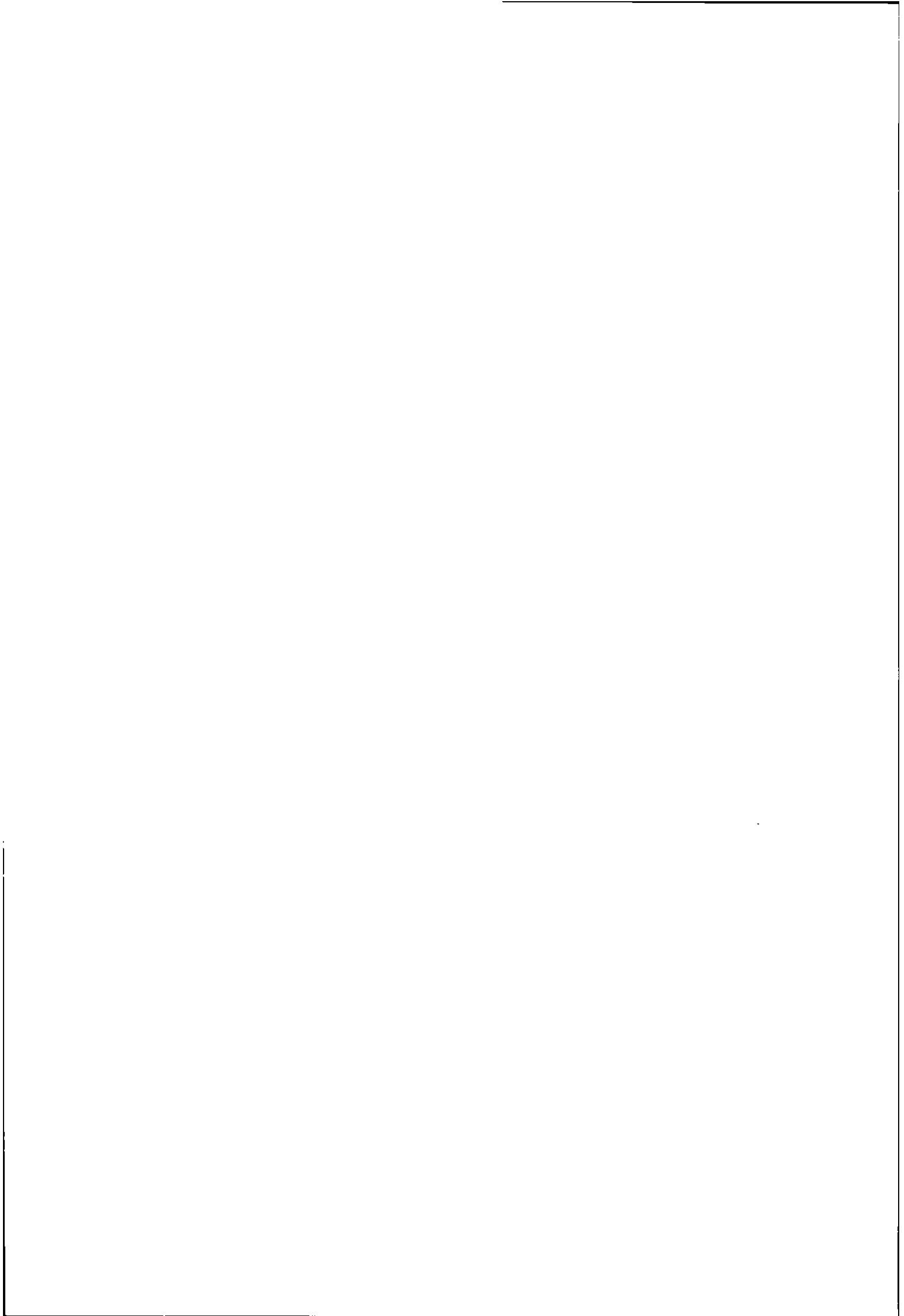
A meeting of nine librarians discussed a number of issues relating to work in correctional agencies.

Phil Roberts tabled the revised draft of Australian prison libraries : minimum standard guidelines. The meeting discussed the draft, point by point, and a number of minor changes will be adopted, and the further revised draft (May 1988 version) will be incorporated in the proceedings of the Seminar. The group expressed thanks to Phil Roberts for his outstanding work in providing a comprehensive overview of standards in prison libraries.

Ellen Quinn outlined the work of the AIDS Resources Librarian (Margaret Armstrong) in the NSW Department of Corrective Services Staff Library. Funded by the Department's AIDS Project Co-ordinator, the AIDS Resources Librarian is in a part-time, 21 hours per week position. The main duties are:

1. The collection of AIDS resources for the prison and staff libraries of the Department.
2. Compilation and updating of the "AIDS in Prisons" bibliography. The bibliography is expected to be available in June 1988 and updates will be published twice yearly.

Appreciation was expressed to staff of the J.V. Barry Memorial Library for facilitating the Sixth Seminar for Librarians in the Criminal Justice System.



AUSTRALIAN PRISON LIBRARIES:
MINIMUM STANDARD GUIDELINES

SECOND DRAFT

MAY 1988

LIBRARY ASSOCIATION OF AUSTRALIA
PRISON LIBRARY STANDARDS COMMITTEE

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Appendix I	Prison Officer Librarian Training Program
Appendix II	Schedule of Accommodation (Size)
Appendix III	Other Accommodation Requirements

1. INTRODUCTION

1.1 Minimum Standard Guideline

The starting point for the present Guidelines is the draft Australian rule for prison library services, formulated in 1978. This rule is:

40. All categories of prisoners shall have access to a library adequately stocked with both recreational and instructional books, and prisoners shall be encouraged to make full use of it.

This rule, from C.R. Bevan's Minimum standard guidelines for Australian prisons : discussion paper (1978), is based on the U.N. Standard Minimum Rule.

In the context of current Australian conditions, the words "instructional books" are outdated and should be replaced by "information resources". Thus reworded, the rule becomes:

- All categories of prisoners shall have access to a library adequately stocked with both recreational and information resources, and prisoners shall be encouraged to make full use of it.

1.2 Other Standards

The present guidelines draw heavily on British and North American standards, viz.

Federal standards for prisons and jails (US Department of Justice, 1980)

Manual of standards : prisons (Canadian Criminal Justice Association, 1985)

Prison Libraries : Library Association guidelines (Library Association, 1981)

Standards for adult correctional institutions (American Correctional Association, 1981)

Suggested educational and library standards for prisons (Canadian Association for Adult Education, 1985)

Because of the close link with public libraries, there is also a close relationship with the draft standards for public libraries in Australia, Towards a quality service (LAA, 1987)

2. EXISTENCE AND PURPOSE OF PRISON LIBRARIES

- 2.1 The purpose of prison library services is to meet the recreational, educational, and other information needs of inmates during their imprisonment and to provide information which will help them subsequently to re-establish themselves in the community.

Within this general definition is implicit a wide range of functions: vocational, cultural, inspirational, legal, etc.

- 2.2 Every prison (or similar institution) with an average inmate population of 25 or more shall have its own library for the exclusive use of inmates, similar to a local public library.
- 2.3 In the case of smaller institutions, inmates will be guaranteed an alternative that will equally serve their needs. Such an alternative might be access to a local public library, scheduled visits by a mobile library, or periodic rotation of a collection of books (and other materials) supplied by a library.

3. MANAGEMENT

- 3.1 Provision of library services to prisoners shall be in the first instance the responsibility of the prison authority. A network based on a strong central library, owned and operated by the prison authority, is a desirable model. This authority may, however, arrange for a state library, public libraries or other type of libraries to provide services on its behalf. If so, it is recommended that this be done on a contractual basis.
- 3.2 To achieve consistency and make best use of the resources available, it is recommended that a professional librarian be designated as Library Services Manager, responsible for services to all prisons and that this Librarian report directly to not less than the third level of seniority within the prison authority.

- 3.3 Within each prison, oversight of library services will lie with not less than the Deputy Superintendent or Deputy Head. Library staff - whether civilians, officers or inmates - will report to this officer in matters of security, discipline, timetabling, etc., or minor matters of accommodation and supplies. However in anything relating to the profession of librarianship, reporting will be to the Library Services Manager.
- 3.4 Library staff will encourage and maintain close co-operation with others involved in prisoner programmes, e.g. education officers, recreation officers.

4. FINANCIAL RESOURCES

- 4.1 Financial provision for prison libraries shall be made - or at least guaranteed - by the prison authority. Exactly how the funding is provided is a matter for each jurisdiction ; for example, costs may be shared by the prison authority and one or more libraries such as the State Library.
- 4.2 However this is arranged, the Library Services Manager shall be assured of a regular annual budget, adequate for the purpose.
- 4.3 Funding for books and other resource materials shall amount to not less than \$10.00 per capita of average inmate population. This figure shall increase (or decrease) annually according to the prevailing Consumer Price Index.
- 4.4 The extent of the library budget spent on books etc. will depend on staff costs, which will be minimised when staffing is drawn from inmates. The standard for public libraries in Australia is 30 per cent. In prison libraries it should be higher.
- 4.5 The budget shall include provision for staffing and other necessary expenses such as: travel (staff training and development) ; stationery ; equipment and maintenance ; binding and photocopying. Overheads and capital expenditure are generally regarded as separate.

5. HUMAN RESOURCES

- 5.1 Prison library services within each jurisdiction shall be the responsibility of an experienced graduate librarian eligible for professional membership of the LAA.
- 5.2 Each library shall be supervised by a qualified librarian, full-time or part-time depending on the size of library. The role of this librarian will be - apart from supervision - to train, advise, and provide professional services such as selection, cataloguing and advanced bibliographical searching.
- 5.3 In the absence of the qualified librarian, each library shall be supervised by a person trained in library procedures. This may be a prison officer or other member of staff (e.g. an education officer), an inmate or some other person.
- 5.4 Selection of staff for prison libraries shall be by the Library Services Manager in consultation with senior prison authorities. Factors taken into account will include aptitude, experience, reliability, personality and the length of time for which candidates might be available to do this work.
- 5.5 Training shall be for a minimum of 10 days, preferably both on-site and in another larger library, subject to security considerations when the trainee is an inmate. The training curriculum shall be in essence that outlined in Prison libraries : Library Association guidelines, Appendix IV, (Appendix I of this document).
- 5.6 Officer or inmate library assistants may be expected to carry out duties such as the following:
- Issue and discharge of loans
 - Request service
 - Basic reference work
 - Maintaining simple records and statistics
 - Filing

Shelving and keeping general order

End-processing and repair

Publicity

- 5.7 The number of hours/week spent by staff in each library will vary not only according to the size of library and opening hours but also according to the extent to which functions (such as cataloguing) are carried out elsewhere, e.g. in a Head Office library. The following are recommended:

<u>Establishment Population</u>	<u>Professional Librarians Hours</u>	<u>Officer Librarians Hours</u>	<u>Inmate Assistants Hours</u>
0-150	7	10	14
151-350	14	20	28
351-550	20	30	40

Staffing requirements shall be systematically reviewed to ensure that a proper level of service is maintained.

6. PHYSICAL FACILITIES

- 6.1 Each library shall be separately accommodated in an area set aside for this purpose.
- 6.2 The library shall be sited centrally in relation to the cell blocks and in such a way as to minimise the need for escorts and supervision.
- 6.3 The library should also be sited in the vicinity of the education centre, for library resources are a natural adjunct to education. However as far as possible the link with education facilities should be attained in such a way as not to inhibit regular use by all inmates and at times when the education centre is closed.

- 6.4 The library shall be designed in such a way as to make resources available to prisoners in an environment which will encourage use without prejudice to security.
- 6.5 The library shall be of sufficient size to allow inmates to read there, search for specific information, and undertake continuous study. Provision shall also be made, either in the library or nearby, for small group meetings, discussions and other resource based or related activities.

Other major requirements are:

- service area, for loans and inquiries
- staff workspace, which in larger establishments shall include a librarian's office
- shelving for books, journals and audio-visuals.

Space allocation will also be determined by requirements for equipment, which may include: a computer terminal and printer, photocopier, microfiche reader, TV with videocassette recorder, etc.

- 6.6 Minimum standards for space allocation are as set out in Prison libraries : Library Association guidelines, Appendix V, Schedule of accommodation. This schedule is given as Appendix II of the present document.
- 6.7 A photocopier shall be situated in the library or nearby, for the use of inmates as well as library staff.
- 6.8 For other requirements of library accommodation, the British standards as set out in Prison libraries : Library Association guidelines, p. 34-39, are adopted. These are given in Appendix III.

7. LIBRARY RESOURCES

- 7.1 As in a good public library, the prison library shall aim to anticipate, meet and encourage the whole spectrum of information needs within its inmate population. The range, type and levels of stock shall be comparable with those of a public library.

7.2 Factors such as prison size, average length of confinement, and conditions of access affect the quantity of stock required. However the following are recommended as minimum standards:

Books	10 titles per inmate,	1500 titles total
Periodicals	0.2 titles per inmate,	30 titles total
Audio-visuals	2 titles per inmate,	300 titles total

Each library shall also have subscriptions to at least two daily newspapers.

7.3 Because stocks are inevitably small and usage rates high, additional provision shall be made by way of stock exchanges made available by a central service (such as a state library or medium-sized to large public library). A minimum of 20-30% of stock shall be exchanged each year. In some cases, complete exchanges of stock might be necessary.

7.4 The physical condition of stock shall be of a quality acceptable in a good public library.

7.5 A programme of discarding shall be maintained, whereby stock that is irrelevant, out of date or physically inferior is eliminated. This programme will be the responsibility of the professional librarian.

7.6 Selection of stock, like withdrawals, shall be carried out by a professional librarian, guided by a written policy.

7.7 In general, no restrictions shall apply to the selection of stock other than those accepted in public libraries, or restrictions dictated by the demands of maintaining good order and security. In accordance with the LAA Statement on Freedom to Read, censorship of other kinds should not be exercised.

7.8 The prison library collection shall contain not only the types of materials standard in public libraries, e.g. reference books, fiction, periodicals, newspapers and audio-visuals : it should also contain materials to cater for special needs. These include:

- Textbooks and back-up material for inmates undertaking approved courses of study (provided that such material is not already supplied satisfactorily through the education system).
- Basic education materials such as easy readers and life skills text.
- Legal reference materials appropriate for inmates.
- Materials for Aborigines, e.g. indigenous literature and audiovisual materials.
- Material for other ethnic minorities, e.g. community language materials including newspapers, and suitable English language texts.
- Material for inmates with reading difficulties, e.g. audiocassettes or large print books.
- Material on human relationships including homosexuality and emotional and sexual problems.

It might be noted that in 1975 a survey of the information needs of prisoners in Maryland identified four types of needs. These were, in order of priority:

1. In-house information on institutional procedures, regulations, current happenings etc.
2. Information concerning families, and community resource information for family assistance.
3. Legal information concerning criminal charges, appeals, etc.
4. Job market information and other re-entry information.

Selection for the prison library should take these needs into account.

8. INMATE SERVICES

- 8.1 All prisoners shall be eligible to visit the library and use its services, within the limits necessary for good order and security within the prison. Provisions of the LAA Statement on Freedom to Read shall be observed.

- 8.2 Prison library services shall be free in accordance with the LAA Statement on Free Library Services to All. Under this statement, "each Australian has an equal right to information" and members of publicly funded libraries should not have to pay "any direct charge or fee for information services ... whatever the nature or form of the information service".
- 8.3 Library services shall be available during inmate work and leisure time periods, including evenings and weekends. Each prisoner shall be entitled to at least five visits a week, or a minimum of seven hours contact time.
- 8.4 At all times during inmate use, the library shall be staffed by a person trained in library procedures.
- 8.5 Suitable provisions shall be made for inmates in special confinement or inmates who for other reasons, e.g. physical infirmity, are unable to visit the library.
- 8.6 A general reference service shall be provided equivalent to that available in public libraries. This will include such things as:
- Assistance in obtaining information
 - Reading lists
 - Reader's advisory service

For inquiries requiring a higher level of training or more extensive resources than a prison library can normally provide, a back-up service from another library (e.g. a state or public library) shall be available.

- 8.7 Assistance in legal reference work shall be available, by contract if necessary, from a law library. It is not to be expected that any library can provide this kind of service beyond a level which would apply for the general public ; however it is recommended, in the interests of justice, that special consideration be given for the needs of prisoners in this regard.
- 8.8 Prison libraries shall make their stock available for loan to inmates as in public libraries. For items not held, a request service shall operate. This will include, where possible, use of the inter-library loans system.

- 8.9 A service for photocopying of library materials shall be available to inmates, with minimum restriction on its use.
- 8.10 Training in library skills shall be given to inmate users.
- 8.11 Every effort shall be made to promote the library and its services to inmates and to encourage reading and related activities.

9. TECHNICAL SERVICES

- 9.1 Efficient procedures shall be established for the acquisition of library materials, according to accepted professional practice. The acquisition programme shall be carried out in a planned and continuous way, with due attention to the need for minimising costs, keeping within budget, and conducting affairs in a businesslike manner.
- 9.2 As in other libraries, materials shall be arranged logically for convenient use. A catalogue shall be available to inmates, not only of the library's own stock but also (where possible) other stock within the system. Ancillary files, e.g. shelf lists, shall be maintained as necessary.
- 9.3 Cataloguing of materials shall be of a sufficiently high standard to enable them to be entered in union catalogues.
- 9.4 Library materials shall be processed in such a way as to keep them in good repair, easily findable and attractive in appearance.
- 9.5 Prison library operations shall be - or aim to be - organized in such a way as to make best use of available technology, e.g. automation, electronic mail etc.

10. PERFORMANCE ASSESSMENT

- 10.1 Given that the present guidelines are of necessity brief, the point of reference for further elaboration shall be the LAA Standards for Public Libraries. This will be so for matters which, in the opinion of the Library Services Manager are common to both kinds of libraries.

The value of the Public Library Standards in this respect will apply only while they are kept up to date.

- 10.2 Library service needs of the inmate population shall be kept under regular review. In this respect a library advisory committee composed of individuals from all institutional components, including the inmate population, may be helpful.
- 10.3 An annual evaluation of library services shall be conducted with reference to the stated performance goals and objectives of the prison library service. This evaluation shall be made by the Library Services Manager or another professional librarian of equivalent standing.

APPENDIX IV

Prison Officer Librarian Training Programme : Checklist

The following principles and practice should be covered in any training programme. The length of such a programme should depend on local practice and constraints, but a minimum period of 10 working days is considered to be essential.

- 1 The role of libraries – their aims and objectives.
- 2 Library services in the United Kingdom – the national scene.
- 3 The local library system, including School and Welfare library services.
- 4 Prison libraries – their characteristics.
- 5 Prisoners' library needs.
- 6 Books – their characteristics and selection.
- 7 Ordering and receipt of books.
- 8 Cataloguing practice, including use of catalogues.
- 9 Classification schemes.
- 10 Request service.
- 11 Inter-library loans.
- 12 Bibliographical work.
- 13 Reference and information work.
- 14 Other Branch and Mobile library routines:
 - a general administration—statistics, stationery supplies.
 - b reader's registration.
 - c shelving and guiding.
 - d issuing system.
 - e binding and withdrawals.
 - f displays and publicity.

APPENDIX V
Schedule of Accommodation

Space	Standard	Example: Requirements for a 351-550 Population Institution			
		Shelving	Tables	Seating	Area
Service area	Minimum 9m ²		Service desk	2	9m ²
Workroom/office	Allow 9m ² for each member of staff present at any one time.	As much as possible. Outsize type.	Worktop desk	3	18m ²
Lending library	Allow 1m ² per 100 books to be shelved.	120m run		4	37m ²
Reading area	Allow 2.5m ² for each seat.	15m run of periodical slopes	1 low	6	15m ²
Reference or Study area	Allow 3m ² for each seat.	5m run	4	4	12m ²
Store	Minimum 2m ²				2m ²
Allow 10% balance area					93m ² 9m ²
					102m ²

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APPENDIX III:
Other accommodation requirements

the pool stock referred to in para 50 at a standard of 100 volumes per square metre.

EXTERIOR REQUIREMENTS

73 It is desirable that the approach to the library should be made as pleasant as possible. Some of the features which might be considered include: glazed area which allows the activities inside the library to be seen, and/or an exterior display case. Signposting should be adequate.

74 Provision for the delivery of books by van is desirable. Where this is not possible, due to the layout of the establishment, then it should be remembered that heavy boxes and packages of books will have to be trucked to the library. For this reason steps should be avoided.

THE SPACES AND THEIR RELATIONSHIP

GENERAL

75 The number of separate rooms should be kept to a minimum. In general only the staff workroom and librarian's office need to be separately enclosed. To permit changes in provision and use, to allow for expansion and to improve supervision a single area subdivided by furniture and soundproof partitions is preferable to separate rooms. Arrangements for lighting, heating, air conditioning and the provision of power points should take account of the need for flexibility.

76 A progression should be provided from the noisiest area (ie the counter and service desk) through the periodical browsing area where talking should be allowed, followed by the shelving area where there is movement and a certain amount of disturbance, to the study area where quiet should be enforced.

77 Traffic should be cut to the minimum. This can often be achieved by locating the entrance to the library in a central position.

78 The Entrance should preferably have glazed and lockable doors, and should be effectively supervised.

SERVICE AREA

79 The main requirements of this area are as follows:

- a It must extend the welcome of the entrance and allow users interesting views of the main areas of the library
- b It must be sufficiently large to accommodate groups of prisoners waiting for attention
- c There must be provision for:
Notice board
Hours of opening board -- visible from outside the library
- d It must accommodate a service desk with space for two to three assistants, according to the size of the establishment, who will supervise all parts of the library. A table and chair for a supervising prison officer may be associated with this desk
- e There must be good visual supervision of all parts of the library from the desk
- f The desk must have easy access to other areas of the library
- g It is desirable that it should be adjacent to the staff workroom.

STAFF WORKSPACE

80 A considerable part of staff time will be spent in the library supervising the service area and working with the readers. Nevertheless, there is a certain amount of indispensable office work, preparation of displays, packing and unpacking books, sorting private reading material sent in for prisoners, etc for which provision is necessary. Books and periodicals also have to be stored and essential stationery supplies housed, and there must be suffi-

cient space to store any trolleys used in providing direct services to cells or, possibly, to the wards of the prison hospital. A defined workspace is therefore required. Access to this should take account of the movement of the trolleys. As already mentioned the workspace should preferably be placed in close proximity to the service area and in visual contact with the service desk.

81 Requirements include:

- a Workbench, with stationery cupboards under
- b Filing cabinet
- c Desk(s), chair(s), and stool(s)
- d Visitor's chair
- e Storage shelving – outside type
- f Cupboards
- g Typewriter with appropriate working surface
- h Telephone (internal and external)
- i Sink and water supply

STORE

82 A small store is desirable to accommodate such items as stacking chairs, display equipment and book boxes. It may also be convenient to house the book trolleys in this space.

LIBRARIAN'S OFFICE

83 Accommodation should be provided for the librarian separate from the workspace so as to cater for confidential or individual work with library users and undisturbed telephone conversations.

AREAS OPEN TO READERS

84 As readers enter they should be able to see all areas of the library and identify those which they require.

PERIODICALS AND NEWSPAPER READING AREA

85

- a This area might be sited close to the entrance.

read titles of books on the top shelf. Island bookcases should run at right angles to the main source of natural lighting.

90 The primary use of this area will be by readers selecting books for reading outside the library, but browsing should be encouraged as far as possible and for this purpose some casual seating should be provided.

DISPLAY AND ACTIVITIES

91 In smaller libraries it should be possible to rearrange the furniture to accommodate small exhibitions of books, or group meetings. In larger libraries a separate area opening out from the main library, but capable of being closed off from it, should be provided. This space could be equipped for record listening and film shows, for example, in addition to special display fittings. This accommodation might be provided as part of the education centre but is particularly important when the library is divorced from the centre.

TECHNICAL REQUIREMENTS

FURNITURE

92 The library will require a variety of furniture and equipment. In addition to tables, chairs and shelving for the storage and display of books, periodicals and audio-visual material, this includes:

- a Special display fittings, eg for picture books and paperbacks
- b Catalogue cabinets
- c Audio-visual carrels
- d Service desk

93 Equipment and furniture of this kind is obtainable from specialist suppliers, but since the requirements of each library differ it is essential that a librarian should be consulted in drawing up a schedule of requirements. Similarly, if it is planned to design furniture specifically for the library it is essential to obtain detailed guidance on its features and dimensions if expensive mistakes are to be avoided.

- b An informal atmosphere should be created in this area by, for example, the provision of comfortable chairs, low tables, small display stands, etc. Requirements also include a rack or stand for the storage and display of newspapers and display slopes for current periodicals.

LITERACY MATERIAL

86 Associated with the informal periodical and newspaper area should be a display of material suitable for illiterates and new literates. This will require outside shelving and display slopes for picture books and display boxes for simple readers which are often slim and in paperback form.

REFERENCE AREA

87 A well-supervised and reasonably quiet area should be set aside for readers wishing to consult encyclopaedias, dictionaries, etc or to study in the library. This calls for a small amount of outside shelving, and tables and chairs. Additional shelving for more general reference books will also be required in establishments with an extensive education programme. Where prisoners are allowed to follow protracted courses of study individual carrels might be provided.

LENDING LIBRARY

88 This area should be readily accessible from the outside area. The layout of the lending library requires careful attention so as to ensure that tall bookstacks do not dominate the library and to allow the greatest possible supervision. Shelving arranged around the walls and/or in island cases is to be preferred to alcoves which inhibit rearrangement and the cases should be arranged to facilitate the ordering of the books. Approximately 5% of the shelving should be for oversize books.

