

Refocus at DFAT

In past years the Department of Foreign Affairs and Trade (DFAT) library played an active role in the Special Library arena. In 1991, the library experienced enormous change. As a result, the focus of service altered, with a concentration on information supply to Canberra-based officers and to students of the department-sponsored Associate and Graduate Diplomas. Participation in the wider information community was not a priority.

Goals and objectives

The library's goals and objectives have been revised to emphasise a positive outlook and complement the department's corporate goals. Their goals are to provide a high quality and responsive library information service to support Departmental staff in achieving corporate objectives; and to become a specialist collection in the area of foreign affairs and trade-related matters.

The library's key objectives are to make all DFAT officers aware of the services offered by the Library; to collect published information produced by and about the department; and to become the first access point within the department for retrieval of information from published and electronic media.

Diverse library clientele

The library serves a well-educated and diverse Departmental clientele located both in Canberra and in approximately eighty-five posts around the world. The library supports the department-sponsored Associate Diploma in Public Policy and the Graduate Masters Diploma in Foreign Affairs and Trade through the purchase of reading material and the provision of information to students participating in the courses.

Marketing and promotion of services

The library produces three publi-

cations which are regularly distributed to senior officers and to administrative support units. Positive feedback indicates that these publications are well-received. The library manager provides library tours for the departmental induction course on request, as well as presentations to departmental branch meetings. All participants are provided with library kits outlining services. Regular 'newsflashes' in the departmental news bulletin announce library services, new publications received or items of general interest. Most importantly, library staff concentrate on providing efficient, friendly and personalised service to all clientele.

The present and future library collection

The library is building a specialised collection in international relations with a major commitment towards the collection of material on trade with overseas countries. The library holds a deposit collection of Organisation for Economic Cooperation and Development (OECD) material as well as select documents in the United Nations series. The video collection is being expanded in the areas of management, languages and economics. The library also has access to a large number of electronic databases which are increasing in popularity as departmental officers become more familiar with them. A connection to the Internet has also recently been implemented.

In 1996 the library will be relocated to the public access area of the department's new building, and will occupy almost all of the fourth floor.

The Department of Foreign Affairs and Trade library will be open for a tour at 3.00pm on Tuesday 24 March 1995. The numbers will need to be kept to a maximum of twenty participants. If interested please ring Gabriele Smith on (06) 261 2737. ■



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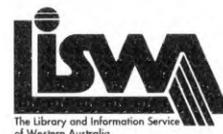
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