

CREATING INFORMATION SERVICES

(ON THE EXPERIENCE OF THE
POLISH NATIONAL CIS CENTRE)



Barbara Szczepanowska
Central Institute for Labour Protection – National
Research Institute (CIOP-PIB)
Warsaw, Poland

Who has information – has power !!!!!!!!

- Can improve the level of occupational skills and abilities
- Can develop her/his personality,
- Can improve the way of private life and health

Unfortunately:

- The importance of information centres and libraries is still not valued enough in many countries
- The information institutions are being closed
- The opinion, that everything is in Internet and free - is not right- and the role of information specialists is more and more important

OSH Information



What kind of OSH information do we need:

- Quick delivery
- Latest
- reliable
- valuable
- high quality
- easy to reach and understand
- free of charge or cheap (why not – see Open Access)
- Both theory and practical information

Information World

The modern world, developing information societies, need many kinds of information, many forms of it

So we need to run our services:

- **in many ways and forms**
- **develop the existing forms**
- **create the new forms**
- **Use the latest technologies, especially the Internet**

To meet the needs, information services must be constantly developed and also should promote the existence of:

- **OSH information**
- **the fact that we (CIS network and other information services) exist and could help**

Assessing customers & their needs...

To create any information service customers needs must be constantly analysed

Every information centre and library has its specific group of information users, but any one could be our user.

The users must be identify on the local, national and international level

Main groups of users (among others):

- scientific workers
- specialists from industry sectors
- employers and trade or technical associations
- employees and representatives of trade unions
- small and medium enterprises
- self-employed
- education sector – from students to trainers and educators
- politicians and government advisers
- OSH specialists of any kind
- media and any opinion makers
- investors from other multinational companies
- institutional and private users from other countries

Assessing customers & their needs...

Different kind of information should be prepared for different groups of users, e.g.

- for research workers - high level information,
- for some workers - easy, simple OSH information– as leaflets with many graphics
- for children, workers etc – visual, poster information
- governmental personnel – statistical data, health costs etc.
- for media – press releases

Tell them, tell them and tell them again

The big part of information activities must be put into the promotion of:

- OSH and connected fields
- Existence of particular information centres, libraries, national and international networks, which can help in finding needed data

Why promote?

- Inform workers, managers, scientists, students, OSH personnel, etc.
- Disseminate the latest results of research
- Secure compliance with the law
- Provide information point(s) for enquires
- Ensure that the information is readily understood
- Keep all being interested in OSH up-to-date

Communicate at all levels

Promotion activity - is and should be - done on different levels in the institution, playing the role of CIS Centre, e.g. :

- **Management level**
- **Promotion Department**
- **International Cooperation Department**
- **Specialists, personnel of the institution**
- **Library and information centre personnel (dealing also with CIS activities)**

Promoting OSH...

Each of these groups promote OSH achievements on local, national and international level (in accordance with their competence)

But information/library personnel must:

- promote OSH problems
 - Plus- run promotion on CIS activities, on existence of new information sources
 - plus - run info services and create new services
- Quite a lot of work !!!

Very important

- for this promotion - the help of other institution personnel should be used (which is very often not used!!!!!!)

How?

Chosen ways and forms of information promotion (1)

- elaborating and distributing short information materials, such as leaflets
- Internet - elaborating and updating the own website
- sending in electronic way (emails) information and short documents
- promotion through press releases
- writing articles and information notes for the scientific, trade and technical press
- participating in conferences, seminars, exhibitions, fairs
- advertising in journals and own publications
- organizing potential users' visits to the centre
- different kinds of publications – leaflets, posters, brochures,

How?