89 All shelving should be kept clear of door openings and readers consulting books on the shelves should not obstruct traffic lanes. As a general guide, at least 900mm clearance should be allowed in front of each bookcase, ie where bookcases are facing one another they should be placed 1850mm apart. Wall bookcases should be kept clear of glazed areas, eg a window placed immediately above a bookcase makes it impossible to

LIGHTING

94 A high level of lighting is essential, particularly in areas where protracted reading and close work is likely, eg the reference and study areas and the service area. Care must be taken however to avoid glare, eg as far as possible readers should not be seated facing glazed areas. Direct sunlight is harmful to books and should be excluded.

95 Individual lights over fittings or on reading tables inhibit rearrangement of furniture, and should be avoided in favour of a high level of general illumination from the ceiling.

96 The lighting of bookshelves requires special consideration due to the problem of evenly illuminating all shelves down to the bottom shelf of the case, without glare or shadow.

97 Lights in the darkest areas of the building should be switched separately, as should the lights over the service desk. It would be advantageous if all light switches could be placed in the desk or service area.

ACOUSTICS

98 Sound absorbent floor and ceiling finishes should be considered since the constant movement of readers in and out of the building and around the shelves, the work of the staff, the use of audio-visual equipment and necessary conversation are at constant conflict with one of the main purposes of the library which is to provide a place for relaxed reading and quiet study.

CINCH : THE AUSTRALIAN CRIMINOLOGY DATABASE : A 1988 REPORT

John Myrtle
Librarian
Australian Institute of Criminology

The CINCH database has been publicly available on ACI Computer Services' AUSINET since April 1985. In this paper I will chart the growth of the database, and in particular look at developments in the two years since the 1986 Seminar for Librarians in the Criminal Justice System.

CINCH is an integral part of the library and information services of the Australian Institute of Criminology. It is essentially a bibliographic database, indexing Australian criminological subject matter. Material indexed includes newspaper and journal articles, monographs, monograph chapters, conference proceedings and conference papers. This material is not only sighted by the indexers but is also retained as part of the holdings of the J.V. Barry Memorial Library. Thus, users of CINCH have the assurance of the availability of a document backup service if their own library does not hold items retrieved in a literature search.

Research-in-progress information is also included in CINCH. This information is the only non-bibliographic portion of the database. Researchers can register Australian criminology research projects with the Institute's Library staff and CINCH research-in-progress records include contact address and telephone number of researchers, institutional involvement in projects, and an abstract of the research. Currently, there are 63 research-in-progress records on CINCH.

Eighteen months ago it was determined to limit the database to Australian subject matter and no longer index material pertaining to New Zealand and Papua New Guinea. There were a number of reasons for making this change. Firstly, the sheer volume of Australian material available to be indexed more than occupied the time of indexers. Secondly, the Papua New Guinea and New Zealand material being indexed represented only a fraction of the available literature and thus could not claim to be even approaching a comprehensive coverage. Fortunately some New Zealand criminological literature is indexed in New Zealand for SOSRIS which is now available online in Australia as part of the Index New Zealand database.

With CINCH becoming exclusively Australian in its subject coverage, it was decided to change the database name from the long-winded Computerised Information from National Criminological Holdings to CINCH the Australian Criminology Database. The new name more clearly reflects the true nature of the database.

Two years ago, at the Criminal Justice Librarians' seminar, a fourth optional day was organised for discussions on co-operative indexing for CINCH. At that time more than 10 criminal justice librarians indicated an interest or willingness to index material for the database. It was intended that the Institute's Library staff would coordinate the project and exercise editorial control.

A number of individuals did make contributions and their efforts were certainly appreciated. However, it soon became apparent that individual criminal justice libraries were limited in their capacity to undertake indexing work, particularly because of the lack of available staff. This prevented a regular contribution to CINCH. One satisfactory alternative, suggested by Erica Bolto from the Queensland Police Academy Library, involves librarians advising the Institute of any items that might be suitable for CINCH and which might not already be held by the J.V. Barry Memorial Library. The Institute can then borrow items on inter-library loan for indexing. The location field in the CINCH record would then show the NUCOM symbol of the library holding such items.

The use of CINCH has shown a healthy increase over the past two years. Total royalty-earning connect hours increased by more than 35% in 1986/87 compared with 1985/86, and increased by more than 55% in 1987 over 1986. These increases have been sustained, thus far, in 1988.

The attached table and graph indicates the comparative monthly increases since July 1985.

CINCH The Australian Criminology Database
Royalty-earning connect hours (hrs : mins)

	<u>1985/86</u>	<u>1986/87</u>	<u>1987/88</u>
July	3:15	8:07	16:02
August	8:33	11:09	22:55
Sept	10:10	9:12	11:20
Oct	9:07	10:10	10:22
Nov	8:02	3:42	10:34
Dec	3:17	8:37	11:58
Jan	3:25	6:11	12:49
Feb	7:00	6:03	12:58
Mar	7:31	18:11	
Apr	10:04	6:50	
May	12:02	14:29	
June	7:42	19:29	

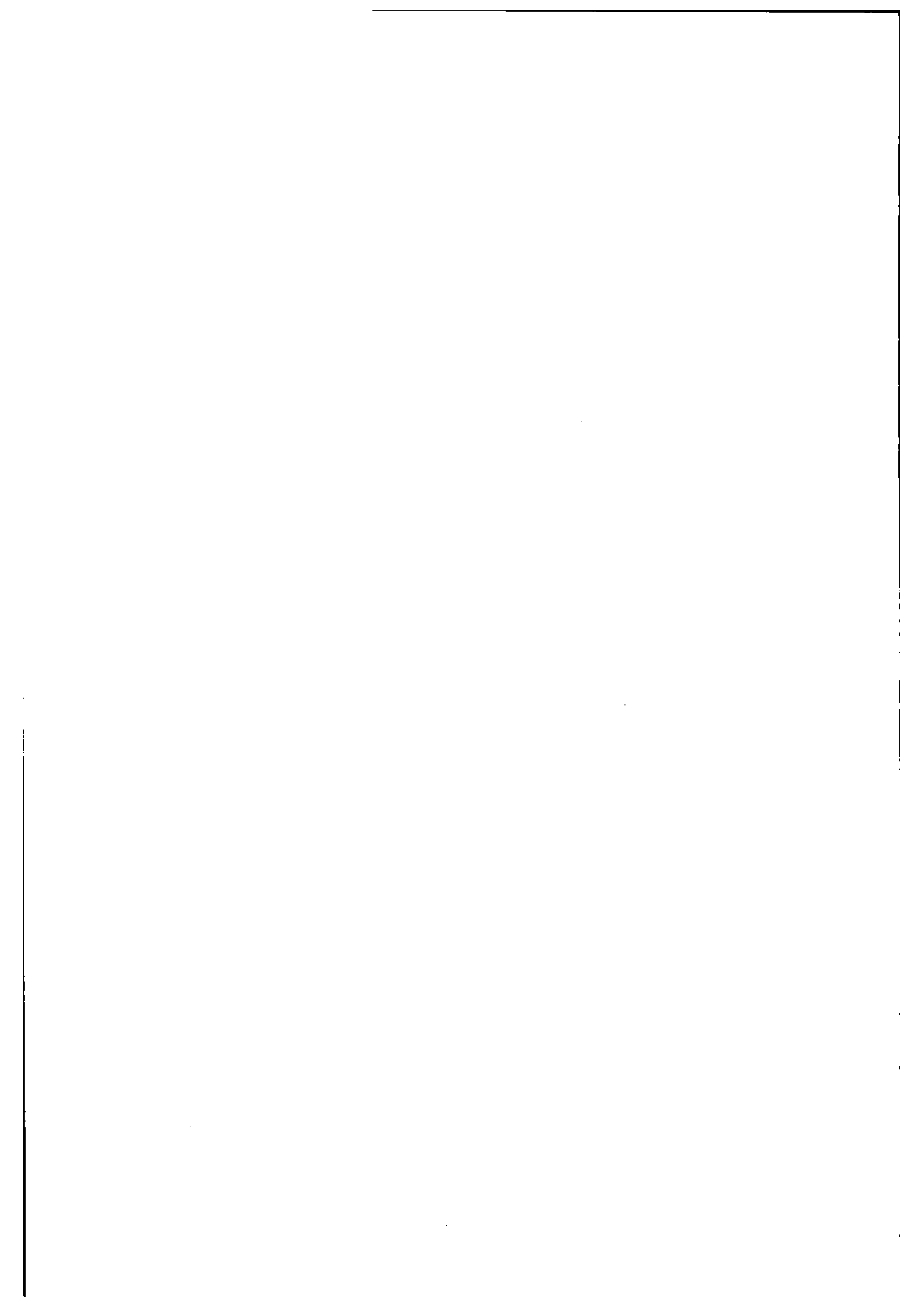
In the past two years the database has also shown significant growth in the size of the file. In April 1986 CINCH stood at 11,900 citations. Two years later (at April 1988) it now has 17,162 citations. In late 1984, when the Institute contracted to supply CINCH to ACI Computer Services we anticipated adding 300 records/quarter. Over the past twelve months we have been adding more than 500 records/quarter; an increase that indicates the high priority we allocate to CINCH as a national criminological resource. However, this increased output has placed considerable strains on the staff resources of the Institute's Library. One palliative might involve contracting out some of the CINCH indexing work.

Despite the steady increase in the level of use of CINCH, I am still concerned that many Australian criminal justice libraries do not regularly access the database. The policy of the vendor, ACI Computer Services, of imposing a monthly \$50 billing charge for users, does not encourage use of the AUSINET system and is thus a deterrent to potential users of CINCH, particularly those with small online search budgets. Putting aside this difficulty, I can report a very sound working relationship with ACI Computer Services who are always willing to listen to suggestions and deal promptly with problems.

As is the experience with most Australian database producers, we have no evidence to show significant overseas use of CINCH. We believe that CINCH is an important resource for criminological research and therefore when we receive overseas requests for Australian information or specific requests for literature searches, the Institute undertakes CINCH searches for overseas researchers free-of-charge. These literature searches can be supplied as a print-out or down loaded to floppy diskette.

The printed version of CINCH, the Information Bulletin of Australian Criminology has suffered considerable production difficulties throughout 1986 and 1987. In 1986 one quarterly issue was produced and the cumulative annual volume for 1986 finally appeared in January this year. No quarterly issues have been published during 1987 and the 1987 volume will be issued in May. After careful consideration, the Institute has determined to cease publication of the quarterly Information Bulletin and the annual volume will in future be published as CINCH IN PRINT. This decision has not been taken lightly but we feel that the workload involved with the production of a quarterly bulletin is not justified when the information is readily and publicly available as a database. The annual printed publication should have particular appeal to overseas clients. Subscriptions to CINCH IN PRINT, at \$25 per annum, are now being received and processed by the Institute's Publications Section.

I believe CINCH has achieved acceptance as a major Australian bibliographic database. I urge you to use CINCH if you are not already doing so as it contains information relevant to the work of students, researchers and personnel involved in both the criminal justice field and in broader social scientific pursuits.



FAMILY LAW, WELFARE AND CRIMINOLOGY : ATTITUDES AND INFORMATION

Gayle Davies
Librarian
Family Court of Australia

The title of my paper encompasses a huge range of subject areas, and I suppose you are wondering how I'm going to deal with them in the time allotted to me. I suppose you are also wondering what exactly the Family Court has to do with criminology and welfare, since it is not part of the criminal justice system, or of the welfare system. Family law is a very confusing area, and of course a very controversial area. I suspect that much of the controversy arises from a lack of community understanding of the philosophy underpinning the Family Law Act, and also a lack of understanding of just exactly what the Family Court's powers are.

I suspect that public confusion is probably going to increase in the near future because the Family Law Act has recently been substantially amended and the Court's jurisdiction expanded. I will talk about the new legislation at the end, if there is time, because it is very important.

However, the main object of this paper is to show where family law, welfare and criminology intersect and how important information and networking are in this context. I'll be using problems associated with allegations of parental sexual abuse of children when these allegations are raised in divorce proceedings, as a model.

But first, I'll give you a breakdown of the structure and organisation of the Family Court, and where the Library fits in, so that you can see where some of the information and communication problems lie.

To begin with, I should make it clear that the Family Court is an open court. Anyone over 18 can go and watch a case in the Family Court. It is a Commonwealth Court, a superior court of record, specialising, until recently, only in family law. I say, until recently, because some of the new legislation that has just been passed provides for the Family Court to exercise some of the jurisdiction of the Federal Court in the areas of administrative law, bankruptcy, taxation and trade practices. The new Chief Judge of the Family Court also holds a joint Commission as Federal Court judge. The court consists at present of the Chief Judge and fifty-two other judges, making it the largest superior court in Australia. Incidentally, only five of the judges are women.

As well as the judges, the Court is staffed by registrars, who are legal officers. Registrars hold some quasi-judicial powers, and can make orders mainly in procedural areas such as consent orders, orders for urgent maintenance, expedition of proceedings etc. They also hold what are called Order 24 conferences which are conciliation conferences to assist the divorcing couple to make decisions about property and maintenance.

There are currently fifty-four registrars in the large registries around Australia.

The other part of the Court is the Court Counselling Service. Court counsellors are qualified psychologists and social workers who do confidential counselling, and who also submit family reports on child custody and access if required to do so by a judge. There are currently 103 court counsellors in registries around Australia.

The large registries (those with resident judges) are situated in Adelaide, Brisbane, Canberra, Dandenong, Hobart, Launceston, Melbourne, Newcastle, Parramatta, Sydney and Townsville. The Principal Registry is situated in Sydney, and that is where the main Library is situated. There are also eight sub-registries in Albury, Bendigo, Cairns, Darwin, Dubbo, Lismore, Rockhampton and Wollongong. These registries are staffed by counsellors and visited by judges and registrars on circuit.

So, the main problem for the Principal Registry library is the dissemination of information to all of these registries of various sizes, in various locations, allocation of resources within and between registries, and "marrying" two totally different subject areas; law and the behavioural sciences, in a way that will engender mutual respect between the two different professional groups, as well as ensuring that the two disciplines will be used to provide the best possible outcomes for the Court's clients.

When I first came to the Family Court, I was very uncertain as to what the actual role of the Library was intended to be, and apparently no one in the Court had thought very much about it either. I found that what I considered to a disproportionate amount of funding was being spent on subscriptions to multiple sets of law reports, and that this had had a deleterious effect on the rest of the collection. For example, there was not enough money left after the subscriptions were paid, to buy up-to-date legal texts and psychology texts, and there were no books at all on court administration.

As well as problems with the collection, I discovered that responsibility for maintenance of the libraries in other registries had been allotted either to court officers, or to judges' secretaries, under the "other duties as required" section of their duty statements. So naturally there was very little perception of the library as a source of information, or of its staff being able to perform reference work.

The libraries in these registries therefore constituted a Librarian's nightmare. They were dusty, out-of-date, and meaningless because they were not organised in any logical, cohesive manner for retrieval. Not only that, there was no one employed who was "dedicated" to the task of making the collection intelligible and accessible to its users. So judges and court staff did not use the libraries, and worse, saw no reason to use them.

So, where do welfare and criminology come in, in the Family Court?

Unfortunately the Family Court often has to make decisions in matters concerning criminal activity within the family such as domestic violence and in welfare matters, such as child abuse.

The main philosophy underpinning the Family Law Act is that of no-fault divorce, the only ground for obtaining a divorce being that of irretrievable breakdown of marriage, whereas before 1975, grounds such as adultery, violence or mental cruelty had to be presented as reasons for obtaining a divorce. The no-fault concept reinforces the concept of marriage and family breakdown as being private matters, to be settled in as dignified and sympathetic manner as possible, and if possible by conciliation without resorting to litigation. And in a majority of cases this goal is achieved. A minority of cases are heard by judges.

I think that the philosophy of no-fault divorce has been so successfully implemented amongst the professionals working in the area (but not, I think, amongst the general community) that there is somehow a sort of tacit acknowledgement that if criminal activity occurs within the family it is somehow not criminal, a private matter, not to be brought out in public. This is true of all specialist family jurisdictions in the United States, Canada and the United Kingdom.

As a librarian I often wonder whether for this reason the editors of the Family Law and Practices Services (both CCH and Butterworths) until recently, did not include the domestic violence legislation of the various states in their State Family Law Legislation binders. Consequently users of the services did not think of this as being part of family law. The services contained information on adoption, testators, family maintenance and such subjects but not on domestic violence. In NSW and Victoria, domestic violence legislation has recently been strengthened and there are many aspects such as child access which are directly affected by the Family Court. For example, the Court may order access to a child who is living in a women's refuge. If the father attempts to exercise access, the refuge's security is violated, thus putting all its occupants at risk.

Further, in facing urgent domestic violence situations, inexperienced lawyers may use injunctions under s.114 of the Family Law Act, when it could be quicker and easier to invoke state legislation, especially as I have said, in NSW and Victoria.

I should add here that, despite the very strong domestic violence legislation in NSW which extends to people who are not related by marriage and who do not share the same dwelling, for example ex-boyfriends; in a recent case a woman was attacked and killed in Sydney by a man who had attacked her before. Nobody had taken the man seriously.

This shows how attitudes undermine even the strongest legislation if it is being implemented by people who do not understand it or who have no wish to understand it, or worse do not even know where to look it up, or do not know that it even exists. (Unfortunately, the OCH State Family Law Legislation Service, which now has the better coverage of domestic violence, is to discontinue in December 1988).

As well as domestic violence, there is another area of activity in the family, which may not be considered as criminal activity, depending on the circumstances, and on one's moral and ideological viewpoint. This is, of course, child abuse.

Allegations of child abuse in divorce proceedings are highly controversial and justifiably arouse an extremely emotional response. There has been much media attention on the way child abuse, and in particular, sexual abuse, has been handled by the Family Court.

For example, earlier this year Channel 10 showed the documentary Never my Child in which several women claimed that the Family Court had ignored evidence of abuse of their children by their ex-husbands, and had granted access to the husbands. Moreover, New South Wales, Victoria and South Australia had all in the previous five years published Task Force Reports on child sexual abuse, in which the Family Court was criticised for its handling of these cases.

Child sexual abuse is a very confronting subject, laden with emotions related to people's very deepest experiences, values and perception of themselves and family life and so I am not going to confront or upset anyone by going into details about the subject except from my perception of it as an information problem. In November 1985, the Family Law Council, which among other things advises or makes recommendations to the Commonwealth Attorney-General concerning the working of the Family Law Act and other legislation relating to family law, established a Sub-Committee to examine cases under the Family Law Act which involved allegations or instances of child sexual assault.

I was asked to be a member of that Committee, mainly I think because the Principal Registry Library's collection encompassed the requisite combination of disciplines; including law, psychology, psychiatry and social work. So I was able to channel relevant literature to the Committee, arrange inter-library loans and compile the bibliography. I also attended all the Committee meetings, participated in all the discussions and in the write-up of the Sub-Committee's Report, which was presented to the Family Law Council in March this year. I thus came to know the subject pretty well. If you are wondering why the Committee took two and a half years to produce its report, the reason is that we were all part-time members, all doing full-time and, in all cases, demanding jobs. Also membership of the Committee changed during that time. Being a member of the Committee was a very useful process for

me, because it gave me a very good insight into the workings of the Family Court, its relationship with the state welfare bodies, and into the flow of information in family law and how this affects (or does not affect) policy-making and judicial decision-making. Most of what I say I should qualify by emphasising that it is my own personal perception, not necessarily that of the Sub-Committee, or the Family Court.

Being a librarian, I perceived that a significant part of the problem of child sexual abuse was one of information and communication. It is a problem where networking is of the utmost importance and yet the legal system, to a large extent, blocks this process. As an information problem it can be categorised into the following aspects:-

(1) Whether a state welfare system has mandatory notification of child abuse and, leading on from that, the collection of statistics of child abuse notifications in the various states. The Commonwealth has no national database of child abuse statistics. This is mainly because each state welfare system has different aims, definitions of child abuse, legislative bases and procedures. At the Australian Institute of Criminology Conferences on Domestic Violence and Child Abuse in 1985 and 1986 recommendations were made that the Commonwealth Government facilitate the national co-ordination of research and statistics on child abuse. The Office of the Status of Women is currently carrying out a nationwide survey of victims and perpetrators of domestic violence, but as far as I am aware, no moves have been made in this direction in the area of child abuse.

(2) How an allegation originates and is communicated to a welfare agency or the Family Court e.g. it will only be brought up in the Family Court in the context of divorce. The Family Court has no powers to intervene or to investigate reports on child abuse, unlike the welfare system. It can only act on the evidence presented to it by the parties to a dispute.

(3) The next area that I saw as an information problem was that of law reporting. In a paper given at the Child Abuse Conference here at the Institute in 1986, entitled Incest and access : the Family Court's response, Julie Stewart described a survey of reported family law cases in which it was found that in not one single case had access been denied because of sexual assault on a child by a parent. In fact there were very few cases reported where incest or sexual abuse was an issue. This was puzzling because surely the divorcing population would be a fairly natural population to expect to find such an issue aired. If you look at the reported cases in family law, you find cases involving homosexual parents, religious differences, aboriginality, ethnic background etc all being raised as issues in decisions about custody and access. Why was incest or child sexual abuse reported so little?

The process of reporting in family law is as follows:-
There is no authorised reporter as is the case with other courts. The two commercial publishers, CCH and Butterworths report the cases. Their editors by various means, obtain copies which they find useful or relevant and request permission from the court to publish. This is rarely refused. The other way for a case to be prepared is for a judge to send a copy of the judgment direct to the publisher or to the Appeals Registrar in the Principal Registry with a recommendation to publish. The judgment is then forwarded to the publisher. Of course, not all cases are reported, and there appear to be no selection criteria other than that the case should raise an interesting point of law, or legal principle. My point is that, in the family law jurisdiction, should not some consideration be given to the reporting of cases raising social issues or principles, in the same way as applies with legal principles?

What is the purpose of law reporting?

Lawyers reported cases to provide precedents on which to argue future cases. Researchers use them to find out how courts deal with particular issues. The public would probably see the reporting system as a form of quality control or accountability. How does the advent of automated retrieval of reported and unreported cases affect the legal process? Who should have control over what is reported, and what selection criteria should be used?

The Sub-Committee also looked at a great many unreported judgments which were obtained by networking, hearsay, etc. Unreported judgments are extremely difficult to trace unless you know the judge and the registry where the case was heard. There is an understandable reluctance to make them available to just any old member of the public. There is no data base of unreported Family Court judgments. There are moves to put them onto SCALE but I don't know how far this has gone, nor if any selection criteria will be exercised, because the sheer volume of judgments would surely make storage a problem. The Principal Registry Library does store and index full court judgments by keyword, but this process has been spasmodic because of staff changes. Anyway, I am glad to say that CCH and Butterworths are now reporting more cases of this nature (not, I hasten to add, that I am pleased there are cases to report). I don't think this is because there are more cases; I think it is because the whole area has been recognised as a constellation of very crucial issues in divorce matters; the main one being, do the procedures adopted in specialist family courts obscure or subordinate the welfare of the child in favour of the interests of the parents? Our Sub-Committee found that in some cases they did.

The next information problem the Committee found was that of information between agencies. I will not go into this issue because it is a huge area, which involves constitutional problems in determining which jurisdiction is appropriate for particular cases. Since the

Sub-Committee was established, guidelines for liaison with child welfare departments have been established by most Family Court registries.

(4) The last problem was that of information within the Family Court itself. Because the Family Court stretches across the Commonwealth, and is constantly pre-occupied with simply getting through the business of organisational survival, as well as performing the function it was set up to do, there appeared to be little awareness of child sexual abuse as a serious problem. My own problem as a librarian was to devise a way of getting the literature to isolated registries. Once it was there, did anyone read it in any case? Sometimes, I wondered if the literature itself created more confusion, because of the diversity of ways in which the issue was treated and the backlash material which constantly appears. When awareness of the dimensions and complexity of intrafamilial child sexual abuse is minimal, some kinds of literature serve only to confuse and polarize the issues even further.

Indeed, not only the quality but even the sheer volume of the literature on child sexual abuse serves as an excuse to deny or obscure the seriousness of the issue. The argument that sexual abuse is just the new flavour of the month, next month it will be something else, is constantly raised.

I think, however, that awareness is increasing. As an example, in Sydney and recently in Canberra, Geoffrey Robertson-type hypotheticals have been held by the counselling sections of the Family Court Registries. These comprised members of the legal profession, court counsellors, welfare workers from the relevant state bodies, child psychiatrists and in Sydney, at least, judges. Hypotheticals involved assigning roles to each different professional group, and also having someone playing the mother, the father and the child. This is a very good way of illustrating just what the issues are, the ways in which the various groups interact with each other, and how extraordinarily identified people can become with the role they are playing.

In addition, the very existence of the Family Law Council Sub-Committee played some part in raising awareness. The Committee has, as I said, presented its report to the Family Law Council, making a large number of recommendations concerning procedures in the Family Court, liaison between agencies, evidentiary standards, and legal representation of children, with the main objective being the protection of the child and prevention of further abuse, including abuse by the system.

The Family Law Council has decided to consult more widely with other bodies, because some of the recommendations were rather controversial, so a short discussion paper is currently being prepared.

And finally, on a less sullied note, I'll just briefly fill you in on some of the recent changes to the Family Law Act, which I hasten to add, are nothing to do with the Sub-Committee Report. First, the Family Law Amendment Act 1987 provides for powers over maintenance, custody,

guardianship of, and access to, ex-nuptial children (that is children who are not children of marriage) in New South Wales, Victoria, South Australia, Tasmania, the Australian Capital Territory, Northern Territory and Norfolk Island. These states and territories will retain their jurisdiction over child welfare and adoption matters. In Queensland and Western Australia existing state laws continue to apply and the Family Court has no increased jurisdiction over ex-nuptial children in those states.

