

# Outreach and Information Support Services

## Objective

To increase access to, and understanding of, information on the Agency's role and activities on the part of Member States, the scientific community, non-governmental organizations and the general public, and to meet the needs for the exchange of information within the Secretariat and with the Member States through the development of an adequate IT infrastructure, information systems and all types of information resources.

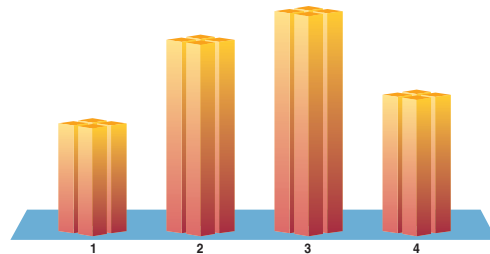
## Key Issues and Highlights

- As a result of world events in Iraq and the Democratic People's Republic of Korea (DPRK), and also the adoption of a more proactive approach by the Secretariat, there was accelerated public and media interest in the work of the Agency (including its activities related to nuclear applications) and in international nuclear issues.
- The enhanced interest in the Agency's work was also reflected in wider dissemination of Agency publications and increased participation in meetings.
- Greater efforts were made to ensure round-the-clock security of the Agency's IT infrastructure in the light of increased use, and the rising number of intrusion attempts and virus attacks.

## Public Information

Interest in international nuclear issues accelerated during the year. The resumption of special United Nations inspections in Iraq, concerns over the safety and security of nuclear or radioactive materials and the question of safeguards in the DPRK all combined to place the Agency at the forefront of news reports in print and web editions of newspapers and magazines, and on television stations. In response to growing media demand, thousands of enquiries were fielded and hundreds of interviews were given to media

Regular budget expenditure: \$17 151 060  
Extrabudgetary expenditure for the major programme (not included in chart): \$803 030



1. Public Information: \$2 827 946
2. Information Technology Infrastructure and Services: \$5 013 439
3. Nuclear Information Resources: \$5 763 166
4. Conference, Translation and Publishing Services: \$3 546 509

outlets around the world, resulting in extensive coverage of the Agency's policies and activities. In addition, the *WorldAtom* web site drew increasingly greater attention as coverage expanded and its audience nearly tripled to more than five million hits per month from nearly one hundred countries.

With extrabudgetary funds from the USA, media campaigns were launched on "Eradicating Tsetse Flies" and "Securing Radioactive Sources", resulting in extensive media coverage around the world. A third Agency public service announcement focusing on verification was produced and broadcast on CNN. Print and electronic forms of *Science Serving People* (<http://www.iaea.org/worldatom/Press/Booklets/Ssp/>), an in-depth portrait of the human benefits and impacts of Agency projects and programmes throughout the developing world, was produced. The work of the Agency was also publicized through information seminars held in Brazil, Poland and Viet Nam.

## Information Technology Infrastructure and Services

Steps were taken to make the collection and dissemination of data in the Agency's scientific and technical databases more efficient. For instance:

- Increased use was made of the Internet to allow data to be captured directly in Member States;
- An information catalogue was produced to increase awareness of the Agency's databases;
- An information service desk was established to aid Agency staff in locating authoritative data.

The 'Desktop 2000' project was completed to ensure that all personal computers were configured in a standard manner. As well as increased security, the project provides more reliable working tools and reduces the risk of incompatibilities occurring when files are exchanged internally or with Member States. A document management, records management and collaborative software product was also selected as an Agency standard. And an information management/IT medium term strategy was approved during the year.

Access to IT services at Headquarters was converted to Virtual Private Network (VPN) technology in order to improve security when used by staff working out of the office. The security of the network was upgraded regularly and no security breaches occurred, in spite of a doubling of the attempts at intrusion and a number of virus attacks. The network 'backbone' was upgraded in preparation for the modernization and standardization of the entire internal network during the asbestos removal project for the VIC.

Considerable effort went into providing support during the UN-Iraq talks and into designing and setting up an information communication technology infrastructure for the Agency's Iraq Nuclear Verification Office premises in Iraq prior to and after the resumption of inspections.

The development of software for specific programme activities included:

- A system for a radiation waste management registry;
- A data acquisition system for the Agency's Power Reactor Information System (PRIS) using the Internet;
- A system for maintaining and publishing the Safeguards Manual;
- Enhancements to the Internet based Waste Management Database;
- A prototype of an Asian Nuclear Safety Network system;
- A simple system for the preparation of Agency programmes;
- A new web site for the conventions on Early Notification of a Nuclear Accident and on

Assistance in the Case of a Nuclear Accident or Radiological Emergency.

## Nuclear Information Resources

### International Nuclear Information System

The International Nuclear Information System (INIS) was able to augment the level and maintain the quality of input into the INIS Database. A total of 71 276 records were added to the database, which represents an increase of 2.7% compared with 2001, and 8.4% compared with 2000. This includes 3839 bibliographic records prepared as voluntary contributions by INIS members (an increase of 93% compared with 2001) and 11 428 records prepared as voluntary contributions by the Agency (an increase of 173% over 2001). At the end of 2002, there were 2 347 302 records in the INIS Database.

The Agency signed an agreement with the American Institute of Physics for the acquisition of electronic bibliographic records. Negotiations were also in progress for similar agreements with three other publishers: Springer-Verlag, John Wiley & Sons and Thomson ISI, and other sources of electronic records are being investigated.

