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Department programs, and information services to the public.

The Main Library is open to members of the Department, other federal and provincial government departments and agencies, the diplomatic corps, non-government organizations, exporters, academics and students, and other researchers. The Legal Library, which holds a substantial collection of major works in the areas of international law and human rights law, is open to members of the Department and is available by appointment to external clients.

Camrose Burdon and the staff of information specialists serve a potential user population of 7,500 staff at Headquarters and at more than 100 missions around the world. The Library also serves certain public interests. In 1995, the Library received some 8,000 reference enquiries from members of the Department and external clients on matters ranging from business to Canada and its foreign policy. This represented an increase of 15% over enquiries received in 1994 and 25% over 1993.

Services to DFAIT Employees

The Department's currency is information. To take quick, responsible and decisive action, good management depends upon accurate, relevant information to facilitate the decision-making process. The Library has the information resources, services and information specialists to assist members of the Department to conduct research, find statistical data and access

published information from electronic and non-electronic sources on various topics related to the Department's mandate. A portfolio of library services and products follows.

The Library's research services are also available to mission staff and, in this electronic age, requests can be turned around quickly. Earlier this year, for example, the Library received a request from the Canadian Consulate General in Chicago for a list of companies headquartered in the mid-western states who had subsidiaries in Latin American countries. Ottawa had asked them to target these companies for an advocacy campaign against the Helms-Burton Bill. The information was needed immediately. Library staff located the information on one of Moody's CD-ROMs and provided it promptly.

"I use the Library extensively for research purposes – anything from statistical information to publications on special topics (Institute for International Economics, OECD) and intelligence reports (Business Asia)," says Clement Ng of the Environment Division (AGE). "In addition, the Library has provided press scans on request. Various members of my division also receive online environmental news on an ongoing basis. The Library has been extremely useful and helpful, personalizing their service (conducting preliminary literature searches on request) and facilitating inter-library loans," remarks Mr. Ng.

"The more our clients learn about the variety of information sources and products available

to them to facilitate their research, the more productive they will be," comments Ms. Burdon.

Corporate Outreach Library service to external clients

Keeping Canadians informed about foreign policy is important to the Department, as is helping Canadian businesses by giving them the information they need to succeed in the global marketplace. As part of its mandate, the Library is also responsible for providing information services to clients outside the Department. As noted, library services are available to Canadian and foreign clients conducting research in the subject areas of foreign affairs and international trade, where the fulfilment of their research needs is not mandated to their public, academic or special libraries. Specific services include the reference and research services and the lending of selected items. In 1995, non-governmental clients accounted for approximately 26% of the Library's total business.

"The Library's holdings on the history of Canadian foreign policy are indispensable to our work," says Mary Halloran of the Historical Division (BCCH). "We regularly draw on it to prepare our publications and to respond to enquiries from researchers."

At a glance... A Portfolio of Library Services and Products

The Library provides a variety of specialized research services and products for Department employees, both at Headquarters and at missions. Listed below are key services

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