This Act has also made some significant changes to the provisions for child maintenance in preparation for the establishment of the Child Support Agency for the collection of child maintenance by automatic withholding from the salary or wages of employees, or by direct remittance. The Act also severs the connection between maintenance and social security entitlements; that is, social security entitlements will no longer be taken into account when maintenance is ordered. The Act therefore stresses the duty of parents, rather than of the State or the welfare system, to maintain their children.

From all that I have said you will have gathered some idea of the complexity of the Family Court's jurisdiction; not only because of the delicate personal issues with which it deals, but also because of its interaction with other State and Federal jurisdictions.

The Family Court is different from other courts because it provides a service and its clients are consumers of that service. Potentially its clients can be anybody, from the very rich to the very poor, of any race, ethnic background or religious belief.

I hope I have not confused you, because I believe that librarians have a part to play in assisting members of the community (including themselves!) to understand the implications of the Family Law Act and its related legislation. Thus, if these members of the community become clients of the Court, they will use that legislation sensibly to ensure a tolerable future for themselves and their children.

NCJRS AND CJPI : A COMPARISON OF TWO CRIMINAL JUSTICE
DATABASES ON DIALOG

Christine White
Information Services Librarian
J.V. Barry Memorial Library

I have been asked to compare for you two databases on DIALOG, which are of particular use to seekers of criminological information - i.e. NCJRS (National Criminal Justice Reference Service), File 21, produced by the U.S. National Institute of Justice, and CJPI (Criminal Justice Periodical Index), File 171, produced by University Microfilms International, Ann Arbor, Michigan.

In comparing these two databases, I would like to make the point at the outset that I am not a DIALOG expert - in fact, more of a DIALOG beginner - but that in itself may be useful in terms of seeing what a basic search will turn up on these databases. As well, this paper is in the nature of working document, the comparison being undertaken as much for our own interest and edification as anything else.

I would also point out of course that, depending on the particular query being researched even on a criminological topic, other DIALOG databases, such as the Legal Resource Index (File 150), Child Abuse and Neglect (File 150), and Psych Info (File 11), may yield very useful information.

NCJRS/CJPI : Basic Facts

In order to illustrate (i) why NCJRS and CJPI are the two databases being examined and (ii) to give background to what the differences between them are likely to be, I will just briefly describe them - direct quotes, I might add, from the DIALOG Database Catalog, 1988.

- . Records on NCJRS span the period 1972 to the present; CJPI from 1975 to the present.
- . As of early this year, there were 92,235 records on NCJRS; slightly more, 139,066, on CJPI.
- . NCJRS records are updated irregularly; CJPI records monthly.
- . Subjects covered by NCJRS include all aspects of law enforcement and criminal justice. CJPI covers similar areas; please refer to the handout for the detailed list.
- . NCJRS records include both US and international research reports, published papers, books, articles and audio-visual presentations.
- . CJPI database indexes over 100 United States, British and Canadian journals, as well as newsletters and law reporters.

Methodology

In order to compare the two databases, I looked at a specific topic, suicides in prison, using in the first instance, three thesaurus terms from the NCJRS Thesaurus, and then three CJPI subject indexing terms, the latter being expanded to include singular as well as plural concepts and variant spellings.

Number of Items

By using Dialindex (File 411), I was able to compare directly the number of items found on each of the databases on each of the search terms, and that, i.e. the number of items found, is as good a place as any to begin the comparative process.

As might be expected, the NCJRS database turned up more items using the three NCJRS Thesaurus terms than CJPI did (27-1 on inmate suicide; 137-4 on suicide and inmates; 40-1 on suicide and correctional institutions). Using the CJPI subject indexing terms, that database performed better, but was nevertheless outdone by NCJRS (76-34 on suicide and prisoner or prisoners; 133-26 on suicide and prison or prisons, and 85-42 on suicide and jail(s) or gaol(s)).

Content of Items

When comparing the content of items, it's important to bear in mind of course a number of factors that I've already alluded to; i.e. the type of material on the databases.

NCJRS cites research reports, published papers, books, articles and audio-visual presentations. CJPI covers journals, newsletters and law reporters.

In a sense, therefore, while there is scope for overlap of material retrieved, the databases could be considered complementary, and this proved to be the case with the particular searches I did. In fact, out of a selection of 58 items (using two search terms) on both databases, there was only one overlapping item.

Sources of Material

In terms of sources of material, as already indicated, NCJRS holds not only U.S. but also international material. According to the NCJRS blurb, material from some sixty-eight countries (representing every continent) finds its way onto the database. The majority of it is American; other major contributors, in order of importance, are the U.K., Canada, West Germany, Australia, France and the Netherlands. (The Institute supplies NCJRS with material). The availability of this wide variety of material is obviously an attractive feature for users.

Material on CJPI is from U.S., British and Canadian sources; still useful, of course, but perhaps not as useful.

Format

To compare the respective formats, i.e. how the information is set out, and how much information is given, I used the item which had appeared on both databases and looked at it in all the available formats, which, as you know, number roughly eight and run from a single one line number, the DIALOG accession number, to the full record (being Format 5 on NCJRS, and Format 2 or 5 on CJPI).

The obvious difference between them of course is that while NCJRS provides an abstract (ranging from 60-300 words, average 200 words), CJPI does not. That is not to say that the CJPI format does not have its virtues - its very brevity makes it easy to comprehend, for example, bibliographical details at a glance. Nevertheless, I think one would have to say that the NCJRS format is certainly more informative, and in that sense, more immediately useful.

Thesaurus/Subject Indexing Terms

A comparison of the descriptors is an interesting exercise. For example, for a work with the title "Inmate ethnicity and the suicide connection":

. NCJRS uses 3 terms: suicide; inmates; ethnic groups

. CJPI uses 4 terms: social psychology; prisoners, attitudes of; suicide; minority crime

I think I could leave it to you to decide which of these are more apt and so on. After all, it comes down in the end to the limitations of the thesaurus or index, and the individual indexer's judgement.

In the case of NCJRS, subject index terms are assigned from the National Criminal Justice Thesaurus, which is published annually (5,862 descriptors; 30,927 references). CJPI is also indexed using a controlled vocabulary thesaurus, which incorporates current legal terminology as well as relevant terms from the social sciences.

Cost

And finally, the question of cost. There is no getting away from the fact that NCJRS is considerably cheaper: US \$35/ connect hour compared with US \$66/connect hour on CJPI. This cost differential reflects the public enterprise/private enterprise natures of the two databases.

Conclusions

. It is difficult to avoid CJPI "bashing" when comparing it with NCJRS in an exercise of this type. However, I think it should be borne in mind that my search was on a narrow topic; on a more "legal" topic, CJPI might have done better.

. That being said, in terms of informativeness and cost, NCJRS came out on top.

. However, because information on the two databases does not appear to overlap to the extent one would expect, it is useful to look on both databases if the budget allows.

. Using DIALINDEX in the first instance to compare holdings and to see where to look first is probably a good idea.

NCJRS

- NCJRS records date from 1972- to present

- As of early 1988, there were 92,235 records on NCJRS

- NCJRS records are updated irregularly

- Subjects covered by NCJRS include all aspects of law enforcement and criminal justice, including police; courts; corrections; juvenile justice; community crime prevention; criminal justice system; fraud, waste and abuse in government programs; victim assistance; statistics; and dispute resolution.

- NCJRS records include both U.S. and international research reports, published papers books, articles and audio-visual presentations.

- NCJRS costs \$US 35/connect hour

CJPI

- CJPI records date from 1975 to the present

- As of early 1988, there were 139,066 records on CJPI

- CJPI records are updated monthly

- Subjects covered by CJPI include abortion, arrest (police methods), child abuse, commercial crime, computer crime, court reform, crime prevention, drug abuse, due process of the law, evidence, family law, fingerprinting, forensic science, jail administration, judges, juvenile offenders, legal aid, narcotics trafficking, negligence, organized crime, parole officers, prisons, recidivism, security forces, victimless crimes, and violence.

- CJPI records include over one hundred U.S., British and Canadian journals, as well as newsletters and law reporters.

- CJPI costs \$US 66/connect hour

NCJRS

Information Retrieval Service

FILE DESCRIPTION

The NCJRS (NATIONAL CRIMINAL JUSTICE REFERENCE SERVICE) database represents the document collection of the National Institute of Justice/NCJRS, the national and international clearinghouse of practical and theoretical information about criminal justice and law enforcement established by the U.S. Congress. Included are published and unpublished research reports, program descriptions and evaluations, books, dissertations, theoretical and empirical studies, handbooks and standards, journal articles, and audiovisual materials. Indexing of the collection is based on hierarchical subject terms from the *National Criminal Justice Thesaurus*.

SUBJECT COVERAGE

NCJRS covers all aspects of law enforcement and criminal justice, including:

- AIDS in Criminal Justice
- Corrections and Correctional Alternatives
- Courts
- Crime Deterrence and Prevention
- Criminalistics and Forensics
- Criminology
- Defense, Technology
- Drugs and Crime
- Drug Law Enforcement
- Evaluation, Policy and Planning
- Facility Design
- Human Resource Development
- Juvenile Justice
- Offenses
- Police
- Probation and Parole
- Prosecution
- Public Involvement
- Substance Abuse
- Statistics
- Victim Services

SOURCES

NCJRS maintains an active acquisition program to identify, locate, and obtain relevant print and nonprint publications. More than 200 domestic and international periodicals are included, as are all pertinent publications of the U.S. Department of Justice/Law Enforcement Assistance Administration. All users of the database and/or collection are encouraged to submit plans, reports, etc. to contribute to the exchange of information.

DIALOG FILE DATA

Inclusive Dates 1972 to the present (some older material included)
 Update Frequency Monthly (approximately 500 records per update)
 File Size 95,000 records as of October 1988

ORIGIN

The National Institute of Justice/National Criminal Justice Reference Service, an international information clearinghouse, is sponsored by the National Institute of Justice under the Omnibus Crime Control and Safe Streets Act of 1968, as amended. Questions concerning the file content should be directed to:

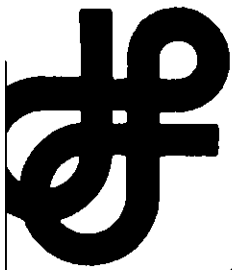
Ms. Denise Galarraga
 Information Services Manager
 National Criminal Justice Reference Service
 P.O. Box 6000
 Rockville, MD 20850

Telephone: 301/251-5500

Requests to download the file or portions thereof should be directed to NCJRS at the above address.

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(Revised October 1988) 21-1



CRIMINAL JUSTICE PERIODICAL INDEX

DIALOG® INFORMATION RETRIEVAL SERVICE

FILE DESCRIPTION

CRIMINAL JUSTICE PERIODICAL INDEX (CJPI), produced by University Microfilms International, is a reference guide to leading criminal justice journals in the areas of criminology, criminal law, family law, security systems, corrections, and police. The database provides access to all the information in the printed index of the same name. Indexing consistency is maintained throughout by the use of a controlled thesaurus.

SUBJECT COVERAGE

CRIMINAL JUSTICE PERIODICAL INDEX includes coverage of the following subjects:

- Abortion
- Arrest (Police Methods)
- Child Abuse
- Commercial Crime
- Computer Crime
- Court Reform
- Crime Prevention
- Criminal Justice, Administration of
- Criminal Statistics
- Drug Abuse
- Due Process of Law
- Evidence (Law)
- Family Law
- Fingerprints and Fingerprinting
- Forensic Science
- Gun Control
- Industrial Security
- Jail Administration
- Judges
- Juvenile Offenders, Rehabilitation of
- Juvenile Justice
- Legal Aid
- Narcotics Trafficking
- Negligence
- Organized Crime
- Parole Officers
- Police
- Pre-trial Diversion
- Prisons
- Recidivism
- Security Forces
- Terrorism
- Victimless Crimes
- Violence

SOURCES

Over 100 magazines, journals, newsletters, and law reporters are thoroughly indexed for inclusion in the CRIMINAL JUSTICE PERIODICAL INDEX database. Coverage includes U.S., British, and Canadian publications. A complete list of indexed publications is available from UMI.

DIALOG FILE DATA

Inclusive Dates: 1975 to the present
Update Frequency: Monthly (Approximately 1,000 records per month)
File Size: 120,000 records as of December 1985

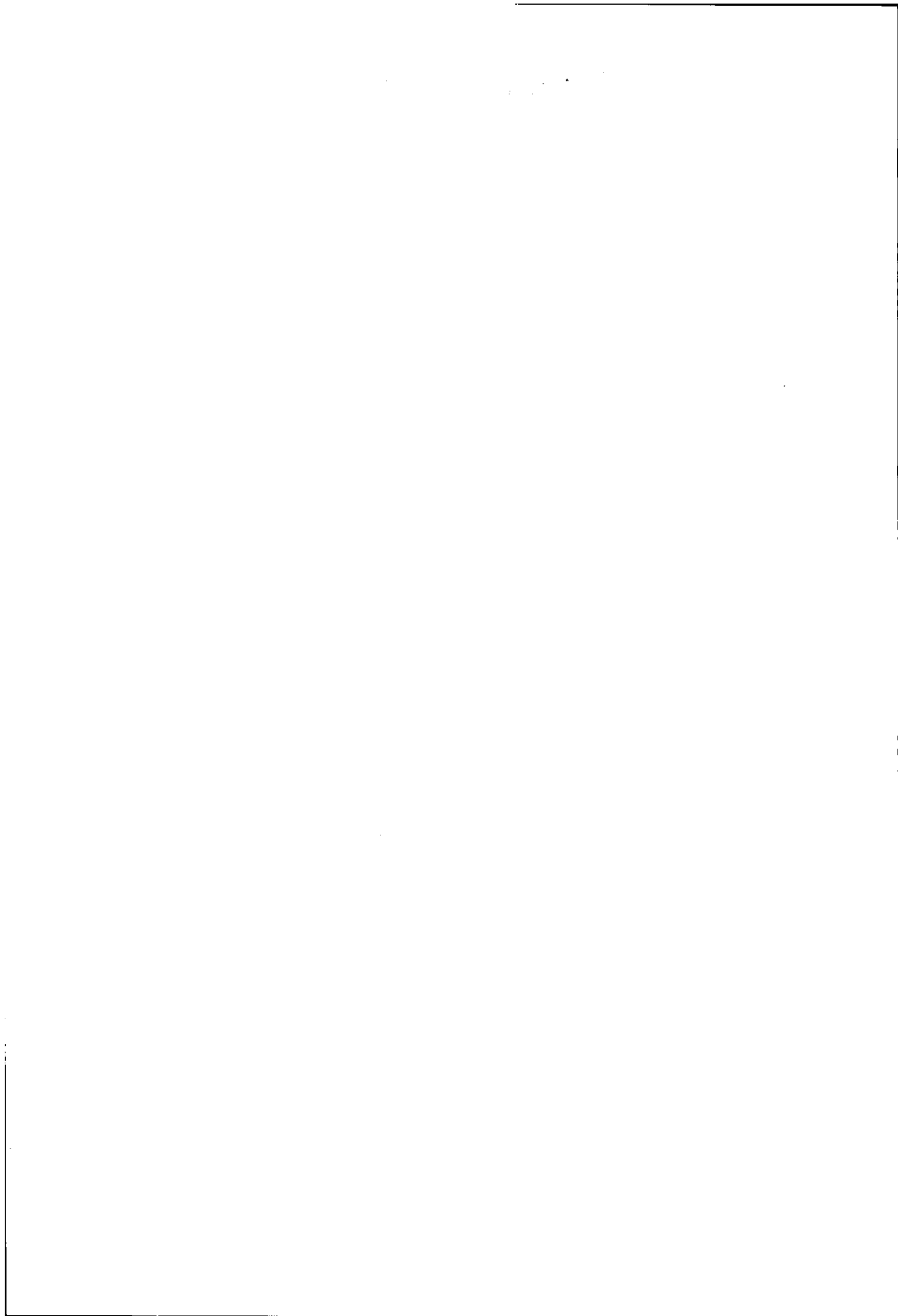
ORIGIN

CRIMINAL JUSTICE PERIODICAL INDEX is produced by University Microfilms International (UMI). Questions concerning file content should be directed to:

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313/761-4700, ex. 159 (call collect in Alaska,
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**PUBLIC INFORMATION
ON
CRIME AND CRIMINAL JUSTICE**

Jan Houghton

From the N.S.W. Bureau of Crime Statistics and Research

**Paper presented to the Sixth Seminar for Libraries in the
Criminal Justice System, 19-21 April 1988
Australian Institute of Criminology, Canberra**

Introduction: The Work of the Bureau

The Bureau, which is a ministerial responsibility of the NSW Attorney General, was established in 1969 and so has been operating almost twenty years. The basic functions of the Bureau have not changed in that time. They are:

- (1) To collect, analyse and report on statistical data relating to crime and the operation of criminal justice;
- (2) To conduct research into all aspects of crime and criminal justice;
- (3) To disseminate information on crime and criminal justice to the government and the community.

What has changed is the way in which these functions have been perceived and thus, how they have been undertaken. As discussed below, the greatest changes have taken place in the last two years.

In the earliest years the emphasis was on building the courts statistical collection and producing the annual "Court Statistics" report plus a large number of other statistical bulletins and reports. Research mainly involved the collection and analysis of data on specific topics and the production of short reports based on this data. (For details of all Bureau publications see "The Work of the Bureau".)

During the 1970s and early 1980s, there was little change to the court statistics collection apart from a new collection on detentions and receptions of intoxicated persons. However, the nature of research being conducted changed markedly and a number of larger, more comprehensive research studies were published and are continuing to be produced. These include studies requested by the Minister or Department, studies which have been designed within the Bureau, and studies requested and funded by other Departments or outside agencies.

During the twenty years the Bureau has been in operation, the third function mentioned, that of disseminating information to the public has also been changing and it is these changes which are discussed in the remainder of this paper.

Public Information

The information and education role of the Bureau was firmly established from the beginning but until recently has not been a particularly public role. The Bureau has always distributed, free of

charge, the reports and other publications produced from statistical analyses and its research programme. Staff have presented research papers at conferences, participated in seminars and prepared policy briefs for the Premier, Attorney General, other ministers and government bodies. However, the provision of information to the general community has tended to be rather *ad hoc*. Requests for information which related directly to Bureau work, were dealt with according to available resources. Other requests which were not able to be adequately met were referred to other more appropriate agencies or simply not answered. Lack of public awareness of the Bureau meant most requests for information came from within government or politics with only occasional requests from those others - students, academics, media etc. - who had stumbled across the Bureau by accident.

As the debate on law and order developed in the 1980s, the public demand for information increased. This was a period of great legislative changes in the crime and justice area in New South Wales and the Bureau was very involved in monitoring and evaluating these changes.

Also, the publication of a number of important research studies (e.g. on drugs and crime, random breath testing, homicide) were widely reported in the media and this further increased public awareness of the work of the Bureau. Other government departments in the criminal justice area - police, corrective services, juveniles - did not have similar units and so referred increasing numbers of people to the Bureau for statistical and other information on all aspects of crime and justice. A considerable amount of research staff time was taken up dealing with requests and finally, at the end of 1986, a full-time Information Officer position was created.

The good sense of this became apparent when early in 1987, major changes were proposed to the collection of criminal justice statistics in N.S.W. resulting in the development of the Justice Information System (J.I.S.). (Refer to the "Work of the Bureau" for more information.) This new data system when fully operational is expected to considerably increase the demand for statistics.

The Bureau was restructured following the introduction of the J.I.S. and now includes an Information Unit. The Unit is staffed by the Information Officer, Assistant Information Officer and Publications Assistant. We also have a part-time Assistant Library Technician to maintain the Bureau's small research library.

The public information and education objectives were redefined at this time, as follows:

- . To provide information to the public on trends and conditions regarding crime and related social problems;
- . To collaborate with government agencies, educational institutions, and other bodies in the conduct of research and the coordination of statistics and other information concerned with crime and the operation of justice;

- . To promote informed discussion of questions and issues involved in the social problem of crime in the community through the conduct of seminars and conferences, the publication of reports, books and articles, and by other appropriate means; and
- . To contribute to the education of criminal justice personnel and persons working in association with the criminal justice system through the preparation and publication of educational material, the conduct of courses and seminars and through collaboration with government agencies and educational institutions.

The remainder of this paper will be concerned with how these objectives are being met now and with future plans.

Information Requests

With the renewed emphasis on providing a public information service, it was considered important to determine something about Bureau clientele - who was seeking information, the nature of the information, the purpose for which the information was sought, and about how the Bureau was responding to these requests. That is, we wanted to measure demand and our performance in meeting that demand and see where improvement was needed.

From January 1987, statistics have been kept on information requests received at the Bureau. Statistics for the first complete year January to December, 1987 are attached to this paper. (These statistics relate only to recorded requests - some requests, for example, for copies of publications, single items of statistics, or requests from within the Department, are not always recorded.)

To summarise these statistics briefly:

- . 622 requests were recorded, an average of 52 per month.
- . 33 per cent were received from educational institutions; 16 per cent from the media; 22 per cent from government/politicians; and 29 per cent from non-government/general public.
- . 75 per cent of requests included questions directly related to Bureau statistical collections or research; 30 per cent included questions relating to police crime statistics; and 26 per cent included requests for other crime and justice statistics or information.
- . 63 per cent of requests were dealt with the day they were received and 92 per cent within one week; 8 per cent took more than one week.
- . 79 per cent took 30 minutes or less to deal with; 5 per cent took longer than 2 hours.

To expand briefly on subject matter, as mentioned 75 per cent of requests included questions relating to the Bureau's statistical collections and areas of research and were answered from those sources. The most common requests were for trends, for information about offenders, for regional data, and for details on penalties overall or for particular offences.

The 30 per cent of requests relating to police crime statistics were most commonly for rates of crime, for overall trends or offence trends, for crime rates in particular areas. Where possible such requests were answered from published statistics.

The other types of statistical information for which requests were frequently received included prison statistics, probation and parole, traffic accidents, suicides and other causes of death. They were either answered from published material if available or referred to the appropriate agency.

A great many of the requests received were for general crime information - causes of crime, organised crime, punishment, recidivism, women and crime, migrants, juveniles and so on. These are some of the most difficult types of requests and the most time consuming to deal with. There are many aspects of crime and criminal justice in Australia where there is almost a complete lack of reliable information, statistical or otherwise.

From the above summary, it is obvious that the community in general has a need for a great variety of information and that it must be packaged in different ways. Every request is, in fact, a mini research study and, if the service provided is to be useful, requests must be dealt with using the skills of research and the objectives of research. That is to provide information that is as complete and accurate as possible.

Meeting Information Needs

The Information Unit's policy for dealing with requests is as follows:

- (i) the response must be prompt preferably within one day or within a time period negotiated with the inquirer;
- (ii) where possible the Information Unit will undertake the research effort required to obtain the information requested; if the request cannot be answered from Bureau resources, we will seek information from the appropriate agency and only refer the inquirer direct to the agency in certain circumstances;
- (iii) all requests to be dealt with the same thoroughness and promptness no matter who the inquirer (subject to priorities and availability of resources);

- (iv) all information including publications, photocopies, computing to be provided free of charge.

These are of course ideals of performance but our monitoring of requests has shown that these objectives are generally being met.

Dealing with requests for information should, on the surface, be a fairly simple matter - the information is either available or it isn't. However, in practice, as any good reference librarian knows, it is much more difficult. Many people phrase their request in very vague terms and must be questioned as to:

- . the full extent of the information required;
- . the purpose for which the information is required; and
- . the form in which it is required.

Also, the non-availability of information must be explained as must the fragmentation of the criminal justice system in Australia - different state criminal jurisdictions, different agencies within each state (courts, corrective services, police, juveniles etc.).

The main resources used as sources of information include:

- . statistical publications, annual reports, research papers and monographs etc. from various government departments and agencies;
- . publications from the Australian Institute of Criminology.
- . overseas research and statistical material;
- . academic research reports;
- . journals, textbooks etc.: selected titles in criminology, sociology and statistical method

The Bureau maintains a small library which includes the above plus a great deal of miscellaneous research material (journal articles, unpublished papers, newspaper items etc.) most of which is uncatalogued. This latter material is kept in subject files for browsing.

The Information Unit is building a collection of request files covering the most common requests. These will include short bibliographies, sets of relevant statistical tables, photocopies of articles etc.

From monitoring requests and from general experience, we identified four information needs in particular which we are attempting to meet by developing new material. These needs are for:

- . condensed information rather than long reports or large volumes of statistics;
- . information on specific topics;
- . statistics to be explained and interpreted;
- . current Australian material.

New material includes:

- (1) Crime and Justice Bulletin series - this commenced in 1987 and arose from the need to provide short, concise items of information on specific topics they have proved very popular and useful and are distributed to all on the Bureau's mailing list.
- (2) Educational fact sheets - this series is also being planned and should commence later in 1988.
- (3) Annual compendium of crime and justice facts - first issue to be available late 1987.
- (4) A textbook provisionally entitled "Thinking About Crime and Justice" is also being written and will be published later this year by C.C.H. This project was started with a grant from the Law Foundation of N.S.W. The book is intended mainly for senior secondary students undertaking legal studies but will also be of use to students doing other subjects and at all levels, plus of course the general public.

It is hoped these new resources will add greatly to our ability to meet information needs while at the same time reducing the research effort needed for each individual request.

So far the discussion has focused on the more passive side of the bureau's information role, that is, how we deal with direct requests for information. There is another side - the active dissemination of information on crime and justice to the community.

Educating the Community

The last two years have seen a greater public awareness of the Bureau, its publications and resources, and its ability to provide information. More requests than ever are being received from a wider variety of people and on a wider variety of topics.