As of the end of 2002, there were 270 062 authorized users of the INIS Database on the Internet. This is a significant increase from last year. Ninety-five universities and academic institutions in 27 Member States benefited from free access to the database, and a further 128 universities were in the process of obtaining it. The INIS Database on CD-ROM had 406 paid and free subscriptions.

The Agency continued its co-operative arrangement with the OECD/NEA Data Bank. In 2002, 913 computer programs (out of 4664) were distributed to users in INIS member countries that were not members of the OECD, a significant increase from last year. In addition, 9 computer programs (out of 107) were contributed from Member States that are not OECD member countries.

A new e-learning module was launched in the INIS Distance Learning Program (DLP) entitled 'How to Search the INIS Bibliographic Database'. This module, also available on CD-ROM, provides guidance on accessing information in the INIS Database, both on the Internet and on CD-ROM.

Two new INIS national projects were evaluated in 2002, with implementation planned to start in 2003. Three requests for fellowships were evaluated. A staff member from the Chinese INIS Centre visited the INIS Secretariat in 2003 to co-ordinate a project to translate the INIS Thesaurus into Chinese

Imaging and archiving work included the processing by the INIS Clearinghouse of 11 221 non-conventional literature (NCL) documents and the production of 24 CD-ROMs. The timeliness of production was improved by 60%. In other work, a microfiche digitization centre was established and a digitization project was started. More than 12 000 NCL documents were digitized during the year.

Systems development included the first release of a new INIS imaging system. Data conversion utilities were developed to convert and manage input received from Elsevier Science BV, the Institute of Physics Publishing (IOPP), the American Institute of Physics and the US-DC 'Rolling Window' service.

The INIS Secretariat continued to assist Liaison Officers in their promotional activities, providing them with information on meetings and conferences taking place in their countries, and sending them promotional material to be used during these events — 145 requests for promotional material from 54 INIS members were fulfilled.

There was a significant effort to promote INIS during the Agency's 46th General Conference. Two side events were organized for the first time to raise the awareness of INIS among decision makers and to demonstrate its benefits.

The 30th Annual Consultative Meeting of INIS Liaison Officers was hosted by the Bulgarian Committee on the Use of Atomic Energy for Peaceful Purposes in Sofia in May 2002.

### Library Services

In 2002, the VIC Library reoriented its activities as a result of the termination of common library services to the VIC based organizations on 31 March. A dual programme was implemented to ensure smooth separation of the United Nations Office of Vienna (UNOV) and to concentrate human and information resources on providing services to the Agency and the Permanent Missions located in Vienna (Table I). After the common library services were ended, the VIC Library was renamed the IAEA Library.

As part of efforts to focus the Library's activities on the information needs of the Agency, the *VICLNet* web site was redesigned and further developed. A new intranet based library and information system, *LISNet*, was launched in September 2002. The main features of the new system include: improved navigation and organization of information sources based on the INIS classification scheme; an enhanced search function which allows searches of both print and electronic information sources; and new electronic services.

Closer co-operation between the Library and INIS resulted in an increase in the number of nuclear related resources, all of which were available on *LISNet*. Agency staff had access through *LISNet* to 193 subscribed electronic journals, 208 free Internet journals, 24 databases and 6 commercial electronic information services. Library services to the Member States in 2002 included remote access to *LISNet* and document delivery services to Permanent Missions and to a range of institutions in Member States.

The regular training programme for Library users was conducted with the aim of promoting electronic information services and developing skills in their use: a total of 71 training sessions were held. In addition, guided tours of the Library were arranged for official and other visitors.

### Conference, Translation and Publishing Services

The Agency provided support facilities for one Convention meeting and four preparatory meetings, as

Table I. **Services Provided by the IAEA Library**

Service	Number
Answering user queries	6564
External database searches	863
Loan of materials	6065
Routing journal issues to users	7231 (to 481 users)
Fulfilling requests from commercial suppliers	1044
Interlibrary loans	2357
Library reading room	80 journals; 13 newspapers

well as for the General Conference, five meetings of the Board of Governors and two meetings of associated committees. Nine conferences and symposia, with a total of 2536 participants, were held in 2002. Eight training sessions, with 396 participants, were also supported.

There was a 10% increase in the total number of pages translated in 2002 as compared with 2001, and a 3% increase in the number of pages translated in-house. By the end of the year, computer assisted translation software was being used regularly for all of the official languages; voice recognition software was also being used for some of these languages. With a view to standardizing the use of technical terms throughout the house, work was accelerated on the development of a centralized multilingual terminology database.

Publishing activities included the production of 198

books, reports, journal issues, CD-ROMs, newsletters and leaflets. The full texts of all publications issued during the year were made available free of cost on the Agency's *WorldAtom* web site (<http://www.iaea.org/worldatom/Books/>). In spite of this, revenue from the sale of print publications went up by 16% during the year, while the number of copies distributed increased by 20%. In collaboration with the Institute of Physics Publishing in the United Kingdom (which produces the *Nuclear Fusion* journal for the Agency), back issues of the journal dating to 1992 were archived online (see <http://www.iopp.org>).

The Agency continued its participation in the Frankfurt International Book Fair. It was also present at the European Nuclear Conference 2002 World Expo in Lille, France, and the annual meeting of the International Federation of Library Associations, in Glasgow, United Kingdom.