Chosen ways and forms of information promotion (2)

- publicity packages
- own newsletter/journal
- organizing own seminars and training courses
- promoting printed materials for potential users in the information centre and the library – in a “take away’ way, on the exhibitions, during the courses and training organized by the own institution
- elaborating databases, CD-ROMs
- publication – free and priced
- information services, enquire points
- Health and Safety Week
- World Day for Safety and Health at Work 28 April events
- campaigns targeted on a subject area

Building networks

Important for promotion:

- **Constant building and maintaining the links, relationships, cooperation with other OSH institutions (eg. Bilbao network, ILO, CIS, FIOH)**
 - on international, national and local level
- **Extended contacts (even personal) help a lot;**
 - as - in promotion of our achievements and services
 - as - in creating new services

Continuous efforts...

Information work is a constant process so the following are very important:

- Planning
- Check-up
- Evaluation
- Improvement



ALL OSH information centres should NOT work in isolation

- Each information centre should use existing services from other organisations both in own country and internationally (do not re-invent the wheel)
- but may be limited by financial, local and staff budgets
- develop new ways with their own information service, often based on ready old and new information services from the Internet
- ILO portal as a whole, ILO library and International CIS Centre information sources, as websites, printed and electronic publications, databases (CISDOC, ILO Encyclopaedia)

ALL OSH information centres should NOT work in isolation

- Use other CIS Centres portals and publications, as NIOSH, CCOHS, HSE, PREVENT, OSHWORLD
- Big internet information services as PROQUEST, EBSCO
- National sources - library catalogues and databases

NB In choosing the information sources one must take into consideration the level and interests of the particular user, the language spoken, financial and copyright restrictions etc.

How to keep up with new sources of information

On national level:

- new professional, trade, technical and information/library journals,
- advertisings in particular TV, radio programs and other media
- websites of chosen national institutions
- websites and printed publications of the books and trade agencies
- websites and advertising materials of the publishers, booksellers, bookshops,
- websites with catalogues and news of information centres and libraries of connected with OSH institutions, big libraries
- websites and electronic newsletters of connected with OSH governmental and professional institutions

How to keep up with new sources of information

On international level:

- as above, but with the international institutions, as ILO, International CIS Centre, WHO
- international information systems and providers
- national sources from other countries (but in useful languages): websites and publications, leaflets, brochures and other ways of advertising of the connected with OSH institutions, enterprises, information makers, (as Sheila Pantry Associates Ltd.)
- electronic publications, specially Newsletters and Bulletins e.g. CIS Health and Safety Newsletter

Summary

- **The information world is developing very quickly and we, information specialists, are still of a very great importance**
- **We create new services and use new services and we should have the feeling, that our work, despite being more and more complicated, is so useful for many persons**
- **Creating new services is obligatory in modern information world and let us to fulfill the changing needs of our users**

Case study

old and new services of the
Polish National CIS Centre



Polish National CIS Centre

- It was set up in 1960 (one year after the International CIS Centre and the start of the network)
- Its role is performed by the **Central Institute for Labour Protection - National Research Institute (CIOP-PIB)**
- The Institute conducts research and development programmes leading to new technical and organizational solutions in the field of labour protection as well as carrying out other tasks especially important for reaching the goals of the state's social-economic policy in this field

Polish National CIS Centre

MAIN AREAS OF CIOP-PIB ACTIVITIES

- Research and Development
- Standardization of methods and OSH requirements
- Development and implementation of OSH-related technical solutions, software tools, databases etc.
- Testing and certification of PPE and machinery
- Education and training in the field of OSH and certification of the personnel's competence
- Promotion of OSH management systems
- Dissemination of OSH-related information by publications, posters and websites



Polish National CIS Centre

Main tasks:

- Information service for Polish specialists based among others on CIS sources
- International promotion of Polish achievements and publications by the CIS information system
- Dissemination in Poland of information on the International CIS Centre and the whole network
- Cooperation with CIS Centres





Polish National CIS Centre

Information Service (1)

- Collecting documents - acquisition, cataloguing and storing publications, received (among others) from the CIS network
- Lending the materials by the library
- Answering queries from Polish and foreign specialists
- Preparing lists of literature on chosen subjects

Polish National CIS Centre

Information Service (2)

