

the appropriate search and then submit it to the system.

<see Computer Aspects below>

At the same time it is essential that access to this system be coordinated with the use of the Department's internal records management information system. A close working relationship with the proposed Bureau Information Control Officers will be essential to ensure that all enquiries are treated appropriately and are directed to whichever system will best meet the requestors requirements.

In the near future it is unlikely that many officers will directly interrogate the system themselves. Experience with other similar bibliographic systems indicates that, except for individuals who have a particular interest in information retrieval systems, most end users of information find it quicker, more efficient and more effective to have a trained searcher actually interrogate the system. There is a certain "knack" required and many techniques that must be learned. While this will no doubt change over the years, especially as on-line interactive systems become easier to use, for the moment it is a fact of life.

Requests from officers in posts abroad could be handled in much the same fashion by channeling them through search editors in the Library (assuming they would