Plans to increase this awareness further and hence increase the use made of the Bureau include:

- (i) wide distribution of the Crime and Justice Bulletins - expanded mailing list to include schools, public libraries and relevant community organisations;
- (ii) more publicity accompanying the release of new publications;

- (iii) encouragement to students and the public generally to use the library and research facilities;
- (iv) provision of a professional information service;
- (v) involvement in the education of criminal justice personnel by the preparation of material, assistance to students, and the conduct of seminars.

All of these plans will require more resources (staff and money) than is presently available. However we are confident that the need for the general community to be provided with reliable, complete and objective crime justice information will be recognised and encouraged and that these resources will be forthcoming.

ATTACHMENT A

Requests for Information

Recorded requests from 1/1/1987 to 31/12/1987.

Number of requests recorded - 622.

Average requests per month - 52.

<u>Requested by</u>	No.	%
Attorney General's Department	21	3.4
Member of Parliament	18	2.9
Educational -		
School	51	8.2
College/university	133	21.4
Teacher/lecturer	21	3.4
	-----	-----
Sub-total educational	205	33.0
	-----	-----
Media -		
Print	73	11.7
Radio	11	1.8
Television	17	2.7
	-----	-----
Sub-total media	101	16.2
	-----	-----
Other government department/agency	95	15.3
Other research organisation	46	7.4
Other	136	21.9
Response Time		
Same day	390	62.7
Within one week	181	29.1
More than one week	51	8.2
Time Taken		
15 minutes or less	345	55.5
15 to 30 minutes	148	23.8
30 minutes to 2 hours	81	13.0
Over 2 hours	32	5.1
Not known	16	2.6

Computing	No.	%
Yes	53	8.5

Type of Request (may be more than one)

Court statistics	340	54.7
Police statistics	189	30.4
Bureau research	127	20.4
Other statistics/information	163	26.2

NEW ZEALAND DEPARTMENT OF JUSTICE LIBRARY:
FUNCTIONS AND SERVICES WITHIN
THE CRIMINAL JUSTICE SYSTEM

Elizabeth Buckley
Librarian-in-Charge
New Zealand Department of Justice

Lyn Wilson
Acquisitions Librarian
New Zealand Department of Justice

NEW ZEALAND DEPARTMENT OF JUSTICE

The Executive of the Department of Justice is administered by the Secretary for Justice and three Deputy Secretaries whose task it is to:

- administer courts and tribunals;
- administer the criminal justice system;
- administer the Parliamentary electoral system;
- register certain classes of public information;
- regulate certain types of commercial activity;
- and participate in reform of most branches of the law.

The Library's present role as stated in its policy is:

To facilitate the retrieval and dissemination of information to support the operations and functions of the Department of Justice. To develop and manage collections of publications and materials relating to the administrative services and regulatory functions of the Department.

Divisions to whom services are offered at varying levels are:

Corporate Services)	
Law Reform)	Located in Head Office
Policy and Research)	
Courts)	
Registrar-General's Office)	
Probation)	
Lands and Deeds)	Locations in Head Office
Penal)	and Regional Offices
Commercial Affairs)	
Tribunals)	
Psychological Services)	

These divisions are made up of head office personnel, regional personnel or a combination of the two. Consequently the Library's clientele is wide ranging in terms of requirements and location.

GENERAL LIBRARY SERVICES

The Library's primary task is to provide a comprehensive library service to Head Office staff. Selected services are also provided to regional offices. A staff of six are involved in providing a full range of library services from acquisition and organisation of stock through to an SDI service. We are full participants in the NZ Bibliographic Network and access LEXIS, DIALOG, and KIWINET. The level of service offered to personnel located outside Wellington is governed by the Library's resources, in particular staff. Our two main areas of activity to the regions are:

- 1 Acquisitions and serials control for libraries or collections held in regional offices, courts and penal institutions. This service includes selection and collection development advice.
- 2 Reference and information services including an SDI service to selected clients which ranges from a contents page service to SDI based on client profiles.

SERVICES TO THE CRIMINAL JUSTICE SYSTEM

Two areas of Department of Justice Library activity of particular interest are library services to penal institutions and to the courts in New Zealand.

Library Services to Penal Institutions

There are 19 penal institutions in New Zealand with a total number of inmates at April 8 of 3142. Each institution has an Inmate Library, the provision of library service being shared by the National Library, the Department of Justice and local public libraries.

National Library Services

The National Library services include:

- 1 Request and information service. In many cases this is used extensively because it does provide the information most relevant to inmates needs including interloan of periodical articles from National Library and other libraries, but loans of monographs from National Library stock only.
- 2 Book van loans. These are bulk loans exchanged on a regular basis.
- 3 Loan collections. These are generally small, 12-30 books recently published on a particular topic.

- 4 Indefinite loans. These are of recently withdrawn van stock and tend to be less appropriate to inmates needs as the most relevant material simply does not last in a satisfactory condition.
- 5 Advisory counselling by field librarians. Once the Department of Justice position of Penal Librarian was established (recently disestablished) this work was reduced.

Department of Justice Library Service

Department of Justice Library services include:

- 1 Responsibility for the purchase of stock for the inmate libraries and maintenance of periodical subscriptions. Each institution allocates an amount to cover this. Present financial allocations vary from \$5.22 per inmate per year to \$35.51 per inmate per year. (Appendix I.) It is interesting to note the latter is at Arohata which employs a part-time librarian.
- 2 Education Officers in each prison have internal responsibility for the running of the library although they are in fact employed by the Department of Education. In most cases the officers use Inmate Librarian for day-to-day running of the library.
- 3 Advice on library management. Vists are made to prisons, at present irregularly.
- 4 Inmate Library Guide. This is a booklet setting out the Library's services and offering advice on arranging and administering Inmate Libraries.

Additional services to penal institutions are provided in support of penal staff.

- Each institution has a staff training officer who maintains a small collection of resource books for prison staff which are purchased by the Department of Justice Library.
- Reference services for penal institution staff are provided by the Prison Staff College Library, supported by the Department Library.

The Prison Staff College Library is located near Wellington. Its role is to support activities of officers while in training at the College and to provide services to prison staff employed by the Department.

It is appropriate to note here that the Department's Library provides services to 35 Regional and District Probation Offices.

Public Library Services

Three institutions presently receive library service from their local public library including regular visits by a librarian, reference service and bulk loans. The Department contributes to the cost of the service. In one case inmates recover and repair books for the public library which serves them. These schemes

offer great improvements in terms of library service to penal institutions, and are operating to the satisfaction of all parties involved.

Problems Associated with Present Services to Inmate Libraries

Problems identified with the present system are numerous:

- lack of standards for the libraries;
- inadequate funding for books, journals etc;
- inability of education officers to devote sufficient time to administering the libraries within their institutions;
- difficulties of extensive use of inmate 'librarians';
- lack of trained library staff within prisons;
- lack of suitable library accommodation;
- Head Office Library staff are geographically remote from individual institution libraries and have little contact;
- Head Office library collections are not suited to providing support for the Education Officers in their role of administering the institution libraries.

It is generally considered that library services to penal institutions are inadequate. The quality of services varies from adequate to poor. Although it is recognised that there may be limited funds to allocate it is believed that much more could be done to improve the quality of library services.

What is being done?

- 1 Department of Justice Library is presently reviewing its services to penal institutions in an attempt to create closer links between Education Officers and their institution libraries and specialist staff within the library. The position of Deputy Penal Librarian which has existed since 1977 has now been disestablished with all services to penal institutions now being provided by the specialist staff within the library. It is hoped to provide more comprehensive and relevant services with this spread of responsibility. It is also planned to establish standards for the inmate libraries.
- 2 The Ministerial Committee of Inquiry into the Prisons System is working to inquire and report on all aspects of the prisons system. This is not expected to be completed until next year.
- 3 The National Library of New Zealand is carrying out a review of its services to prison libraries, due for completion within the next few weeks. The most likely outcome is a recommendation for moves towards contracting for full library services from public libraries. Such a system would require negotiations which take account of the fact that penal institutions do pay local rates. It could be argued that these institutions are already entitled to services from their local public libraries.

Library Services to Courts and the Judiciary

The total number of District Court Judges currently stands at 96 and the number of High Court Judges at 33.

Library Services to Judges

- 1 Supply of standard texts and journals to District and High Court Judges upon appointment.
- 2 Selection and dissemination of information to Judges.

Library Services to Courts Libraries

This is presently limited to the ordering of books and journals, with some selection. Courts Libraries or 'book collections' as they should more aptly be called in some cases, vary from modest collections located in foyers to substantial collections housed in an area specifically set aside for the library. The day to day supervision of these collections generally lies with the Judges Clerk, the exceptions being the Court of Appeal Library which is supervised by a Judges Associate, and the Auckland High Court Library, Hamilton District and High Court Libraries (housed in the same building) and the Wellington High Court Library, all of which are managed by part-time librarians.

Developments

The Department of Justice Library has recently disestablished the position of "Courts Librarian", all services to Courts and the Judiciary now being provided by specialist staff and as for penal institutions it is hoped to improve services through increased use of professional library staff time.

CONCLUSION

Department of Justice Library services within the criminal justice system have a history of focussing predominantly on acquisitions and serials control work. Library structure and resources, in particular staff, have not been sufficient to extend reference and information and advisory work to an acceptable level. Recent restructuring of staff and redefining of roles, coupled with increased staff levels, allow for planning of more relevant and extensive services. External influences such as the two reviews mentioned above also serve to support much needed improvements.

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APPENDIX I

JUSTICE DEPARTMENT
EXPENDITURE ON PENAL INSTITUTION LIBRARIES
1988/89

Penal Institution	Total Inmates as at 8.4.88	Total Library Allocation \$	Library Allocation per Inmate \$
Arohata	58	2,060	35.51
Auckland Maximum	202	5,435	26.90
Auckland Medium	161	2,525	15.68
Christchurch	346	3,530	10.20
Christchurch Womens	46	1,540	33.47
Dunedin	46	910	19.78
Invercargill	147	2,500	17.00
Manawatu	138	2,045	14.81
Mt Eden	405	4,715	11.64
Napier	40	450	11.25
New Plymouth	67	350	5.22
Ohura	68	880	12.94
Rangipo	210	3,415	16.26
Rolleston	96	2,500	26.04
Tongariro	176	3,050	17.32
Waikerai	512	9,150	17.87
Wanganui	205	2,520	12.29
Wellington	112	2,210	19.73
Wi Tako	107	2,325	21.72
Total	3,142	52,110	

Average allocation \$16.58/inmate.

Wi Tako, Dunedin and Auckland Maximum prisons receive additional services from their public libraries.

Rolleston, Auckland Medium, New Plymouth, Christchurch and Christchurch Women's prisons do all their own purchasing.

It should be noted that allocation figures include amounts for prison staff library expenditure. This is not presently separated out however, would not alter the listed allocation per inmate figures significantly.

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REPORT OF LEGAL/COURTS SPECIAL INTEREST GROUP MEETING

John Rodwell (Convenor)
Law Librarian
University of New South Wales

This session was attended by 20 librarians, about 12 of whom work in government legal department libraries. As most had not attended the previous seminars and did not consider themselves specialists in the area of criminology, arrangements were made for two members of the Institute's staff to address the group. Dr Grant Wardlaw, Senior Criminologist, outlined the structure and current research projects of the Institute. Drawing attention to the Institute's publication Practical and policy related research conducted by the Australian Institute of Criminology 1974-1987, he ably answered questions about the implications of the shift towards more policy related research, especially the impact on long term projects and interests.

This discussion provided a good introduction to the next topic, the publishing program of the Institute, which was presented by Meryl Thompson, Managing Editor, Publications. Meryl described the range and purpose of the publications, and the possible changes in store for the Institute's program. The ensuing questions covered the financial constraints on the publishing of government funded research and information, in particular cutbacks in the free distribution of material and the widening use of cost recovery procedures by government organisations. It was acknowledged that some waste in distribution could be eliminated but the importance of providing the results of research to those who need such information was still paramount. The provision of a good service by organisations such as Government Printers was stressed with the Victorian Government Printer's current operations being singled out for praise.

After these informative contributions, the group addressed several issues relating to computerisation, taking up issues raised in the first day's program. There was a useful discussion of the variety of hardware used by participants to access online databases. Despite the range of equipment, it was agreed that the major problem with online legal databases was not the hardware nor retrieval software but the quality, completeness and timeliness of the data. The example was given of the loading of judgments of the Federal Court on SCALE. Of over 100 judgments handed down in 1988, only 8 were available on SCALE. In addition, of 790 judgments delivered in 1987, only 460 were loaded, and hence available for searching on SCALE, through the CLIRS gateway or directly. This astonishing situation and its implications were discussed and all concerned were urged to write to the Attorney-General's Department in order to express dissatisfaction with the situation.

Another matter which could only briefly be addressed was the creation of opinion files, a topic raised in the first day's sessions on library software. Reference was made to several government legal department systems in operation, though it was suggested that some large private law firms had more experience in this area and might, if willing, be able to advise on appropriate software.

THE NEW ZEALAND POLICE LIBRARY : AN OVERVIEW

Maria Andre
New Zealand Police Library

The New Zealand Police Library, as it is now known to members of the New Zealand Police, came into being in 1958.

It was originally established as a small collection of text books to be used for training purposes by police cadets and recruits. It was decided by the Commissioner of Police in 1958 that the scope of the Training College Library would be broadened to include a wider range of police-related subjects. At this point it became the task of the Library to collect as much information as budget allowed on all aspects of police work, and to make this information available to all members of the police force, not only in residence at the Training College but also in stations throughout New Zealand.

Over the years since its establishment, as I am sure is the case with many special libraries, the New Zealand Police Library has operated on a very small budget. Resources, in monetary and staff form, have always been at a premium.

The library presently has a staff establishment of two full-time personnel; one qualified librarian and one library assistant. Over the last six years these positions have been held by either qualified or partly qualified people, servicing the information requirements of a department with approximately 6,000 personnel, exclusive of civilian staff.

The New Zealand Police have already undergone some fairly major administrative changes and the organisation is presently in the throws of "Project Blueprint".

"Project Blueprint", in essence, is a major management study which has already looked at the New Zealand Police Department's administration and has begun what can only be termed a total restructuring of the Department. Each and every area, and individual position in the New Zealand Police has been, or is being, looked at in relation to tasks presently performed, effectiveness, and future role.

It is not known exactly how this will affect the Library. However, even in the early stages of the project it appeared that the Library should have a higher profile. Emphasis will be given to more and better specialist training, within the Department, and the Library has an important role in supporting this training.

All basic training courses, specialist training courses and pre-promotional courses are held at the Royal New Zealand Police

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College and the Library is fortunate in its situation at the Training College in that all members at some stage in their police career have the opportunity to be formally introduced to the Library and its resources.

The collection itself is now beginning to reflect the major changes that have come about in the field of policing over the last twenty years and has grown to include some 18,000 volumes covering police administration, community relations, patrol, crime prevention, juvenile delinquency, criminal investigation, criminology, forensic science and more latterly white/blue collar crime, computer crime, fraud, training and development, management, sociology, and psychology.

The Library also holds the National Criminal Justice Reference Service microfiche collection which includes approximately 20,000 items on microfiche and a total of approximately 40,000 references. Unfortunately this collection has a very strong U.S. bias. The Library also subscribes to 120 journal titles.

The information in the collection now reflects the interests and extramural studies which members undertake in association with their work.

The Library operates much along the lines of any special library. It is open daily from 7am - 10pm, seven days per week with staff available between 8am - 4.35pm. Staff are also available on some weekends or until 8pm by special request from course members to assist with research projects.

The Library offers an in-depth research service for members throughout New Zealand and much of the library staff time is taken in providing this service.

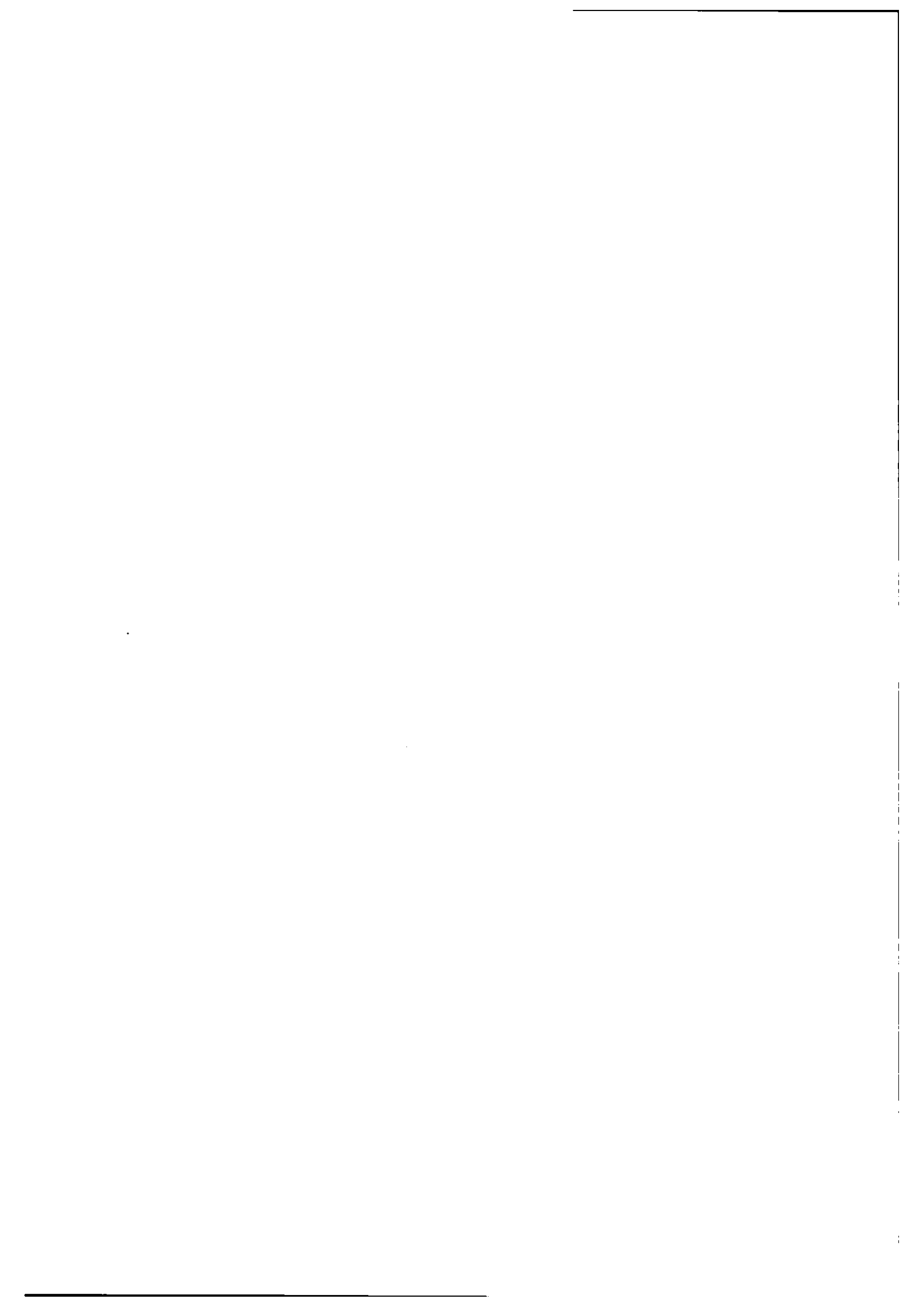
The library functions as a central cataloguing point and much of the collection is issued on permanent loan to specialist sections such as fingerprints, document examination, youth aid etc. These items are easily retrieved from these points and we feel that they have more value in smaller satellite collections than being held constantly in our reference collection. However, the system does have some disadvantages, the major one being responsibility for these items while held in offices. Sections are being actively encouraged to purchase such reference items out of their own funds, the main reason for this being the rapidly escalating cost to the Library of purchasing multiple copies of items.

The Library publishes a quarterly accessions bulletin. Attached to this are references of journal articles indexed for inclusion in the vertical file system.

90% of the journal stock is circulated to members throughout the Department and this has meant that extra time is being put into indexing of articles for current awareness purposes to try and keep the length of circulation lists down, as funds are not available to duplicate titles for reference purposes

As yet bibliographies are not being produced on a regular basis, but it is an area that much interest has been expressed in and is, I personally consider, worth concentrating on.

The Library is not presently operating any automated systems, although we now have access to a computer system and are looking at library systems. We also hope to gain access to overseas databases to assist in literature searching.



REPORT FROM THE POLICE LIBRARIANS' SPECIAL INTEREST GROUP

Erica Bolto (Convenor)
Librarian
Queensland Police Academy

A police librarians' profile was circulated for completion. This will be typed up as a police libraries list and sent to the J.V. Barry Memorial Library and all the police libraries within a fortnight of the completion of this seminar. This should prove a useful tool for inter-library communication.

Margaret Davson of the Australian Police College Library gave us a short talk on the role and objectives of the Australian Police College and mentioned changes envisaged at the College as a result of the review presently taking place. We as a group expressed concern regarding the library's staff situation and funding, and are concerned that our individual senior echelon do not have available to them at Manly courses, the level of library service to which they are entitled. It is our objective to ensure better communication and cooperation between the Australian Police College Library and other police libraries, in the situation where our clientele becomes for a short period, their clientele. To this end, Margaret Davson has agreed to supply us with Joining Instructions to course participants, lists of assignment topics and course dates, for all courses in which we have a mutual interest.

Pam Reid of the Central Library, Victoria Police, gave us a talk on the Victoria Police Library Service which consists of the Central Library, Police Academy, the Police College Library (Airlie) and the State Forensic Science Laboratory Library. The Librarian in charge of the Central Library is responsible for developing an integrated service. A proposal has been submitted for an automated integrated library management system. A copy of Pam's paper is to be included in the proceedings of this seminar.

Chris Miels of the National Police Research Institute Library outlined for us the data structure being planned using Inmagic for a cooperative scheme being set up between the National Police Research Unit Library and the South Australian Police Headquarters Library.

We discussed the future of the Police Librarians' Newsletter, which had fallen into limbo with the departure from the police libraries scene of Denise English. Julii Tyson of the Northern Territory Police Library has agreed to take it over. We agreed to send to her by the end of May, any items which we had for the first issue which she will compile in late June. Such contributions could include statistics of library use, duplicates lists and any news items on interesting library developments. We agreed to issue periodicals lists as separate items, not under the auspices of the newsletter, and to

endeavour to issue one of these regularly every one or two years. We shall send copies of such lists to all libraries on the police libraries list and the J.V. Barry Memorial Library.

We agreed to keep in mind current holdings of library automation hardware and software in police libraries when purchasing future equipment. We noted that more than half of us use Immagic, and we will aim towards future compatibility and the exchange of floppy disks.

We discussed the use of AUSINET. We are concerned with its costs, which present difficulties for small libraries, and would be happy to see the CINCH database available through a host on which there are other data bases of interest to us, and which does not have a monthly administration fee plus usage costs.

We expressed dissatisfaction with document backup from NCJRS searches. We discussed the difficulties of deposit accounts held overseas, and also dial-order services. Gary Anderson of the N.S.W. Police Headquarters Library agreed to provide information on these services for the first Police Librarians' Newsletter.

We discussed publications issued by our respective departments, and will recommend that our departmental libraries be nominated deposit libraries for reports or publications issued by our departments.

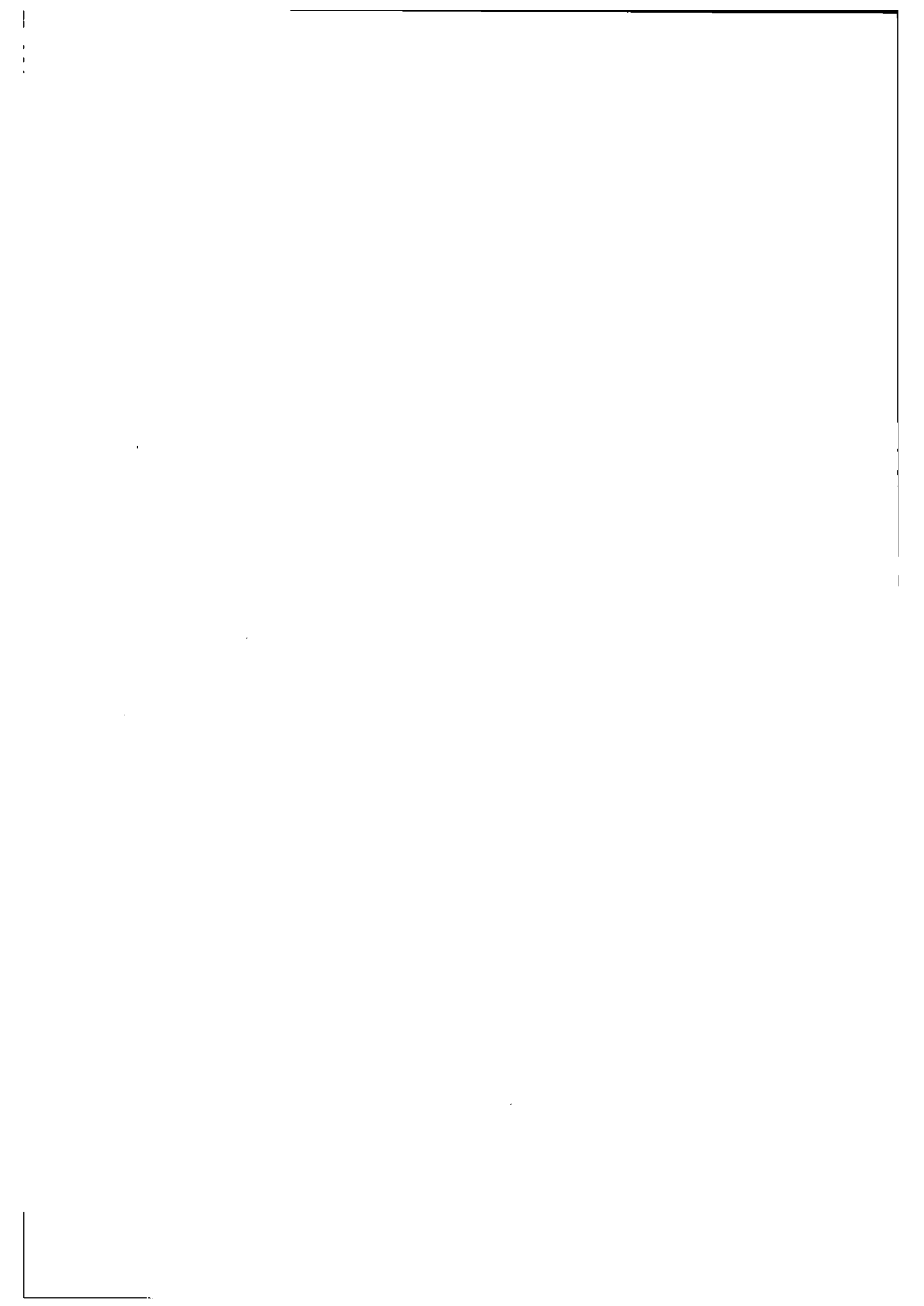
We discussed a letter regarding Police Science Abstracts received by Erica Bolto from DIALOG in the U.S. This letter stated, I quote: "If you continue to feel access on DIALOG could be beneficial to a large number of potential users of this data-base, I would urge you to contact us again in mid 1989, and we will review again." It was agreed that Erica Bolto would contact likely libraries to determine the level of interest in Police Science Abstracts being available online as well as the other two abstracting services issued by the Criminologica Foundation. She will report back to the Police Libraries Newsletter.

We discussed the difficulties and inadequacies of L.C. Subject Headings for libraries such as ours. We felt that such inadequacies sometimes adversely affect our credibility with users.

We discussed the Police and Aboriginal Relations Workshops being held on a regular basis by the Australian Police College. Participants coming from these workshops will experience an enhancement of interest in the role of police academies in the raising of awareness on Aboriginal culture. Police libraries appear to need to develop material to meet demand. Consequently, we agreed to provide, via the Police Librarians' Newsletter, details of holdings of Aboriginal material in our libraries, and to consider in the future some sort of minimum standards of holdings of this material in our libraries.

We expressed regret that not all police librarians from the states of Victoria, South Australia and Western Australia had received encouragement and funding to attend this seminar. This is especially disappointing because this is our only opportunity to meet as a group.

We find these seminars an extremely valuable exercise, and are most appreciative of the work carried out by the J.V. Barry Memorial Library in organising them. We hope the Institute can continue them on a regular basis.



VICTORIA POLICE LIBRARY SERVICE

Pamela Reid
Librarian
Victoria Police Central Library

The Victoria Police Library Service consists of the newly established Central Library at the Police Academy, Glen Waverley, the Police College Library (Airlie) and the State Forensic Science Laboratory Library. There are also collections of material at various other locations.

The Librarian in charge of Central Library is the Senior Librarian of the Force and is responsible for developing an integrated service. The proposed staffing is for Central Library to have six staff, Airlie two and Forensic Science two. Because of the financial situation, Central Library still has only two staff.

The Central Library is to provide for the information needs of the Force as a whole, as well as providing for the recruits and members doing other courses at the Academy. It is to maintain a resource collection and a central catalogue to the total collection of publications held within the Police Force. The Libraries at Airlie and Forensic Science are branches of Central Library, but operate largely autonomously. Both these have strong collections and Airlie has been providing a de-facto central library service for many years as well as fulfilling its primary role of providing a service for members undertaking officer training. The collection at Forensic Science is extremely specialised, but material is made available Force wide, if this is appropriate. Any information services which Central Library develops will complement existing services and collections. An example of co-ordinating our services is in support of our Sergeants' course. In preparation for this, the participants use both Central Library and Airlie. Airlie copies their index cards (which they use as a basis for their Library Bulletin) for Central Library. Central Library therefore has easy access to relevant material in its collection. This system is preferable to on-line searching in this case, as the topics are very broad, e.g. complaints against police.

The Central Librarian has also been given responsibility for co-ordinating and controlling purchase of publications, which are to be retained in locations other than the libraries. There is a committee of police, and librarians which considers requests for material, a large component of which is legal services, such as Bourke's Criminal Law. A review has been made of legal services held throughout the Force. Considerable savings were made by eliminating unnecessary duplication and the amending of addresses which reduce the likelihood of updates being lost. The method of processing invoices for these services has been streamlined.

The Central Librarian is responsible for developing co-ordinated library systems. A proposal has been submitted for an automated integrated Library Service Management System. The most important

component of this is the central catalogue of material held. This proposal is still waiting for approval. Its implementation is essential to enable the Library Services to operate as a network. The three libraries do have access to on-line searching facilities.

The Central Librarian is to co-ordinate the Library Service budget. The financial management structure has not been amended to reflect the establishment of the Library Service. Financial allocations still come through the areas in which the libraries are located. Proposals have been made for a revised structure and appropriate reporting mechanisms to enable monitoring and control of the total Victorian Police expenditure on books and publications. The individual libraries frame and administer their own budgets.

The collection policies of the libraries are to be co-ordinated. As the Forensic Science collection is very specialised, a collection policy can be developed relatively easily. The subject interests of Central Library and Airlie have much more in common and a more detailed analysis is being done before the policy in this area can be finalised.

There is a Library Committee with a representative from each Department of the Force. Its role is essentially advisory, providing policy advice and support in the management of the Library Service.

A committee is currently finalising a Charter for the Library Service. It documents the function of the service and its various parts, staffing responsibilities, management of collection development, financial management, and administrative control including the role and composition of the Library Committee.

The Central Library began operating in February 1987, but has not yet been widely promoted. Its collection needs greater depth and some backlogs from the initial organising need to be overcome before an extra workload is generated, particularly with the limited staffing. Airlie is continuing to provide its wider service. Central Library is concentrating on low key marketing - no promises of wonderful services to come, but information on services we can provide now. Examples are: a notice in the Police Gazette of our current services and opening hours, using the Police Education Scheme's monthly bulletin to detail particular material held, such as law reports, talking to Departmental conferences, and highlighting the wider role of 'the Library at the Academy' in orientation talks to recruits and people doing specialist courses at the Academy. Wider publicity will be sought when Central Library can provide the Services.

THESAURUS DEVELOPMENT - WHY BOTHER?

GREG FOWLER SENIOR LIBRARIAN

ALCOHOL AND DRUG FOUNDATION, AUSTRALIA

This paper describes the processes involved in thesaurus development for a bibliographic database in a small special Library. The Alcohol and Drug Foundation, Australia (ADFA) Library and Information Service began developing such a database in 1987 to better access the wealth of information contained in our journals collection and Vertical File. As you will be aware the most current and often most valuable research, reports, evaluations etc are usually first published in journals or presented as conference papers and often are never published as monographs. The Vertical File contains unpublished material in various formats and photocopied journal articles from related subject fields.

We are seeking to build a database that covers material of a non medical nature not indexed by MEDLINE and to index Australia material not covered by the various databases under DIALOG. Our Library attempts to exhaustively cover Australian literature and provide diverse but selective coverage of overseas literature in the alcohol and drug field. The Australian Alcohol and Drug Database reflects this coverage of the literature.

The database is run on MICROCAIRS software (level 3) using a Wyse PC 286. It contains over 3000 citations, without abstracts, growing at the rate of 300 items per month. We intend that this database and ABN, down loaded to a local system, will give us online access to all our collections. The database is used daily for reference queries and literature reviews. A monthly Selective Dissemination of Information (SDI) Service generates tailored bibliographies against preset subject profiles for 140 clients. The service is popular and growing rapidly. It also preempts many reference queries from our regular customers. The database is also use to prepare selective bibliographies and reading lists at differing levels of sophistication for publication.

The MICROCAIRS software enables searching by author, title, journal title, format and subject headings. Free text or thesaurus controlled searching are available. The software is an information retrieval rather than database management system. This means that its has a more powerful searching structure, using boolean logic to search inverted files of nominated fields rather than having to search each entire record. This greatly increases the speed of retrieval and allows the system to handle large amounts of data without significant problems. We believe the database can grow to ten times its present size before we have to establish chronological back files.

So, you might ask if you have free text key word searching, why bother with developing a thesaurus?

Free text key word searching has one major shortcoming; your search usually gets you the item you want as well as several thousand you do not want. Well perhaps not thousands but usually hundreds. Free text searching is notoriously imprecise. A search under ALCOHOL (truncated) would retrieve than 50% of the contents of our database. Even if you are particulary clever with boolean searching, your end product is usually information overload or missed citations.

Perhaps I exaggerate. If you have a small database in a subject area where terminology is concise, consistent and synonyms are non-existent, then you do not need thesaurus control.

In the ALCOHOL/DRUG/SUBSTANCE/USE/MISUSE/ABUSE/DEPENDENCY field this is not the case.

This is why we bothered. To improve accuracy in retrieval it is necessary to develop a controlled vocabulary of subject descriptors rather than just relying on free text searching in 'natural language'. Besides, we have a dream. Our database will not always be a small in-house system but will one day become a major database available on one of the national networks. Now you can see why we bother to develop a thesaurus. So, how did we go about it? We thought we knew what a thesaurus was, a controlled vocabulary, a subject authority file, just a list of subject headings. Perhaps it is not as simple as this.

Doreen Goodman from the Canberra College of Advance Education, describes a thesaurus as having two aspects:

1. In terms of functions, a thesaurus is a terminological control device used in translating from the natural language of documents, indexes or users into a more constrained 'systems language'.
2. In terms of structure, a thesaurus is a controlled and dynamic vocabulary of semantically and generically related terms which cover a specific domain of knowledge.

A thesaurus is a controlled vocabulary of terms related in a specific way. These relationships are the hard part.

Over a period of about 6 months our staff struggled and fought, with each other mainly, to come up with what could pass as the bones of a workable thesaurus. The process started by trying to find an existing alcohol and drug thesaurus that we could modify. We found a Drug Abuse thesaurus published in London about 10 years ago, but nothing in Australia that really covered our field. Our next step was to get together all the sources of headings that we were then using. These included; MESH, LCSH, our own press clippings subject headings and reference query filing headings.

From these we used our subject knowledge to select those terms most appropriate to the needs of our thesaurus. Which we defined as:

- a multidisciplinary subject approach with a non medical emphasis.
- to avoid where possible highly technical terms thus making it both logical and easy enough to use for non professional staff.
- to use the "ideological sound" terms defined by the World Health Organisation where possible

This process caused a number of interesting, and at times heated, debates over the most appropriate terms. These discussions reflected the educational background and philosophical perspectives of the Library staff as much as different views of the alcohol and drug field. Simultaneous to this collection of appropriate headings on 5x4 index cards, was the determining of the relationship between the terms we had selected. The first task was to nominate preferred and unpreferred terms. The MICROCAIRS software makes the preferred a GO term and the unpreferred, a STOP term.

This, in conjunction with a message or scope note field, provides a guide to both indexers and searchers. The note field is used to deal with the problem of synonyms.

The second, and more difficult task, was to determine the hierarchies of broader, narrower and related terms. These hierarchical relationships are complicated by often more than two layers of terms with related terms crossing between these layers of the hierarchy. Defining these relationships is a time consuming and painful process. What it does do is force you to clarify all aspects of your subject area, to be thoroughly familiar with your literature and the different concepts and terminologies that its authors use.

What do you have when you finish this painful process?

The point is the process never finishes. Thesauri are living, breathing, growing beasts. As you become more familiar with your subject field and as new ideas and theories arise, you are constantly modifying existing terms and hierarchies and creating new ones. In theory the thesaurus becomes more stable as they become more comprehensive. We have not yet reached this stage even after 12 months of development and use.

DAT - Drug and Alcohol Thesaurus - has been circulated among ADFA Staff and among the ADDLIS Network (Alcohol and Drug Dependence Library and Information Services) for comment. This is a dangerous process. The volume of criticism, not always constructive, can be deafening.

In summary, think long and hard before you embark upon thesaurus development.

1. Think of : What are you going to apply the thesaurus to? A manual file system, a database? If you are constructing a database, what software will you use, and what size do you envisage the database to be? If you are building a small database perhaps free text keyword searching will suit your needs.
2. Are you trying to re-invent the wheel? Has someone else already done all the hard work? Is there already a thesaurus that would serve your purpose? Trying to find this out is also a good way of meeting other people in your field.
3. So, if you are going to construct a sizeable database with software that incorporates a thesaurus, and no suitable thesaurus already exists, don't believe that you can write a thesaurus overnight. We have been at it for a year and probably will be for another before we have a comprehensive tool.
4. The development process entails gathering subject terms from all possible sources, culling them, and determining their relationship to one another. This can be an arduous intellectual exercise. It means you have to know your subject field and its literature thoroughly. This is not always a pleasant task.

Finally, we must accept the reality that automated information systems are the future of our profession. We must master the technology, not be enslaved by it. Thesaurus development is part of this process of mastery.

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DIRECT: THE DIRECTORY OF SOCIAL STATISTICS

A NEW INFORMATION SERVICE FROM THE AUSTRALIAN BUREAU OF STATISTICS

By Terry Kanellos and Robin Slater

WHAT IS DIRECT?

DIRECT is a new statistical information service from the ABS. It provides both experienced and occasional users of social statistics with more effective access to the Bureau's vast stores of data than has previously been possible. DIRECT utilises a powerful microcomputer database to provide a fast and convenient tool to help users identify and obtain the statistics they require.

HISTORY

The development of DIRECT began in late 1985 when ABS officers saw an opportunity to utilise a microcomputer database to simplify the task of searching through the vast array of social data held in the ABS, particularly to assist in answering requests for statistics from users. The scope of the project was soon extended to the development of a statistical information system suitable for a wide range of government and private users interested in social statistics.

After some 18 months of development, incorporating extensive review and testing of the system by potential users, DIRECT was officially launched on the 28th of July 1987 at the Lakeside Hotel in Canberra.

AN OVERVIEW

DIRECT is a microcomputer based directory system, which can quickly and easily tell you what statistics are available, down to the most detailed levels, from over 200 ABS publications and 40 social surveys conducted by the ABS since 1980.

DIRECT does not contain any of the actual statistics from these ABS publications and surveys - to do so would require hundreds or even thousands of floppy disks to contain all the data. Rather, it DESCRIBES these statistics at several different levels, from the 15 broad "Topics" down to over 2700 "Data Items". Users can therefore browse through summary descriptions of large groups of statistics, or precisely determine the most detailed data available from individual collections. DIRECT provides a quantum leap over the past in the ease with which users can conduct comprehensive searches of the data available from the ABS, and in the degree of detail in which the statistics are described.

Users can also obtain any of the statistics described in DIRECT by simply using DIRECT's built-in ordering facility to print a request for the statistics required, which can then be mailed to the ABS.

DIRECT runs on IBM microcomputers and close compatibles with MS DOS Version 2.0 or higher, in both colour and monochrome modes and requires at least 440k of Random Access Memory (RAM). The system is self-contained on three floppy disks (one system disk and two data disks) and requires no other software.

The information on DIRECT is arranged in a hierarchical structure (see Figure 1). This allows you to start off with a broad idea of the area of statistics in which you are interested and redefine that idea step by step. This will help you to identify which of the standard ABS publications you need. If this publication is not readily available you can order it from the ABS. If there is no publication containing the data you require you can request that the ABS produce a table specifically tailored to suit your needs.

Information screens giving details of what is contained within each topic, survey or publication can be accessed by using the information command. On line help is also available giving details of each command.

USING DIRECT - AN EXAMPLE

As an example, suppose you wanted to find out whether the ABS had any statistics available on the types of crime incidents occurring in metropolitan areas, as opposed to those occurring in rural areas. Using DIRECT, you would begin your search by selecting CRIME from the list of 15 TOPICS displayed (See fig. 2). Then, you would list the SURVEYS associated with this topic and choose the one that appears most likely to contain these statistics (See fig 3).

One of the surveys in this list would be the CRIME VICTIMS SURVEY of 1983. Information available on this survey would indicate that it is the most likely one to contain the sort of data on crime you are looking for, so you would select it. You could then look at the statistics collected for this survey in more detail or, alternatively, you could browse through the list of PUBLICATIONS dealing with the results of the survey. If you wanted to obtain copies of any of the publications in the list, you could do so by selecting the ones you wanted and then using DIRECT's MAIL facility to print a letter to the ABS requesting these publications (See fig 4).

If the statistics you are interested in are not available from an ABS publication, or if you simply wanted more detailed information than the publications provide, you can continue your search by listing the DATA GROUPS that describe the major categories of data collected for the survey. In this case the CRIME INCIDENT DETAILS and GEOGRAPHIC ITEMS data groups would be the two required to provide details on the types of crimes committed and the differences between rural and metropolitan areas. You can then list the range of individual DATA ITEMS available within each of these data groups to discover precisely which statistical correlations are possible from the data held by the ABS from the survey. You can then use DIRECT's GEN-TABLE facility to specify exactly how these data items should be correlated into a statistical table.

Again, the MAIL command can be used to print a letter requesting the table you have specified. Because the data items can be correlated in an almost infinite number of combinations, you can ask the ABS to produce a wide range of statistical tables precisely tailored to your own requirements using this facility.

FUTURE DEVELOPMENTS

Version 2.0 of DIRECT is already under development, and is expected to be released in early 1989. This new version of the system will incorporate some important enhancements over the current version and will be available at a reduced price to registered users of Version 1.1. In particular, Version 2.0 will be expanded in scope to include other areas of the ABS activity such as Population Census and Labour Force statistics. It will also contain a table of contents for each publication listed and a searching facility to allow users to quickly locate Population Census tables dealing

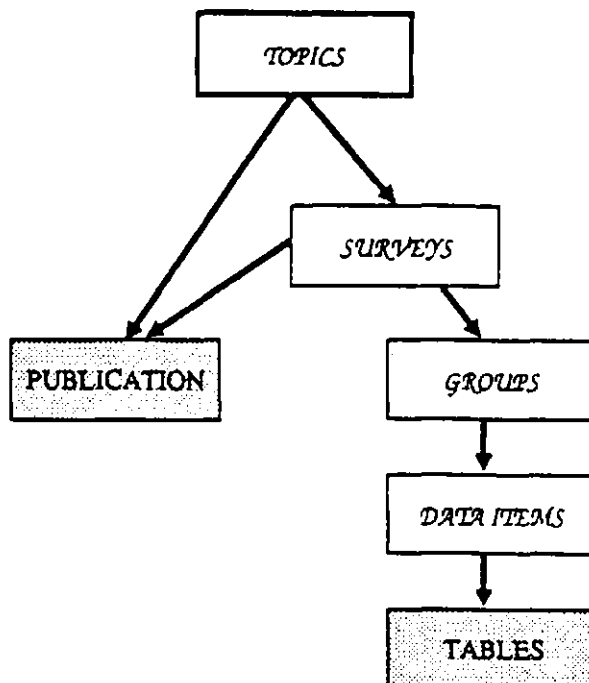


Figure 1:
The Structure of DIRECT

specifically with their area of interest.

Continuing developments in the field of information technology hold much promise for the ABS to continue to improve the service it provides to users of its statistics, including further development of the DIRECT system beyond Version 2.0.

For further information on DIRECT please contact:

The Supervisor,
Data Methods Sub-section,
Australian Bureau of Statistics,
P.O Box 10
BELCONNEN A.C.T 2616

TEL:(062) 526569

END of list

COMMAND: List Select Information Enter Print New Mail Gen-table Help Quit

		Search Criteria			
Topic 1:[]	Data Groups or Items 1-6			
2:[]	1:[]	4:[]
Survey []	2:[]	5:[]
		3:[]	6:[]

Select from the list of topics:

CRIME	AGED
EDUCATION	CHILDREN
EXPENDITURE	FAMILIES
HEALTH	HANDICAPPED
HOUSING	YOUTH
INCOME	OTHER
WORKING LIFE	
WELFARE	
RECREATION	

Select: Select from the list for searching or mailing ... Press the ENTER key.

Figure 2: Topics listed on DIRECT V1.1

END of list

COMMAND: List Select Information Enter Print New Mail Gen-table Help Quit

		Search Criteria			
Topic 1:[CRIME]	Data Groups or Items 1-6			
2:[]	1:[]	4:[]
Survey [CRIM]		2:[]	5:[]
		3:[]	6:[]

Survey Title ... Press I key for more information

CRIM	CRIME VICTIMS SURVEY, 1983.
LIFN	HEALTH RISK FACTORS SURVEY, (NSW), OCT 1985.
AS83	ALCOHOL CONSUMPTION PATTERNS SURVEY, (SA), OCT 1983.
CS85	CRIME AND THE PREVENTION OF CRIME IN THE COMMUNITY, (SA), 1985.

Figure 3: Surveys relating to the topic of CRIME

Mr J. Myrtle

Australian Institute of Criminology
P.O Box 28
WODEN ACT 2606

Dear Sir/Madam,
Please supply me with the following ABS publications listed in the
ABS Directory of Social Statistics:

4505.0	CRIME VICTIMS SURVEY, AUSTRALIA, PRELIMINARY	0.00
4506.0	VICTIMS OF CRIME AUSTRALIA, 1983.	1.90
	Total	\$ 1.90

My cheque for \$ 1.90 covering the cost of the publication(s) and
postage is enclosed.

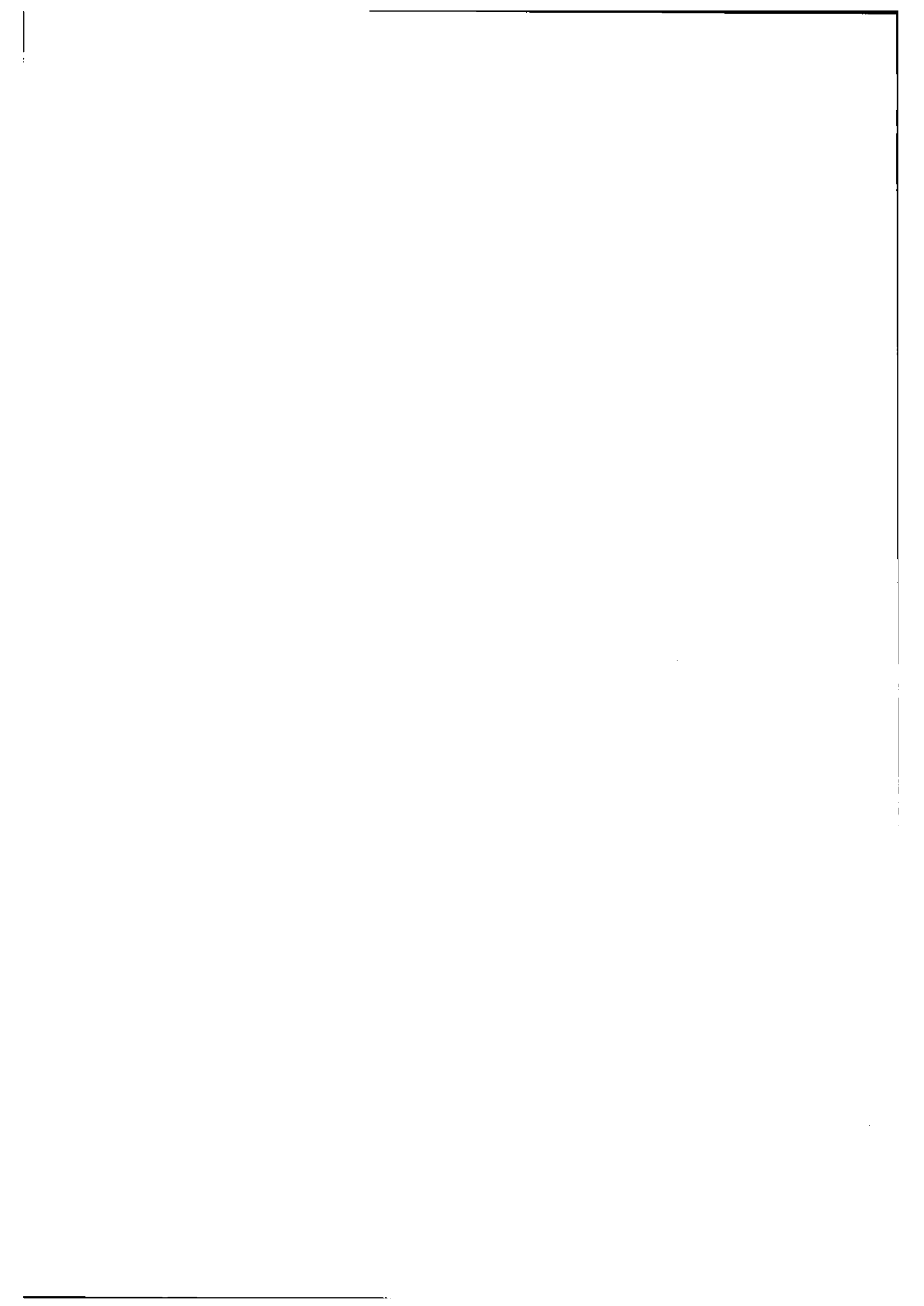
Yours sincerely,

Mr J. Myrtle
Australian Institute of Criminology
P.O Box 28
WODEN ACT 2606

(062) 83 3841

28 October 1988

Figure 4: Request generated using the MAIL command



DISTANCE SERVICE DELIVERY - THE DEPARTMENT OF COMMUNITY SERVICES AND HEALTH LIBRARY EXPERIENCE

Sylvia Admans
Department of Community Services and Health
Canberra

The Concept of distance service delivery

I believe that provision of library services is overall moving towards distance service delivery. At the Department of Community Services and Health we also have the added reality of a national network where distance is an important factor in service provision. Increasingly departmental officers have less and less time to go to the library and discuss their information needs. Many of them work within unrealistic time frames and require a library service that will respond to their demands. They need to know they have someone on the end of the phone who understands their needs and also understands that urgent really does mean urgent. Though your library user may be located in the same building you are dealing with the client at a distance.

Users need to know not only that they have a library service but that they can receive timely information at a distance, in the workplace. The DCSH Library and Information services has several different ways of achieving this.

Our clientele

The Department of Community Services and Health was created in August 1987 by the amalgamation of the two former departments and some elements of Housing. We have some 7,000 officers. There is a state office of the department in each capital city as well as regional units in cities and larger country towns. Distance is a fact of life in servicing users, particularly for our state librarians. Thankfully a network of very capable library staff exists.

Our officers are not just your 'typical' public servants working as administrators but comprise a complex array of professionals including doctors, speech therapists, scientists, researchers, social workers as well as non professional policy formulators and program administrators. As users they have varied information needs, in fact the needs often change with social change. Bioethics, disability services and AIDS are currently subjects that are in high demand from our library users.

The DCSH Library Network

We are fortunate enough to have librarians on the staff in all states except the Northern Territory and Tasmania who have information officers. In addition we have within our portfolio, librarians at the Australian Institute of Health, National Acoustic Laboratories,

Commonwealth Serum Laboratories, Australian Radiation Laboratories, Health Insurance Commission and National Biological Standards Laboratories all of whom participate in HEALTHNET. The HIC is the only non-HEALTHNET library in this group.

All our state office librarians are in attendance at this seminar and we have come fresh from two days together at our first annual departmental librarians' meeting. Our resources are shared through participation in HEALTHNET.

OPAC - Online Public Access Catalogue

Our Online Public Access Catalogue (OPAC) is highly accessible to officers in their workplace as it is mounted on the DCSH mainframe in Canberra. Throughout the entire DCSH network dedicated terminals are available to officers. In my experience we have a highly computer literate user population and accessing the Library catalogue in this way has not proved a problem for our users.

Officers are able to interrogate the catalogue in their workplace, find out if an item they require is out on loan or in the library. If it is on loan they know when it was borrowed and are able to place a hold on the item and have it recalled without leaving their workplace. When the item is available for them, they have to come to the library and see the results of all our good work. If the officer is outposted, then of course, the item is sent to that person.

As the OPAC is founded on the union catalogue of HEALTHNET, officers are also able to determine when items are held in other libraries in the network and the library is able to request inter-library loans for them. Increasingly with the use of OPACs, users will become more knowledgeable, and more effective as library users.

It is still fairly early days with the OPAC as a part of our distance service delivery and it is a challenge for the service and our staff to make it a viable part of the service.

Current awareness bulletin

A monthly current awareness bulletin is compiled at the Central Office Library for distribution to departmental officers Australia wide. Each Librarian in the states has responsibility for reproducing further copies and distributing the CAB to officers of the state. Some states supplement the bulletin with information on their own recent acquisitions.

The bulletin has specialised subject coverage in the welfare area. The bulletin was established as a means of disseminating current information in a subject area that often receives poor treatment on commercial databases. The CAB is tailored to the subject needs of our department and may not be as useful to others.

It comprises a listing under Library of Congress Subject Headings of selected journal articles from journals that we have determined are highly relevant to the social welfare concerns of the department. It is a timely listing as journals received in that month are indexed. The information is often available long before it comes available on a commercial database, indeed if it ever does become available. From the number of requests we receive from the CAB it is thoroughly digested. Officers out in the regional units are particularly hungry for current information in their subject field.

I hope that in the future this information may become part of HEALTHNET so a longer term benefit from the indexing may result. If the information could be entered directly onto the system, perhaps into a local file, it could then be accessible to all our state librarians for reference enquiries. It would prove an excellent source of current information in this field for the Department. It is also possible that the subject coverage of the bulletin may grow to reflect other areas of the Department.

SDI's - Selective Dissemination of Information

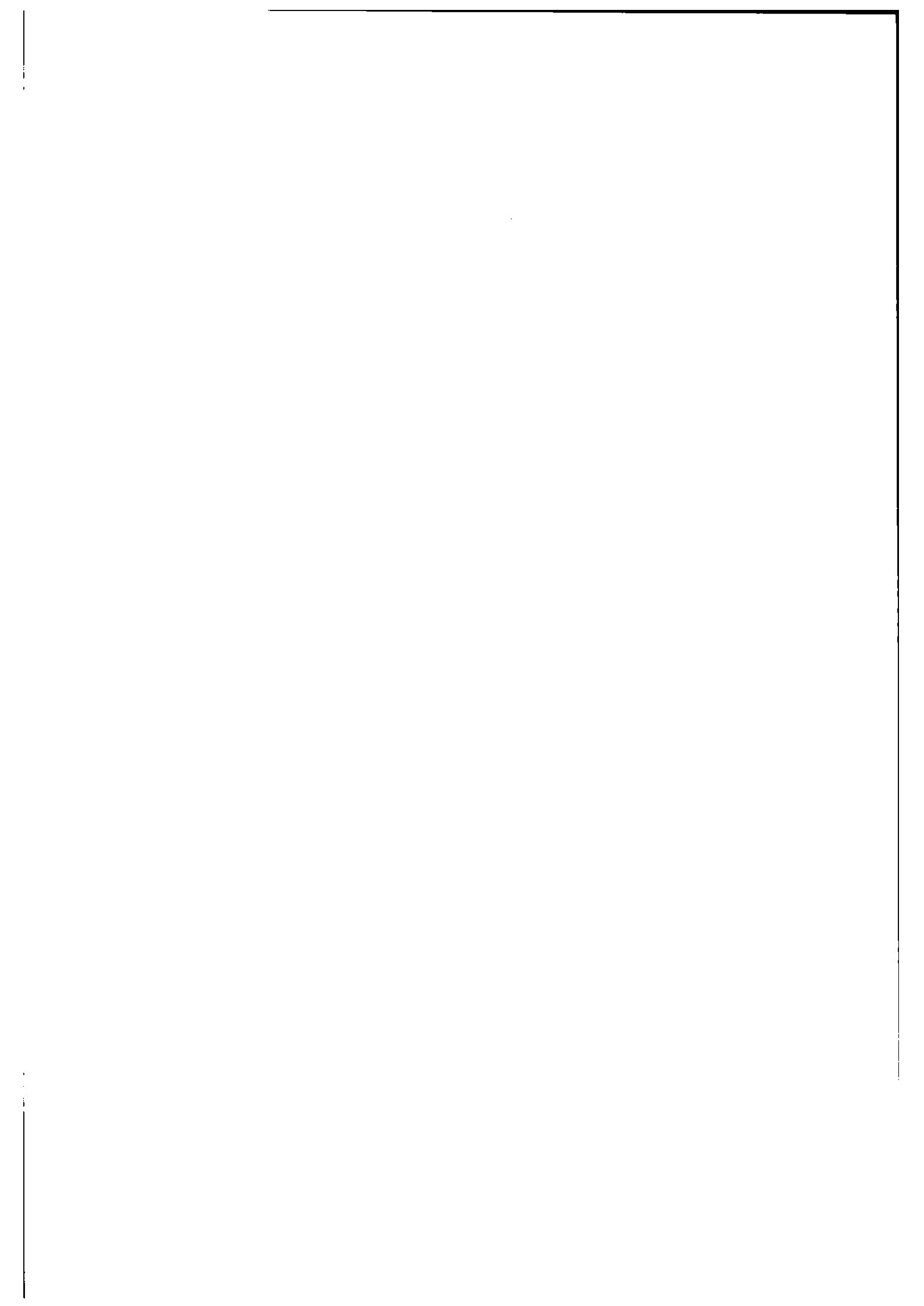
Our selective dissemination of information is run on the Medlars Service, in particular the Medline database which is freely available to the Library as it is mounted on the department's mainframe computer. The service is also available from our state libraries.

SDI's are produced monthly from the system and the library forwards them directly to officers in their workplace. They are then required to make the decision as to their need for the material. If they wish to see the article it can be obtained from the Library's extensive journal collection or through inter-library loan if not held.

We are currently investigating running SDI's on commercial databases for subject coverage outside the scope of Medlars. Automated SDI's are a powerful means of provision of current information at a distance. In addition, some states have undertaken to provide manual SDI's which had been offered in Central Office for the social welfare area but were considered uneconomic.

Conclusion

As a new large departmental library service, we are still in the developmental stage. We have good resources in place and an excellent staff right throughout Australia. We have departmental officers who are active library users, whatever their location. Distance however, should not be a barrier to service delivery and my premise is that it is not a concept of measure but rather a concept of service delivery within our departmental network.



HEAPS

The Development of an Australian Health Education and Promotion Information System.

Michael Kay - National Co-ordinator - HEAPS

1. INTRODUCTION:

HEAPS (Health Education and Promotion System) is a national database of health promotion programs and resources developed in Australia. It is designed to help health and allied workers better plan their health promotion activities.

The database is one of a number of subfiles of the Australasian Medical Index.

This paper aims to introduce delegates to HEAPS and to describe the key issues and processes involved in the development of such a community-based information system.

2. WHAT IS HEALTH PROMOTION?

Health promotion is any combination of health education, economic, political or organisational interventions designed to bring about attitudinal, behavioural, social or environmental changes conducive to improving the health of the population.

3. HEAPS AS A HEALTH PROMOTION TOOL

In the field of health promotion, HEAPS aims to :

- 1 Maximise use of existing resources;
- 2 Minimise future duplication of resource material;
- 3 Facilitate information networking and consultancy;
- 4 Promote the multiple use of well conceived, well executed programs;
- 5 Stimulate resource production and program development through identification of "gaps" in the system;
- 6 Reduce program planning time through provision of accessible, comprehensive and up-to-date information;
- 7 Work with other national projects to improve the quality of health promotion in Australia.

In order to achieve its aims, the system has been designed to include two discrete components of information on resources and programs.

3.1 Resources

These include such items as :

audio tapes, bibliographies, booklets, displays, films, kits, leaflets, pamphlets, posters, slide tapes, videos, manuals and workbooks.

It is important to note that, unlike most Public Information Systems, HEAPS does not include information on monographs or serial publications. HEAPS aims to provide health and allied workers with information on the existence and availability of resources that will be of practical use in the running of programs.

3.2 Programs

This component of the database aims to complement the resources information and is effectively a directory of "who is doing what, where they are doing it and how". For HEAPS purposes, "programs" include campaigns, courses, projects, seminars and special events with specific health promotion objectives and content. The system does not, however, include courses that lead to formal qualifications.

The program directory aims to help workers avoid "re-inventing the wheel". Records contain detailed information on objectives, strategies and evaluation on a wide variety of programs ranging from the development of a Breast Self Examination Campaign for migrant women in a local community to the implementation of statewide strategies for the prevention of Minor Tranquilliser Abuse.

Importantly, each record also includes details and telephone number of the contact person in the agency responsible for the program. HEAPS is attempting to provide workers with the key to getting into existing information networks and therefore actively encourages the personal sharing of information.

4. HEAPS PROJECT DEVELOPMENT

4.1 Background

HEAPS was initiated in response to recommendations from the Australian Health Ministers' Conference (April 1985) and a meeting of State Directors of Health Promotion. The lack of well organised and easily accessible information was identified as one of the major blocks in the growth of health promotion in Australia. It was recommended that a computerised database should be established to alleviate this problem.

Piloted in Victoria in 1985, the system has steadily spread across Australia and now enjoys the support of all States and Territories.

4.2 Funding

HEAPS is jointly funded by:

- . State and Territory Health Departments;
- . The Commonwealth Department of Community Services and Health under the National Health Promotion Program.

State Health Departments fund the employment of Project Co-ordinators responsible for the collection of data at the State level and providing a HEAPS information service. The Commonwealth resources a National office responsible for overall system co-ordination and development, marketing and evaluation.

4.3 Building the database

A number of phases are involved in the building of HEAPS and these are briefly outlined below.

User/contributor orientation

State Co-ordinators conduct orientation sessions and on-line demonstrations to introduce HEAPS to agencies and encourage them to both use and join the system.

Data Collection

Contributors complete data collection forms detailing their health promotion programs and resources.

Data Processing

State Co-ordinators edit, index and code data forms and forward them to the National Library of Australia.

Data Input

National Library staff further index these forms and key data into the system.

Data Verification

State Co-ordinators retrieve records and verify data with contributors.

System Up-date

The system is up-dated on an annual basis.

Many stages of the process involve close liaison with contributors and for this reason data collection is labour intensive.

5. SYSTEM ISSUES

A number of issues have emerged as key blocks to the development of HEAPS. The problems are now being addressed to ensure the streamlined and cohesive development of HEAPS and its proper integration into the Health system.

5.1 Data Collection

As a community based information system, HEAPS relies totally on contributions from workers in the field for its viability. Although workshops are conducted for contributors in each State to outline the benefits of the system and methods of contributing, data collection has often proven to be difficult. This is understandable given that the bulk of contributors are also direct service providers at the local level and consequently may see contributing to a centralised information system as a low priority.

Many contributors also reported that the data collection forms were complex and daunting to complete. These forms have now been extensively re-designed and simplified following a pilot survey conducted early this year.

5.2 Marketing HEAPS

The initial promotion of HEAPS focused heavily on the fact that it was a computerised database information system. It did not necessarily promote the system as a simple and easily accessible tool that would help users' with their health promotion work.

Market research has provided the HEAPS project with interesting and valuable feedback. Focus groups were conducted to identify the positive and negative images of HEAPS.

On the positive side users and contributors felt that system would:

- . make their job easier, provide better results and mean less work in the long term;

- . develop professional skills through the sharing of experiences;
- . gain recognition through the positive feedback from peers;
- . help increase their confidence as program developers.

On the negative side participants felt HEAPS reflected;

- . a large, bureaucratic system run by out-of-touch technocrats;
- . a demanding system that generated more work;
- . a threatening system which could expose ignorance and failures.

These results have highlighted the disparity that exists in both users' and contributors' minds. Marketing products have been designed accordingly and aim to reinforce the "positives". In addition, the corporate image and style of products attempt to project a "user friendly" and "in touch" system.

5.3 Project Evaluation

HEAPS needs to be responsive to users' needs if it is to remain a viable health promotion information tool. A National evaluation of HEAPS is in the process of being designed and will be implemented in late 1988. It includes both quantitative and qualitative evaluation of the system in the following ways:

- . an on-going monitoring of the use of the system (i.e. who uses it, how often and for what reason);

- . an evaluation of the "usefulness" of the search through questionnaires to users (i.e. what were the outcomes as a result of the information provided).

6. CONCLUSION

The creation of a database such as HEAPS is a major step in the consolidation and long term improvement of health promotion in this country. The ever growing popularity and support for the system indicates that HEAPS is already becoming an important tool for the facilitation of information networks and sharing of experiences amongst health workers in Australia. Its long term viability, however, will be measured by its ability to be integrated into the health system. As with all information systems, the relevance and accuracy of HEAPS data, coupled with a high marketing profile, will be vital factors in its ultimate success.

INFORMATION RESOURCES IN THE WELFARE SECTOR : A PARLIAMENTARY LIBRARY PERSPECTIVE

Paul Mackey and Paula O'Brien
Parliamentary Library, Canberra

A. General Information

1. The reference Section in the Parliamentary Library:

- the reference collection is one third the size of the lending collection.

2. The range of requests received:

- from named item, to bibliography, to select coverage of particular subjects

- with reference to the latter, bear in mind the time constraints on the librarians and clients, and always be aware of the level of answer required by the client.

3. The type of information resources we use is often governed by the use to which the information is going to be put e.g. policy document, speech/debate in parliament, quick press release, answer to constituent's request (NB. We do not work directly to constituents).

We work for Ministers, Shadow Ministers, Backbenchers, Committees, Research staff - and because all of these clients generally approach the same topic from different angles, not many of our jobs are ever exactly the same.

B. Sources and resources used

1. Formal bibliographic tools

Australia

APAIS
ANB
AEI
FAMILY
AIAS Bibliography

Overseas

PAIS
BNB
EI
SSI
ASSIA
Canadiana
CPI
BHI
Survey of Current Affairs

2. Online Services

- We have access to ABN, AUSINET, AUSTRALIS, DIALOG, LEXIS/NEXIS, ORBIT, PROFILE INFO, CLIRS, SCALE, (PDBS ALERT).

- We have a very generous budget for online searching, so we use these as just another reference tool. Librarians build up expertise from frequent use. This is very important given our time constraints, and can breed unrealistic expectations by clients of what we can provide.

3. Government Publications

- Commonwealth Parliamentary Papers:

- we have a full set

- we maintain our own index until printed index is published

- State Parliamentary Papers:

- more difficult to find

- we subscribe to all State Parliamentary Papers

- make use of State Parliamentary Libraries

- Hansard:

- we have very good access to Commonwealth Hansard

- we also see daily hansards and scan hansard files

- State hansards not so often used or asked for

- HMSO:

- we use the HMSO index to locate Command Papers, House of Commons papers

- there is also a file on DIALOG for British Official Publications (non-HMSO)

- Canadian Government Publications:

- we have the indexes, but we do not subscribe to full set of reports, papers etc. We must order what we want.

- USA:

- we have hard copy of the Monthly Catalog

- access via DIALOG files (GPO monthly catalog and GPO publications, Reference File, Federal Register)
- we have CIS microfiche (Committee hearings and reports)
- Legislation:
 - as well as Commonwealth, State and some overseas legislation, we have access to Law Reform Commission reports (State and Federal), Human Rights and Equal Opportunity Commission reports and papers
- Budget Papers and Budget Related Papers.

4. International Organisations

- We are always looking for/being asked for comparative material, statistics etc. - UK, Scandinavia, OECD countries
- we have catalogues of publications and journals from the following organisations:
 - OECD
 - WHO
 - ILO
 - Council of Europe
 - ISSA
- we find very useful, some specific publications from, for example, the OECD on:
 - Education
 - Health.

5. Other Sources Used Frequently

- Annual reports of government departments and other bodies
- government directories:
 - Commonwealth
 - State
 - Other countries e.g. Washington Directory
 - Yearbooks.

6. In-house Resources

- Library publications:
 - background papers
 - Current Issues Briefs
 - Public Issues Documentation Kits

- Current Topics Reading Lists
- Bibliographies
- Statistics Group Publications
- Economic and Social Indicators

- Research Group files

- CID (Alert):
 - bulletins
 - database

- CIS:
 - clippings
 - Hansard files
 - media transcripts/recordings, press releases

Examples of some sources specifically in the social security field:

- Social Security Programs Throughout the World
- International Benefits Guidelines
- European Industrial Relations Review
- International Social Security Review
- SWRC reports
- Brotherhood of St. Laurence Policy and Practice Series.

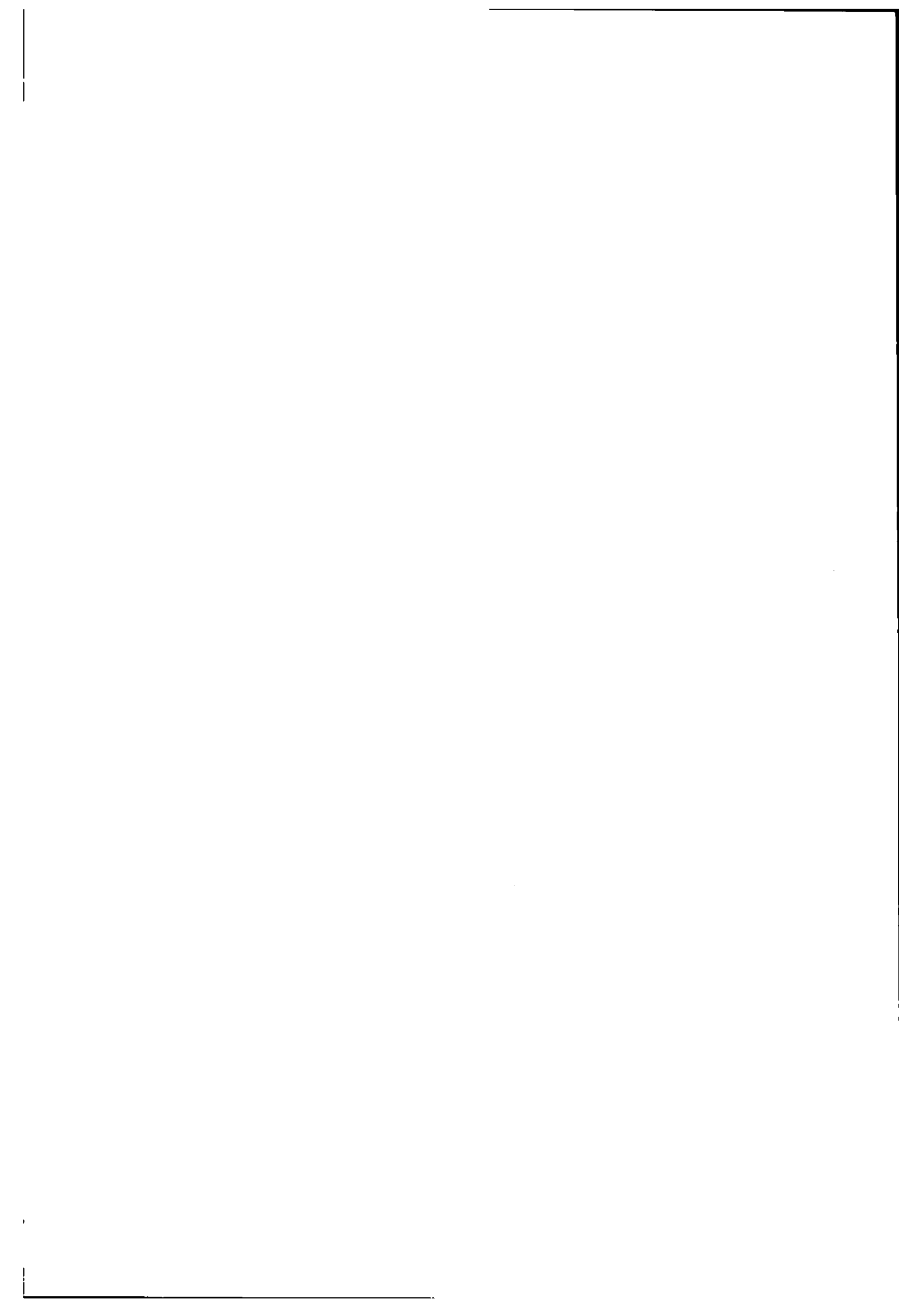
7. Informal Resources

- Make use of wide range of informal information resources.
- Type of resource used is governed by both the type of request and the deadline we have to meet.
- Quite often, the information we are seeking is either not published or in process of being published, so we need to approach people direct.
- People are from a wide range of organisations and occupations e.g.:
 - Government departments and agencies - particularly those dealing with "contentious" areas e.g. NCADA, AIDS
 - State Government departments and agencies
 - Various community and voluntary agencies e.g. ACOSS, Red Cross

- Trade Unions e.g. RANF
- Experts in particular fields:
 - may be conducting original research
 - may have been appointed to a Government body
- Speakers at the Parliamentary Library Seminar Series:
 - may also be members of "expert" group
 - invited to speak to Members and Senators on relevant issues
- Each other:
 - Parliamentary Library staff are able to build a high level of knowledge and expertise in particular areas

One major problem is confidentiality of clients:

- cannot divulge client or use to which information may be put
- affects our ability to gather information
- can affect people providing information



LET'S STICK TOGETHER : EIGHT YEARS OF ADDLIS
ALCOHOL & DRUG DEPENDENCE LIBRARIANS & INFORMATION SPECIALISTS

Stephanie McNeill
Former Senior Librarian
Alcohol and Drug Foundation, Australia

I would believe simply because you are all here today, you agree with me that networking is an essential part of late '80's librarianship. With inter-library loans costing at least \$6 each, \$800 journal subscriptions, and steadily decreasing funds, more and more libraries are getting that warm inner glow feeling that networks provide. However sometimes I feel that networking is a bit like justice, truth, mateship and the great Australian bushman: wonderful abstract ideas in which everyone believes but it's difficult to find them successfully practiced. I hope that my relating the highs and lows of my library's main networking group - the Alcohol and Drug Dependence Librarians and Information Specialists, or ADDLIS - will give you some insights into how to - and how not to - develop and maintain a network.

I plan to give a broad sweeping history of ADDLIS from its glorious beginning, its years in the doldrums, and the somewhat violent kick-start methods we used to revive it last year. I'll also mention the current projects we're undertaking and - most important - what ADDLIS can do for you. I should add that the views expressed in this paper are mine and mine alone, and do not represent the views of ADDLIS as a whole.

Many of you would already know something about ADDLIS, and I hope I won't bore you with my potted history.

ADDLIS grew out of a workshop held in 1981 in Canberra. It was generally felt amongst the Australian drug libraries that a forum for information exchange and cooperation was needed: hence the workshop appears to have been an extremely successful meeting, as meetings usually are when such a strong common need is expressed. This particular common

need was expressed in the form of ADDLIS. Another usual outcome of such meetings are rather ambitious recommendations. The ADDLIS workshop was true to form in this and made a number of high sounding and warm-inner-glow resolutions. These resolutions included national and state coordinators, opportunities for funding, and the possibilities of a constitution. Of course, these ambitions are rather difficult to meet with small resources and only a handful of dedicated people. But who here today hasn't been carried away by the spirit of camaraderie generated at such workshops?

A formal constitution was drafted a year after the initial workshop. The constitution made provisions for office bearers, a Board, and charges for membership. Goals for ADDLIS included a common Australian data-base (no details given); a common resources directory (again no details); and the development of an Australian Information Network (again, you guessed it - no details). Whilst these goals are admirably broad, little enthusiasm was expressed on the constitution as a whole. I have little knowledge of the form the objections took, but I do know what my response would be to seven state coordinators, a national coordinator, a Board that met three times a year - when there are only around twenty libraries in Australia that could be said to have a major professional interest in drugs.

But ADDLIS's major achievement from the workshop was the establishment of ADDLIS news which has continued in one form or another for seven years now. ADDLIS news was, at that time, a publication which concentrated almost solely on the exchange of ideas, knowledge, give-aways and so on, with a smidgin of gossip thrown in. At its height over 50 individuals and institutions received the newsletter. It was the main means of communication between the drug libraries.

Other achievements of ADDLIS included the establishment of free inter-library loans be-

tween network members, a union list of journal holdings, and publicity for the network through news articles in field journals and through library science publications.

By May 1983 questions about the structure of the network were being raised. The constitution had never been formally ratified and consequently the network had no formal organization or goals. These issues were resolved in Brisbane later that year when a group of ADDLIS members decided to keep the network informal, without membership fees or office bearers.

After the highs of the first two years, I suppose it was inevitable that some of the enthusiasm for the network should dissipate. It's hard to keep the flame of professional cooperation alive when you only meet your comrades every five years or so. Staff turnover in this field of alcohol and drugs is rapid (I don't know whether it's because of misuse of these substances or whether it's because you get so turned off using any drug you become highly stressed at the thought of a glass of wine with dinner). With ever decreasing resources and ever increasing demands on services it's hard to spare an hour from keeping your head above water - or above your intray - to write an article for a newsletter. Another problem, I believe, was that ADDLIS's membership was too broad. There are currently really only eleven libraries in Australia who have a major interest in alcohol and other drugs. ADDLIS included these but also included libraries such as criminal justice, medical and social welfare libraries who had only a peripheral interest in our area. It is quite understandable that they would wish to keep up an interest with alcohol and drugs, but it is unreasonable to expect such libraries to significantly contribute in any way to the network.

So by late 1986, when I took over ADFA library and by default ADDLIS, the network had reached the point of almost fatal stagnation. Nothing, other than the newsletter which my

predecessor, Barbara Allan had valiantly kept alive, had been achieved for the last two or three years. It was obvious that ADDLIS needed some kind of a shake up in order to continue. Being young and foolish I decided to deal ADDLIS a body blow.

I wrote a special edition of ADDLIS news which consisted solely of an editorial, stating that ADDLIS didn't appear to fulfill any purpose, that ADFA alone kept it going, and that unless I had a response requesting that ADDLIS continue, by such-and-such a date ADDLIS would be formally finished.

Now, I didn't expect the government to fall or thousands of librarians to throw themselves from the top of their stacks, but I did expect some response to such a rather forceful editorial. A few phonecalls, even a couple of letters. Maybe even one phonecall. But nothing happened. The deadline for my ultimatum came and went without so much as a whimper. So far as I was concerned, then, ADDLIS died a rather unspectacular death.

Then the phonecalls started coming in. What was interesting about the phonecalls was that they were from what I call the 'drug' libraries: the libraries that had all of their collection based around alcohol and other drugs. The libraries with a peripheral interest in the subject, for instance hospital libraries, made it obvious by their overwhelming silence that ADDLIS had nothing to offer them.

So I was left with a core of six libraries - one from each state - who, even if belatedly, felt that ADDLIS did mean something to them. We had to somehow revive feeling amongst the group and it seemed the most obvious way to go about this was through that tried and trusty format, a workshop. There had been such a turnover of staff at all six libraries that none of us had ever met face to face before, and it's a well known truism that one face to face meeting is worth a hundred phonecalls.

Everyone thought that this was a great idea and planning started. I believe that we all wanted something positive to eventuate. And it certainly did. We made 4 main resolutions which were (we hope) more on the feasible side of the warm inner glow. I shall go into detail about these in a minute. We also decided that ADDLIS should be an informal group whose main aims were: to provide mutual support through sharing resources, knowledge, and information; and - to use the network to lobby in the interests of the individual member libraries within the drug and alcohol field in Australia.

ADDLIS was to have no membership fees, no subscription fees, no office bearers. ADDLIS news was to continue in a revamped format, with responsibilities for editing and production to be shared jointly with the Victorian library. What we all wanted from ADDLIS news, we decided, was gossip. Who was doing what, new publications, possible freebies, staff changes, and so on. So far this kind of contribution has worked very well. Contributions are made simple because we are all usually in contact with each other by phone or letter at least once a month and so updates and gossip are passed on through normal communications. This method has produced an excellent vehicle of communication: we all know what everyone is doing and planning to do. The only drawback is, of course, that it is of little or no relevance to libraries outside our group.

The other main resolutions were to do with a union catalogue of serials and the creation of a non-medical drug and alcohol database. The union catalogue has, as these things do, stalled somewhat as the realities of doing a complete serials stocktake start to hit home. But it will be completed - eventually. Within the catalogue we are also listing what each library considers to be core journals: Those that we wouldn't cancel under any circumstances. This should aid us greatly when that dread work 'rationalization' enters the mind. It is a lot easier to cut a journal when you know that someone else is going to con-

tinue subscribing and provide you with free inter-library loans.

Our second major goal may sound ambitious but we aren't looking at completing it until the early 1990's. It consists of five strategies:

- . developing a common thesaurus
(which is the subject of another paper today)
- . indexing key articles using this thesaurus
- . ensuring that hardware purchased is IBM compatible and that software has ASCII files
- . full indexing of major journals and subsequent exchange of floppy disks
- . loading the database onto a commercial vendor.

We've already almost completed stage 1, the development of a common thesaurus. And I believe a number of libraries - including us - are already using the thesaurus for indexing. The plan to create a data base may sound ambitious but currently there is no combined drug and alcohol database and we're forced to search DIALOG or do a manual search. Both are horrendously expensive and make the prospect of developing a drug and alcohol database much less daunting.

Of course, we are able to do all this because we are a small, cohesive group with similar aims and pretty similar resources. Despite the fact that we all come from different organizations we all work well together and receive, to one degree or another, some organiza-

tional support.

Now - the bit you all want to hear. What can ADDLIS do for you? Well, each state has at least one library with a major interest in drugs and alcohol: I have a list of these libraries available afterwards if you'd like a copy. All the libraries are open to inter-library loans requests although some are members of state inter-library loans networks. Between us we pretty well cover everything you ever wanted - or never wanted - to know about drugs. So please, if you have any queries, don't hesitate to ring the library in your state or ring us at ADF,A: we take calls from all over Australia and from overseas.

ADDLIS is once again a strong network within the alcohol and other drug field. Our common aims and objectives are, I believe, workable and of benefit to the community as a whole. We all work together well and provide each other with mutual support and back-up. I am proud to be a member of such a group.

LIBRARIES AND LIBRARIANS DEALING WITH FRINGE GROUPS AND INDIVIDUALS

By Gayle Davies

Librarian

Family Court of Australia

I have been asked to talk to you about librarians and libraries dealing with controversial or fringe groups and individuals.

First, a background to this paper. My name was suggested by John Myrtle, Librarian at the Australian Institute of Criminology. This was because some months ago a man representing a group called Fathers of Australia appeared on the Ray Martin Show, claiming that since 80% of child abusers were women, that fathers should have more rights in custody cases. They claimed that they had got their statistics from John's Library. John was very concerned that his library had been named as the source of the statistics, and rang me to ask if I had information about Fathers of Australia. As it happened we had some cuttings in our newspaper files because Fathers of Australia had, in 1986, made a commercial which was shown briefly on television, depicting a child crying alone in its bedroom, with the noise of a loud party going on in the background, the child's mother coming in and snarling "What's the matter now?", and a voice-over saying "Sometimes Fathers make the best mothers ...".

In the course of my conversation with John, I mentioned that I was keeping a sort of watching brief on groups, such as F.A.U.L.T. (Families Against Unnecessary Legal Trauma), Parents Without Rights, Men International, Men's Confraternity Inc and so on.

There are also other men's groups with quite a different ideological perspective, e.g. Men Against Patriarchy, and the Gay and Married Mens Associations. So I think from this, John got the idea that I was some sort of authority on fringe groups. I am not, and I have to emphasise here that the Family Court Library is not open to the public. It serves only the judges, registrars, court counsellors and administrative staff of the Court. We do not have the staff or the space to cope with public use of the Library, and also the Library is located within a strict security perimeter, so that it is impossible to get in without an appointment.

We do of course answer enquiries from other librarians, and bonafide researchers can use the Library by appointment.

The best place to find information about the state of the family in Australia is the Australian Institute of Family Studies in Melbourne which is open to the public. The Institute also maintains a register of organisations and support groups for referring researchers, students and other interested parties.

I should state here, that all courts are targets for fringe groups and interest groups. The Family Court is probably more of a target than most because it touches the heart of people's most deeply held values, behaviour, prejudices and beliefs. The divorce process often forces people to confront their prior behaviours, or their ex-spouses, and often they don't like what they see.

It also has to be acknowledged that all courts are themselves political animals. Much politicking goes on within a court, and courts are also targets of "establishment" lobby groups, such as the legal profession. Courts are, whether they acknowledge it or not, agents for social change, and of course, this applies more to the Family Court than any other court. Most people however don't think about this until their own life is affected by the Family Court.

So there are a range of issues that have to be considered when we discuss dealing with fringe groups in this context.

I guess the thing that concerned John and me most was that Fathers of Australia were misusing the statistics in a very unfair, prejudicial way, creating a backlash of opinion against attempts by government and women to redress the structural inequalities faced by women in society.

As librarians we know that there is also an inequality of treatment of women, in literature we deal with, the research behind the literature, in the collection of policies of libraries, and in the universities in the support of research on women's issues. Somehow, other issues are always seen as more important, especially in times of economic constraint, such as now. Despite great changes for women over the last twenty years, men still retain the economic power, and therefore most of the knowledge and information power, and of course, the physical power.

So, what are fringe groups or individuals?

This depends very much on the perspective of the organisation of which you work and possibly, on your own political or moral perspective.

For example, if you are the librarian of the Family Planning Association, the Right to Life might be considered as a fringe group.

If you are the librarian for the National Party of Australia, an Aboriginal lands rights group might be considered as a fringe group.

If you are the librarian working for a company making chloro fluorocarbons, you might have regarded those people who first raised concerns about the ozone layer as a fringe group.

So a fringe group can perhaps be:

- (1) a group of people disaffected by the activities of an organisation or institution, who think that they have been discriminated against as a class, e.g. men by the Family Court (or, women by the Family Court);
- (2) a support group of people who are somehow regarded, or regard themselves, as outside or on the fringes of social norms (which of course raises the question of what are social norms?);
- (3) a group working towards some political or social change on the basis of experience, knowledge or information which is not yet universally or publicly available. A group that has made a connection or had a perception that something will happen in the future, and is trying to prepare society for some kind of re-adjustment.

One person's fringe group is another person's public interest group. A public interest group can become a political party.

What is the librarian's role in dealing with a fringe group or individuals?

Librarians are trained in an ethic of providing accurate, balanced information to anyone who requests it. They are trained to believe that everyone has the right to information of the best quality. As the costs of providing that information have risen, we have had to look at ways of making our procedures more efficient, and making lists of priorities about what information we provide and to whom we provide it.

In dealing with fringe groups, we may be dealing with people who are at the bottom of the scale of everyone else's list of priorities. These people may constitute a fringe group because they are information deprived or disadvantaged. Librarians can play a very useful mediating role by networking and referral to other organisations. They can also play a mediating role in relation to their own organisation. For example, in the case of the Family Court, often people's anxiety can be alleviated by a sympathetic explanation of court procedures. Where people claim to have suffered injustice at the hands of the organisation, the Librarian might inform them of the correct channels for making complaints.

On the other side, librarians can be aware of and receptive to the information that fringe groups or advocacy groups can provide. For example, we like to know of the existence of organisations like Gay and Married Men's Association, which can provide emotional support to homosexual fathers. Incidentally, we would like to know of any support groups for the wives of gay men so, if anyone knows of any, please let me know.

Again, in relation to information put out by fringe groups, I was once accused by a judge of circulating scientology propaganda through the Library Bulletin. On examining the offending contents page, I discovered that it was a journal put out by a Family Therapy centre with several articles on cybernetics in family therapy. The judge had confused the word with dianetics - the system of psychology propounded by scientologists. However, should not Family Court judges be exposed to world views other than their own? Religious differences are a constantly recurring factor in divorce, and judges are required to know something about the characteristics of various cults, religions and denominations, so that they make judgements about, for example, which of the parents, the religious one or the one who has left the religion, should have the children.

I think the librarian can and should make such information available to the organisation without necessarily being identified as an advocate of that particular group or school of thought. How else can an organisation know about the issues with which it must deal?

The provision of accurate information within the organisation can also serve to balance the inaccurate and prejudicial material appearing in the press and electronic media, such as the Fathers of Australia commercials.

The librarian's role then is still to provide balanced, accurate information. Further, librarians must be aware and informed both about the workings of their own organisation and about its social and political context.

Recently, the Column 8 section of the Sydney Morning Herald reported that a member of Sydney University staff went to Fisher Library and asked for the green paper on Higher Education. He was referred to the Curriculum Library. The assistant librarian asked who the author was. The staff member said "John Dawkins". The librarian said "Who's John Dawkins - is he on the Education Faculty?" If the story is true, then such a level of ignorance by a librarian working in this Curriculum Library within a University environment is inexcusable.

Librarians cannot and should not divorce themselves from the issues with which their organisation deals, otherwise how can they interpret their collections intelligently? They must regard themselves as being in an entrepreneurial role between the collection and the user.

Last, in dealing with fringe groups, librarians should not be put in situation where their personal safety is compromised. In the case of the Family Court some litigants who consider themselves to have been unjustly treated by the Court have resorted to extreme violence. Librarians who work for organisations which carry out controversial actions should be aware of this possibility. Possibly schools of

librarianship should incorporate some negotiation techniques into reference interview training, and teach students how to identify people who are irrational or potentially violent or abusive, and how to disengage themselves from the situation without antagonising the person further.

Also, library managers have a duty to acknowledge the possibility of danger to staff, and institute protective measures. This particularly applies in university and public libraries where staff on duty at night and on weekends can be at risk. Which I guess brings me back to the issue with which I began:

Do we have a right to refuse information or service to anyone we think might use it in a way that is harmful to others?

Some implications for training librarians

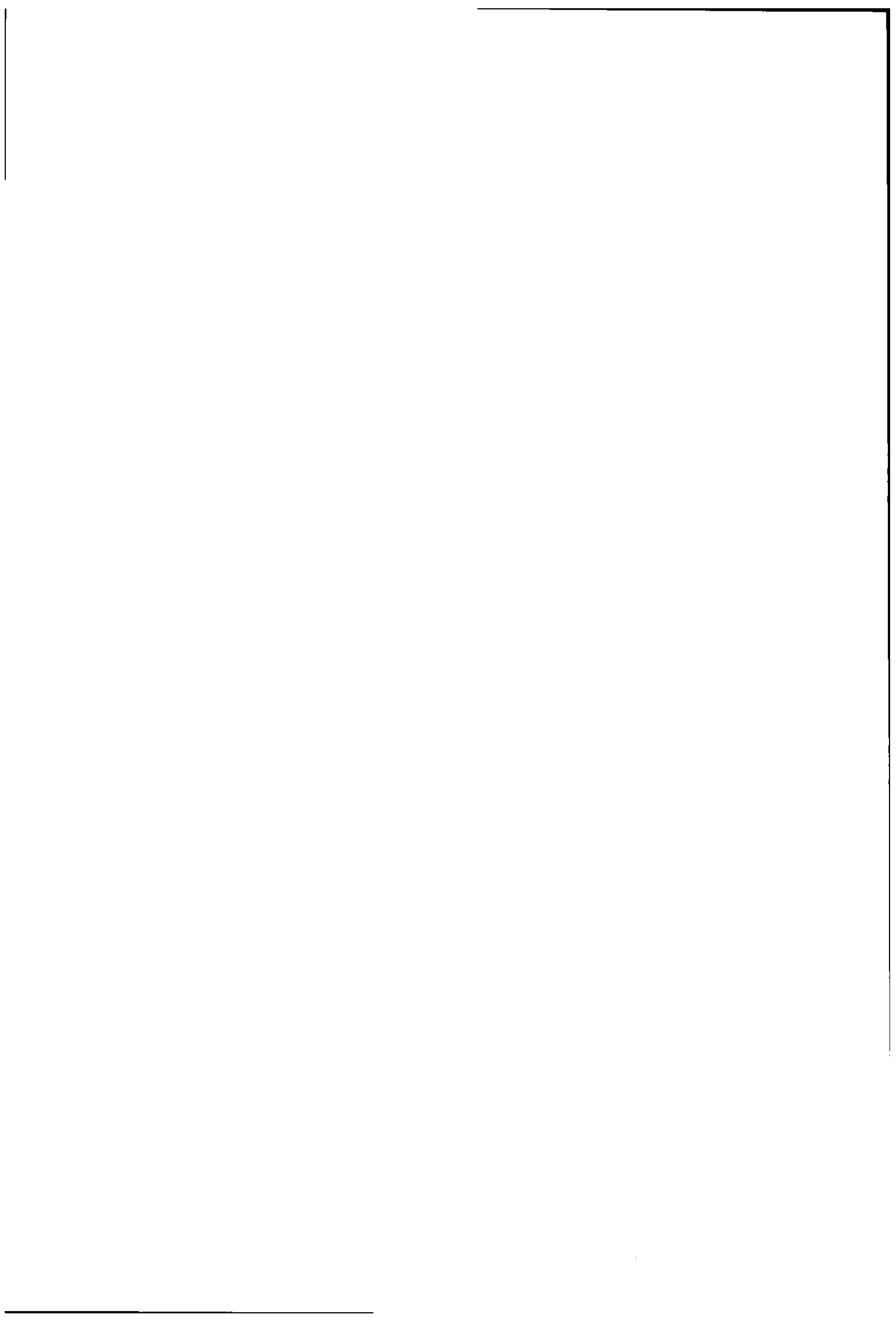
1. Ability to analyse and devise policies about who the client group is, and from that, what constitutes a fringe group.
2. Knowledge of the political system and processes of social and legislative change.
3. Awareness of power relations within the organisation and in the organisation's social context; including gender relations.
4. Ability to be honest about one's personal beliefs and values; including being sure that a policy of adopting a neutral position is not mistaken for passivity or ignorance.
5. Social responsibility without paternalism, censorship, zealotry or bias.
6. Negotiation behaviour.

Here is a Hypothetical to be going on with; a situation which was actually faced by a colleague of mine in a tertiary institution.

The Art lecturer of that institution asked her to purchase for the Library a book of photographs by a certain photographer. When it arrived, my colleague discovered that many of the photographs suggested, by various means, the sexual mutilation of women.

What would you do in that situation:

1. Put the book straight out on the open shelves?
2. Put it in a closed collection?
3. Discuss with the Art lecturer the purpose of which he had intended to use the book?



SPECIAL LIBRARY SERVICES AT THE DEPARTMENT OF YOUTH AND
COMMUNITY SERVICES: *TOWARDS AN EFFECTIVE LIFE SKILLS
RESOURCE FOR CHILDREN IN CARE OR CUSTODY

By Betty Allen

I have been asked to speak to you today about some of the special services that we have developed in the Department's Library. Needless to say these services have been developed in response to the identified needs of our users, and to support the special work of the Department in ministering to the needs of disadvantaged children and their families throughout the State of N.S.W.

At the outset, I must explain that the Library has two discrete components, components that, for the sake of convenience, can be described as the Technical Collection (T.C.) and the Children's Collection (C.C.)

The Technical Collection itself divides into several smaller components, which support and complement the main collection; while the Children's Collection is not a Library collection at all in the traditional sense, but a life skills resource for the Children in the care or custody of the Department.

As a preliminary to a discussion and analysis of these collections a short historical background of the Department is probably in order.

I hope to establish a link between the past and the present by showing the way in which changing societal attitudes and political, economic, and social developments, have shaped the legislative arrangements which underpin the operations of the Department; and by association the operations of the Library whose role it is to provide the information to make some of these operational activities possible.

HISTORICAL BACKGROUND

The existing Department can trace its origins back to the State Children's Relief Board which was established in the 1880's in response to an awakening social consciousness of the plight of destitute children in the colony of N.S.W. This endeavour then, was to provide the background for child welfare initiatives in the future State of N.S.W.

However in providing the nucleus of the Child Welfare Department of the 20th Century, the Board also bequeathed to the Department all the trappings and societal attitudes of the Victoriana of the "old country", with its emphasis on the "work ethic," paternalistic treatment of the "deserving poor," and Dickensian style child care arrangements.

* The Department's name has been changed to Family and Community Services.

That these attitudes have permeated child welfare legislation in the 20th Century there can be no doubt! And nowhere, is this more apparent than in the Child Welfare Act of 1939.

Conceived as a measure to codify and rationalize the child care arrangements of the day, this excessively patriarchal document was totally silent on the rights of the child, as we define them in the 1980's, and since the 1939 legislation is a benchmark, it is causing no little difficulty to the reformers of the present era, who wish to distinguish between welfare and justice, the so called "needs" versus "deeds" concept¹⁻

The problem is, that under the provisions of the 1939 legislation, the Children's Court can take into account the young offender's background, and this can influence the sentencing options in criminal charges. This is particularly unjust when status offences are treated in the same way as criminal offences.

It is a recognized maxim that the act of institutionalization for a child is a traumatic experience, and a dangerous one! Overseas research, and the Department's own experience in administering residential and custodial care, has shown that a large majority of children committed to care, reappear in the prison system at a later time.²

Present day administrators are at pains, therefore, to find alternatives to incarceration for young offenders, and it is deemed necessary that each case that comes before the Children's Court, be judged on its own merits, and not on welfare considerations as outlined by the 1939 legislation.

THE LIBRARY AND ITS COLLECTIONS

In the last couple of decades changes in social attitudes, heightened government awareness of the need for improved social welfare services, and a host of other factors, have combined to both increase the responsibilities of the Department, and to initiate growth in a number of areas.

In response to this, the Library has been obliged to increase staff in order to implement a special Current Awareness service to deal with a burgeoning demand for reference services, generated by increased research needs, staff training needs, and management/ public administration information needs. Additionally the Library has sought and gained permission to treat the children's collection as a life skills resource such as any child in a domestic situation would find in his/her own home.

1. Buttram, Ken. Young Offenders: Striking a balance Between Welfare and Justice, J.J.U. Unit, Dept. of Youth & Community Services, (unpublished paper), February 1988 ., Dalton, V.J. Young Offender Services: a change of direction. see Bibliography
2. How Care leads to Prison, by Kirsty Milne
NEW SOCIETY, V.83:1310: Feb.5: 1988: p10.

Because of the Department's wide ranging social, community, and child welfare commitments, it is necessary that a diverse array of staff be employed to service these areas. These include field staff, social planners, social workers, child care workers, psychologists and the like, and, in line with a policy of decentralisation, much of this staff may be found in locations all over the State.

In 1981, the Department established ten regional administrative offices throughout N.S.W. - four in the metropolitan area, and six in the country.

Each regional administrator has the responsibility for providing the full range of services offered by the Department ³ and for tailoring these services to meet the local needs of the community being administered (see appendix 1. for maps of N.S.W. and Metropolitan Sydney)

THE TECHNICAL COLLECTION

In a bid to adequately serve the information needs of such a Department, and to assist staff in keeping abreast of current trends in the fields in which they are working, the Library staff collects, organises and maintains a collection of about 26,000 books and pamphlets, and about 356 journal titles in the areas of child welfare, sociology, psychology, management/public administration, computers, social policy, politics, economics, Aborigines, the aged, youth work, and home help services. Information is disseminated from this collection by means of Library News, a weekly current awareness bulletin. This provides information from journal articles in current journals, and offers a bibliography of new books coming into the Library.

The journals are scanned weekly, and articles are abstracted and grouped under subject headings relevant to the work of the Department. The articles lists are distributed weekly and are consolidated into a cumulated index every six months, which is distributed to staff and selected community groups all over the State.⁴ Staff and Community groups then request items from these lists.⁴

THE CHILDRENS COLLECTION

The Children's Collection is distributed not on loan, but to keep as in a domestic situation. The children are accommodated in residential units scattered around the inner metropolitan area of Sydney, the outer metropolitan area, and country areas. They range in age from 5 to 18 years, and their dependence can be attributed to a range of social problems. They may be abused, neglected, receiving inadequate parental care, or they may be young offenders. They often come into care in a very disturbed state. The Department must therefore assume the role of surrogate parent, friend, counsellor and educator.

3. The Department: has a staff of approximately 3,000, and about 2,000 children in care or custody.

4. Indeed in the financial Year ending 1986/87 the
1 a i f i e d r e u e s t s f o r 24,500 a r t i c l e s

The Library has the task of providing these children with suitable reading materials. The fact that many of these young users have the further disadvantage of a low standard of literacy, dictates the need for careful selection procedures, so that material acquired will be of use/interest to its users. Fortunately, there is a good selection of material available that combines high visual appeal with an interest level commensurate with the chronological age of the user, and a vocabulary to match the actual reading age of the user.

In addition to remedial material, the Library supplies the homes with material that is suitable for recreational, and vocational pursuits, self development, and skills training. Indeed, the latter area has assumed great importance in the curricula of the various training schools administered by the Department.

It is reasoned that young people who must eventually take responsibility for their own lives should be supplied with a working knowledge of basic living skills. To this end both boys and girls are taught washing, ironing, cooking how to fill out forms, how to maintain a budget etc.

Special Collections

Finally a word or two must be said about the Special Collections developed by the Library. These include-

- . A special Psychology Collection to serve the specific needs of regional psychologists.
- . A Systems Library soon to be developed to rationalise the collection of computer manuals created by the Computer Management Unit.
- . A large Australian Bureau of Statistics collection to provide demographic information for social planners.
- . A Legal Collection to service the needs of legal officers engaged in advocacy and consultative functions.