- disseminating electronic and printed CIS information and publications in Poland
(e-mail service for 180 users + CIOP-PIB personnel)
- post
- distribution of CIS publications on OSH events (fairs, conferences, courses...)
- development and constant updating of CIS Centre website – in Polish and in English



Polish National CIS Centre

CIOP- PIB Library

- An vast interdisciplinary collection (OSH and many OSH-related disciplines)
 - - about 33,500 volumes of publications
 - - 3,640 volumes of Polish research work
 - - 233 Polish journals and 87 foreign journals (scientific and specialist) – in 2006
- Information materials, databases and reports on research results
- Collection on OSH of historical value
- A library catalogue – in the ALEPH system



Polish National CIS Centre

CIS Sources

The information and library service are based on, among others, the CIS and ILO sources of information:

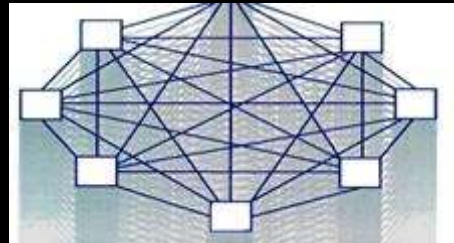
- ILO and International CIS Centre websites and other CIS Centres websites
- Databases (e.g. CISDOC, CISDOC-TEXT, ILO Digital Collection, Safety and Health at Work)
- Publications : ILO documents, ILO Encyclopaedia, ILO-CIS Bulletin, CIS Newsletter, many books, reports, research projects, catalogues, leaflets

Polish National CIS Centre

International Promotion of Polish Information

- Collaborating with the International CIS Centre on development of CISDOC database (in 2005 - 240 abstracts of Polish OSH publications were prepared)
- Publishing in CIS publications (e.g. in CIS Newsletter, on CIS website) information on important Polish OSH events
- Developing and updating English version of Polish CIS Centre website
- Providing Polish information to CIS Centres queries and other foreign users

Polish National CIS Centre



Cooperation with CIS Network

- Exchanging information and cooperation with the International CIS Centre (among others in developing the CIS and CIOP-PIB Thesaurus)
- Cooperation with the CIS Centres (e.g. in 2004 sending to all of them Polish OSH publications)
- Participating in the CIS Centres Meetings and international conferences, working visits to other CIS Centres

Polish National CIS Centre

Promotion of CIS in Poland

- On Polish CIS Centre web pages on CIOP-PIB portal
- Mailings to about 180 specialists + CIOP-PIB (e-mail and post)
- By CIOP-PIB library, exhibitions
- Participating in courses and training sessions at CIOP-PIB and other institutions
- On OSH events ("Sawo" fairs, picnics, workshops, conferences)
- In articles in printed and e-journals
- (up to 2006 – 18 articles)
- By presentations at meetings and conferences

CIOP-PIB Home Page Fragment

CIOP PIB
CENTRAL INSTITUTE FOR LABOUR PROTECTION
- NATIONAL RESEARCH INSTITUTE

| Main page | A-Z | Site map | Polish version

Search

The mission of the Institute is conducting scientific research aimed at new technological and organisational solutions which are useful in the design of working conditions that conform to occupational safety and ergonomics requirements as well as determining scientific foundations for the development of socio-economic policies of the Republic of Poland in occupational safety and health.

News of the week

3rd European Conference on Protective Clothing (ECPC) and NOKOBETEF 8 "Protective Clothing - Towards Balanced Protection"
Poland, Gdynia, 10 - 12.05.2006
Photo Gallery

Computer system STER
The software tool supporting safety and health management

Publications

Accidents at work

OSH website for micro-enterprises in Poland [EN, PL]

OSH website for SME [PL]

Polish National CIS Centre

National Focal Point of the European Agency for Safety and Health at Work

3rd European Conference on Protective Clothing (ECPC) and NOKOBETEF 8 "Protective Clothing - Towards Balanced Protection" Poland, