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and products, which can be customized according to individual need by the library's expert staff.

Reference Services

- Information searches in published sources
- Online access to the Library catalogue
- Document sourcing services (including interlibrary loan)
- Access to purchasing service for books, newspapers, periodicals, databases, online contracts
- Advice on selection and/or purchasing of information sources
- Guidance on information management through mission libraries

- Individual training, coaching and troubleshooting in the use of databases, CD-ROM, Internet and other library sources
- "Pathfinders" or written guides to information sources
- Demonstrations of new information sources such as online services
- Current Awareness Services: bibliographies, "Publications Corner" in *Panorama*; online search updates (also, currently exploring the possibility of desktop electronic table of contents services)
- Access DFAIT (an in-house online index to statements and speeches issued by the Department)

- Online databases (e.g., Reuters, Lexis-Nexis, Infomart, Knight-Ridder)
- Internet access
- Trade data

**The Library: Yesterday, Today and Tomorrow**

Once seen primarily as "storehouses of print material," libraries, including the Jules Léger Library, have changed greatly in the age of the information highway. Telecommunications networks, information technology and multimedia have revolutionized, and continue to revolutionize, methods of acquiring, storing and disseminating information. But the fundamental purpose of the library remains unchanged: it exists to provide information services to its clients.

Christian Meloche, Regional Systems Administrator (Paris), often contributes photos to *Connexions* of mission employees who have helped their colleagues adapt to SIGNET. The photo



shows Gerry Mongey, Dublin's Systems Support Assistant/Commercial Assistant. Mission Administrative Officer John Banim says that Gerry's keen interest in computers led to her selection as the mission's

part-time SSA, a role, he says, she fills enthusiastically in addition to her key position in the three-person Trade section. "Gerry's work with SIGNET is really appreciated by everyone here in Dublin," says John.

The explosion of information and technological possibilities for relaying this information are occurring at a time of economic restraint and budget cutbacks. "The challenge for us," states Ms. Burdon, "is to maintain an appropriate standard of service within this climate."

<sup>1</sup> see page 4.

"To err is human, but to really foul things up requires a computer."

Graffiti at Microsoft Headquarters

(as quoted in *Information and Technology Management Issues, Management and Organization Structures*, H.G. Pardy, S.N.U.G., May 2, 1995)