The Special Children's Collection

In response to requests by social workers and child care workers in the Department, it has been necessary to develop a collection of books on social issues related to children, and especially to children in care.

This collection is designed to serve a bibliotherapeutic function⁵. Material is provided on adoption, divorce, delinquency, friendship foster care and a range of topics that relate to disadvantaged young people.

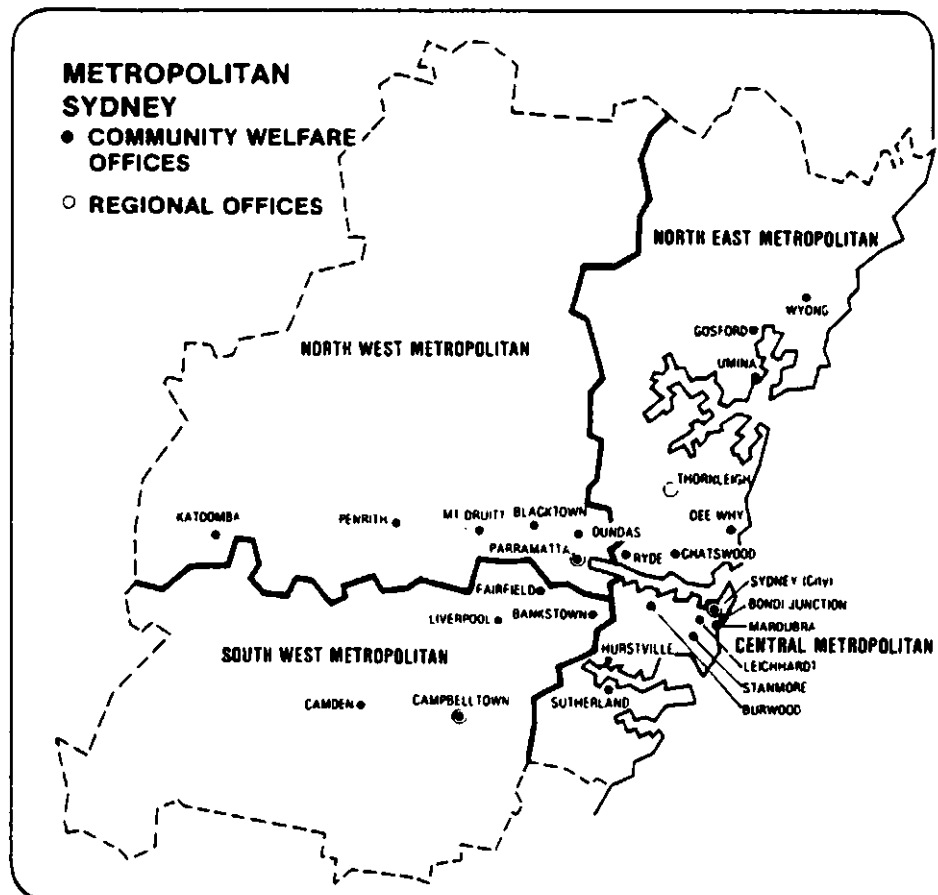
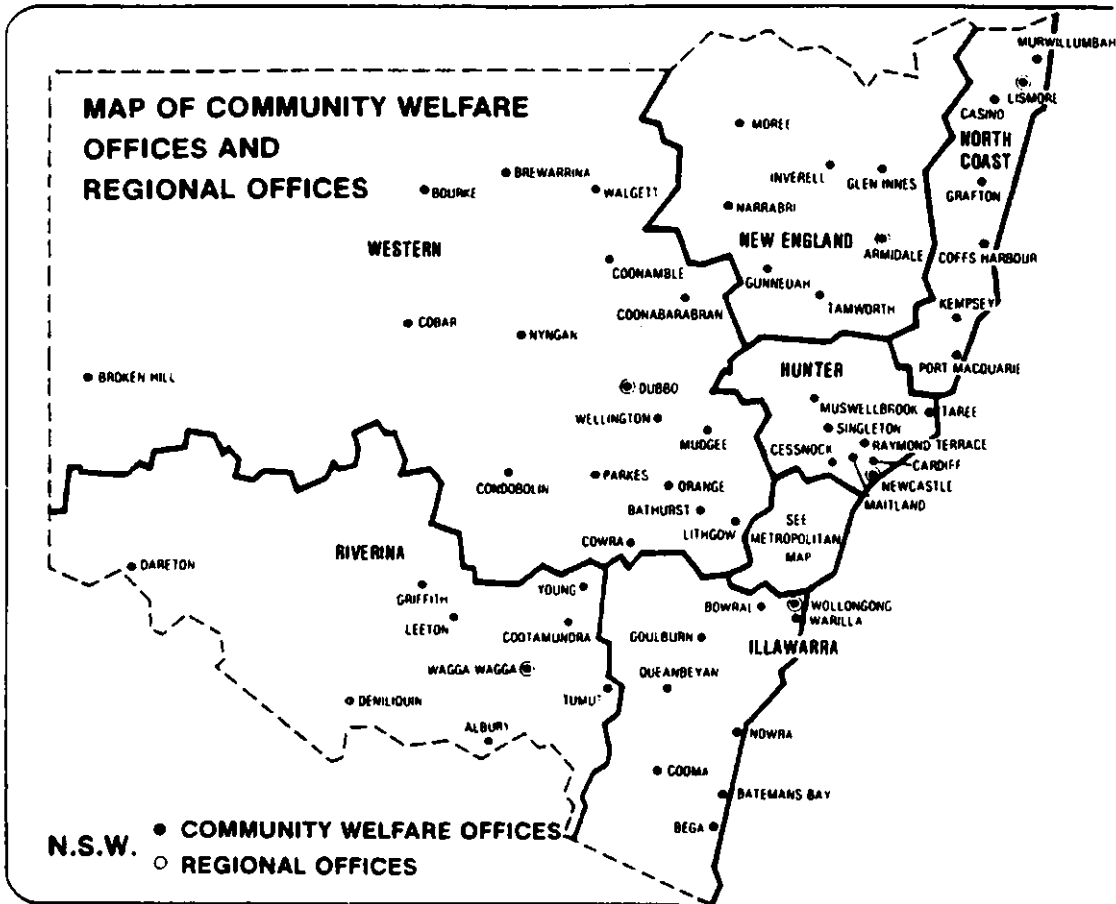
In conclusion, the provision of these special services in the Departmental Library is only possible in the presence of a large degree of flexibility. The Library Service has been established by close liaison between library staff and its users, by employing the theory and methods of modern information science, the tools of the information age, and above all by the support of the resources of the State Library of N.S.W.⁶, and the Senior Management of the Department.

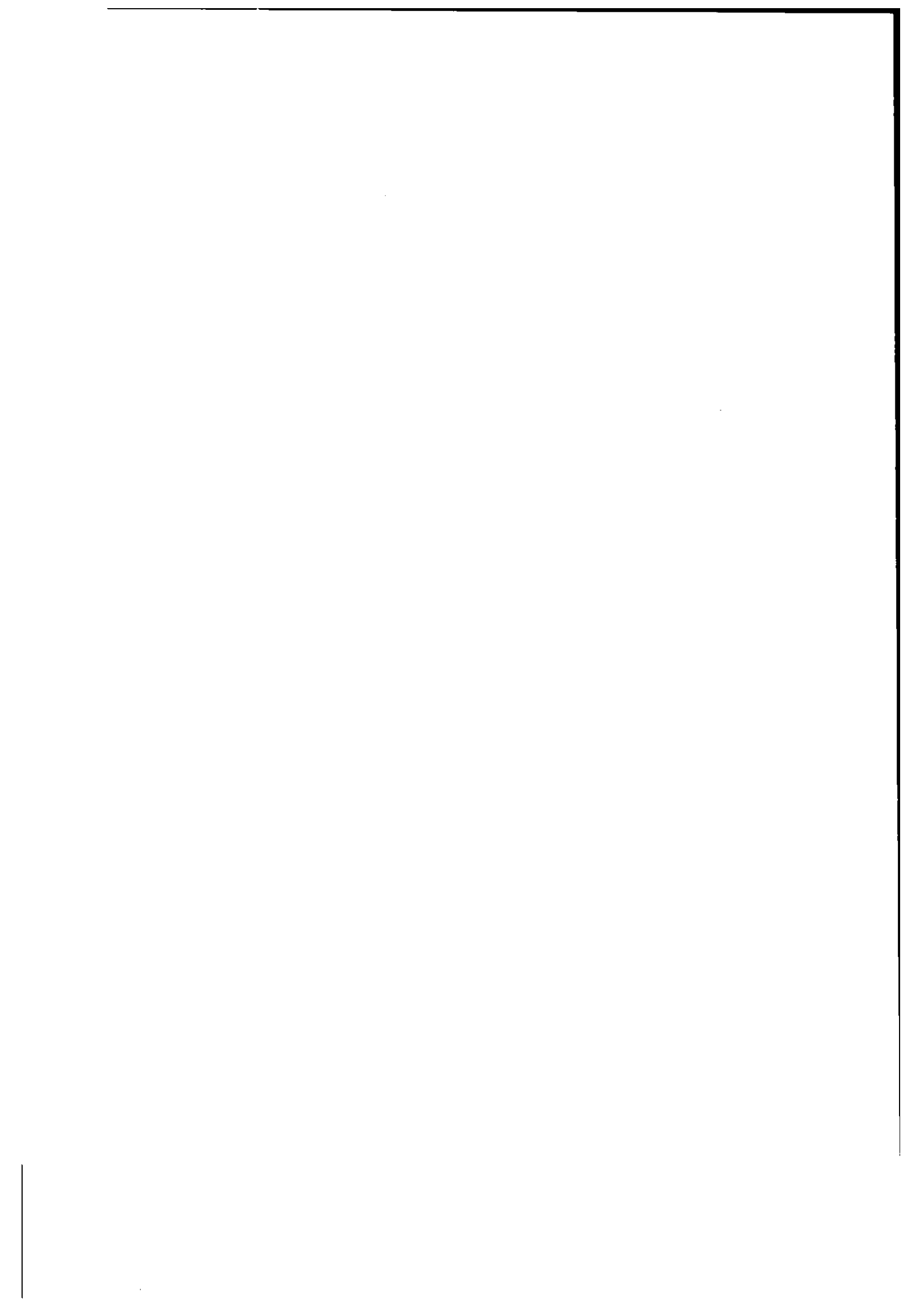
5. Bibliotherapy is a reading process that therapists use to reduce the trauma of difficult social problems by offering their subjects a chance to acquire objectivity through identification with experiences of others.
6. In N.S.W. the State Library was responsible for the establishment of Library Services in Government Departments. After 1982, in response to the Symes Report, each Government Department assumed responsibility for the recruitment of their own library staff. However the State Library has maintained close ties with Government Department Libraries since then. Believing that Government Department Libraries have the potential to offer a valuable specialized contribution to the information of the State, the State Librarian, M/s Alison Crook, has drawn up a blueprint to establish a network of information resources and support services to facilitate this. Some important features of this plan are the establishment of the position of a Government Department's Consultant Librarian, guidelines for collection development, and the establishment of facsimile transmission, and electronic mail services to facilitate communication within the network.

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1. Buttram, Ken Young Offenders: Striking a Balance Between Welfare and Justice, J.J.U. Unit Dept. of Youth and Community Services, (unpublished paper) February, 1988.
2. Dalton, Vernon J. Young Offender Services: a Change in Direction, An address by the Director General of the Department of Youth and Community Services to the Australian Bicentennial International Congress on Corrective Services. 1988.
3. How Care leads to prison, by Kirsty Milne. New Society, V.83:1310: Feb.5: 1988,p.10.
4. Burgess, Barbara. Family Services Survey. National Survey for the Family Services Committee of the Social Welfare Commission, 1976, Sydney, Dept. of Youth and Community Services.

APPENDIX 1





THE FUTURE OF THE WELFARE INFORMATION NETWORK

This a brief report of a discussion session held on the final day of the Seminar, April 22, and chaired by Phil Roberts, Library Advisor, Queensland Department of Family Services.

Initial discussion related to the possible establishment of a welfare special interest group within the Library Association of Australia.

Roberta Atwell indicated that such a group could:

- (a) be allied with LAA's Head Office; or
- (b) become a branch of the LAA's Special Libraries Section

It was decided that (a) was the preferred option as not all libraries involved in the welfare area are special libraries, and LAA funding is greater with the first option.

Committee and Office Bearers

Discussion followed on the committee and individual office bearers for WIN. It was suggested and accepted that the different state convenors be the committee members. As a result the following committee members and office bearers were nominated and elected:

- President: Sylvia Admans, Department of Community Services and Health, Canberra
- Secretary: Betty Allen, NSW Department of Family and Community Services, Parramatta, NSW
- Treasurer: Diana Rylatt, Department of Community Services and Health, Brisbane
- Committee: Roberta Atwell, Department of Veterans' Affairs, Canberra
Trish Bradney, Human Rights and Equal Opportunity Commission, Sydney
Patricia McFarlane, Northern Territory Department of Health and Community Services, Darwin
Diana Rylatt, Department of Community Services and Health, Brisbane
Dagmar Cookes, Librarian, South Australian Department Community Welfare, Adelaide
Helen Crosby, Tasmanian Department of Community Welfare, Hobart
Deborah Whithear, Australian Institute of Family Studies, Melbourne
Ann Yorke, Department of Community Services and Health, Perth

Next Seminar

It was determined that the next seminar for the Network would be held in Adelaide to coincide with the third Asian-Pacific Special and Law Librarians' Conference in August 1989. The Welfare Seminar would be planned to overlap with the legal part of that Conference. A two day program was considered to be the appropriate length for the Seminar.

Organisation of the Seminar would be the responsibility of Dagmar Cookes and Maureen Quinn. Cheap accommodation will be arranged, and a notice will be placed in Incite calling for papers. Sessions will be organised so that one speaker in a single session will be allocated 45 minutes and two speakers in a single session will be allocated a minimum of 60 minutes. It was suggested that the Seminar should have a greater number of workshops and interactive sessions.

Newsletter

The Newsletter will be edited by Roberta Atwell. State Convenors will find out who really wants to be part of the Network and the Convenors will be responsible for distribution of the Newsletter.

Name of the Group

There was discussion about the name of the Network, and it was agreed the name Welfare Information Network was too narrow in its coverage. After further discussion the name Information Network for Social and Community Services was agreed upon.

Further Activities

1. A Network Directory has been distributed and any amendments should be forwarded to Julie McInnes, Intellectual Disability Library Service, PO Box 114, Kew, Vic 3101.
2. Development of a union list of serials was discussed. A workshop on this subject will be organised at the next Seminar.
3. Dennis Warren suggested that someone look at the range of current awareness bulletins being produced by members of the Network. He will receive samples of CAB's to make an evaluation.
4. Ruth Harrison reported on the WHIGNET progress towards development of a thesaurus. The initial work has been based on terms extracted from the Australian Institute of Family Studies' FAMILY Thesaurus.
5. A petition will be forwarded to the Department of Social Security protesting at the cutbacks in the Department's Central Office Library, and cutbacks or closures with the Regional Libraries.

Thanks were expressed to the staff of the Australian Institute of Criminology for organising this first Seminar for the Network.

SIXTH SEMINAR FOR LIBRARIANS IN THE CRIMINAL JUSTICE SYSTEM
Incorporating FIRST WELFARE INFORMATION NETWORK SEMINAR

List of Participants

Ms Judy Adams	Librarian Aust Institute of Family Studies 300 Queen Street MELBOURNE VIC 3000
Ms Sylvia Admans	Acting Chief Librarian Reference and Information Services Dept of Community Services and Health PO Box 9848 CANBERRA CITY ACT 2601
Ms Betty Allen	Senior Librarian Dept of Youth and Community Services Level 3 31-39 Macquarie Street PARRAMATTA NSW 2150
Ms Joanne Alley	Librarian Mulawa Dept of Corrective Services Roden Cutler House 24 Campbell Street SYDNEY NSW 2000
Mr Gary Anderson	Librarian NSW Police Department Level 13 14-24 College Street SYDNEY NSW 2000
Mrs Maria Andre	Librarian New Zealand Police Royal NZ Police College Private Bag PORIRUA NZ
Ms Catherine Argus	Department of Social Security PO Box 1 WODEN ACT 2606
Ms Roberta Atwell	Librarian Dept of Veterans' Affairs PO Box 21 WODEN ACT 2606

Ms Erica Bolto	Librarian Queensland Police Academy PO Box 136 CORINDA QLD 4075
Ms Patricia Bradney	Human Rights & Equal Opportunity Commission GPO Box 5218 SYDNEY NSW 2001
Ms Yvonne Brown	Librarian NSW Law Libraries 225 Macquarie Street SYDNEY NSW 2000
Ms Elizabeth Buckley	Head Librarian Dept of Justice Private Bag, Postal Centre WELLINGTON NZ
Ms Julia Butler	Librarian ACT Supreme Court Knowles Place CANBERRA ACT 2601
Mrs Jean Cahill	J V Barry Memorial Library Australian Institute of Criminology PO Box 28 WODEN ACT 2606
Mr Dennis Challinger	Assistant Director Australian Institute of Criminology PO Box 28 WODEN ACT 2606
Mrs Margaret Chamberlain	Librarian SA Police Academy Strathfield Tce TAPEROO SA 5017
Ms Valerie Chapman	Library Director Aust Institute of Aboriginal Studies Marcus Clarke Street CANBERRA ACT 2601
Professor Duncan Chappell	Director Australian Institute of Criminology PO Box 28 WODEN ACT 2606
Mrs Marie Coleman	A/g Director Portfolio Analysis Unit Dept of Community Services & Health PO Box 9848 CANBERRA CITY ACT 2601

Mrs Diane Colquhoun	J V Barry Memorial Library Australian Institute of Criminology PO Box 28 WODEN ACT 2606
Ms Dagmar Cookes	Librarian Dept for Community Welfare Box 39, Rundle Mall Post Office ADELAIDE SA 5000
Mrs Colleen Cory	Librarian National Crime Authority GPO Box 5260 SYDNEY NSW 2001
Mrs Pat Cosgriff	Library Technician Family Action PO Box 259 OAKLEIGH VIC 3166
Mrs Cesira Costello	Librarian Legal Aid Commission GPO Box 512 CANBERRA ACT 2601
Ms Rosalie Cotter	Catholic Family Welfare Bureau 491 Nicholson Street NORTH CARLTON VIC 3054
Mr Malcolm Cram	Senior Librarian NSW Police Academy McDermott Drive GOULBURN NSW 2580
Ms Kathleen Croghan	Librarian Community Services Library 55 Swanston Street MELBOURNE VIC 3000 Ms Croghan
Mrs Helen Crosby	Librarian Dept for Community Welfare State Offices Library 10 Murray Street HOBART TAS 7000
Ms Gayle Davies	Librarian Family Court of Australia 75-85 Elizabeth Street SYDNEY NSW 2000
Mrs Margaret Davson	Acting Librarian Australian Police Staff College PO Box 168 MANLY NSW 2095

Ms Helen Demack	Legal Aid Office GPO Box 9898 BRISBANE QLD 4001
Ms Juliet Dennison	Librarian Law Courts Library Attorney General's Department Law Courts Building Queens Square SYDNEY NSW 2000
Ms Denise English	Librarian Australian Tax Office 2 Constitution Avenue CANBERRA ACT 2600
Mr Darcy Erwin	Librarian Tasmania Police Academy Tasmania Police Department ROKEBY TAS 7019
Ms Frieda Evans	Librarian Supreme Court of Northern Territory GPO Box 3946 DARWIN NT 5794
Ms Kristina Evans	Librarian Legal Services Commission SA 82-98 Wakefield Street ADELAIDE SA 5000
Ms Kate Fischer	Library Technician Corporate Affairs Commission 175 Castlereagh Street SYDNEY NSW 2000
Mr Greg Fowler	Alcohol and Drug Foundation, Australia Townshend Street PHILLIP ACT 2606
Ms Stephanie Gaunt	Reference Librarian Dept of Community Services and Health PO Box 9848 CANBERRA CITY ACT 2601
Ms P J Geue	Patents, Trade Marks and Designs Office PO Box 200 WODEN ACT 2606
Mrs Judith Grant	Commonwealth Ombudsman GPO Box 442 CANBERRA ACT 2601

Ms Ruth Harrison	Librarian Family Action PO Box 259 OAKLEIGH VIC 3166
Ms Nerida Hart	Network Manager, Technical Services Dept of Community Services and Health PO Box 9848 CANBERRA CITY ACT 2601
Ms Gail Hassall	Resources Coordinator Family Planning Association ACT Inc Health Promotion Centre Childers Street CANBERRA ACT 2601
Mrs Wilma Hewitt	Education Extension Officer Health Advancement Branch ACT Health Authority GPO Box 825 CANBERRA ACT 2601
Ms Jennifer Hill	Librarian Marriage Guidance Council of NSW 226 Liverpool Road ENFIELD NSW 2136
Mrs Roslyn Hodsdon	Librarian Parliamentary Library Parliament House CANBERRA ACT 2600
Ms Jan Houghton	Information Officer Bureau of Crime Statistics and Research GPO Box 6 SYDNEY NSW 2001
Ms Vikki Hutton	Librarian Director of Public Prosecutions PO Box 21A MELBOURNE VIC 3001
Ms Margaret Hyland	Lecturer in Information Retrieval Library and Information Studies College of Advanced Education PO Box 1 BELCONNEN ACT 2616
Mr Terry Kanellos	Data Methods Sub-section Australian Bureau of Statistics PO Box 10 BELCONNEN ACT 2616
Mrs Helen Kelly	Librarian Director of Public Prosecutions 7th Floor AMP Building CANBERRA ACT 2600

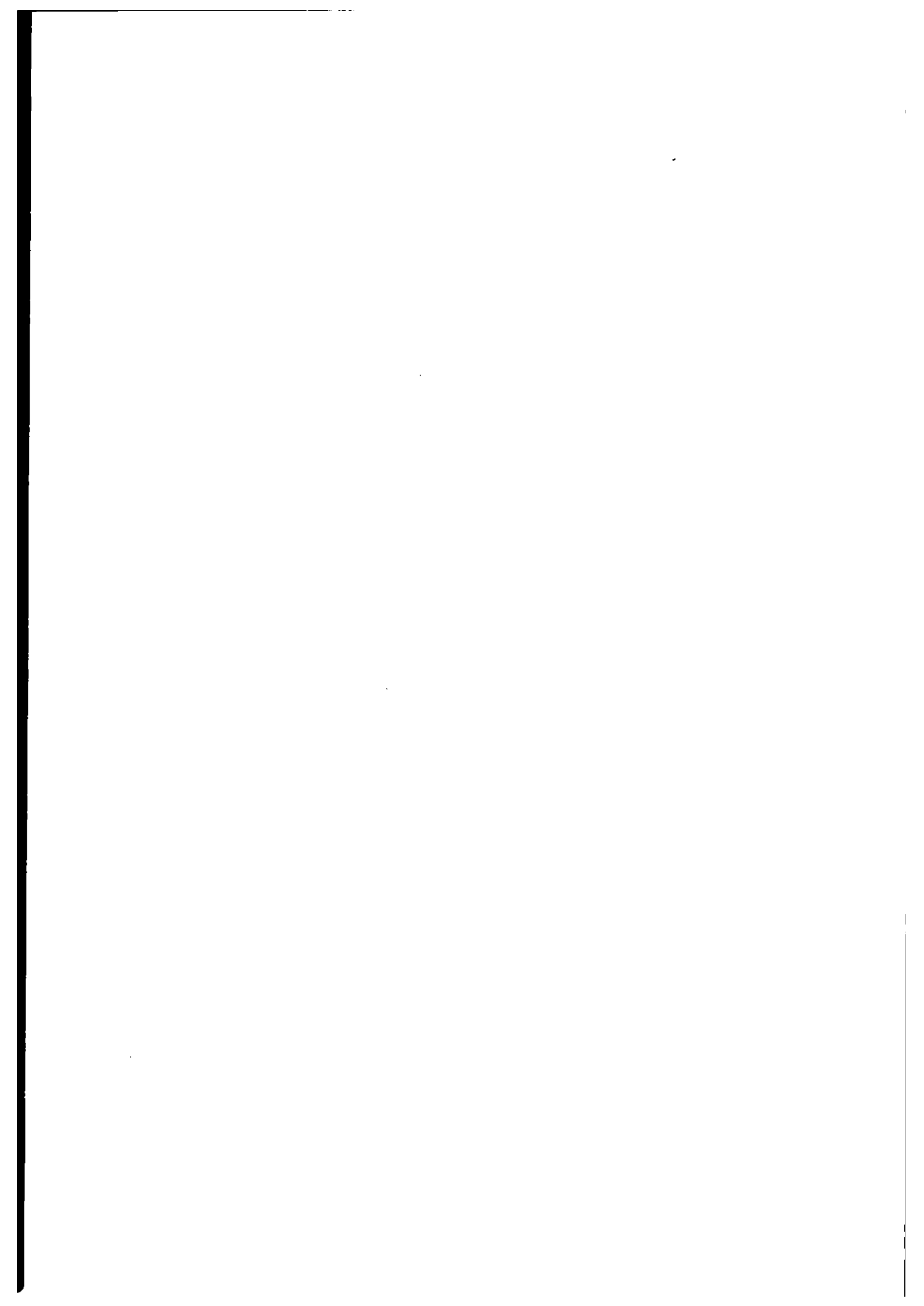
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In recent years both criminal justice and welfare librarians have been required to cope with scarce resources, and a lack of professional support.

The recent Australian Criminal Justice and Welfare Librarians' Seminar offered papers and workshops that outlined low cost technological developments, and other strategies, to assist not only in overcoming a sense of isolation, but also to assist in developing effective networks.

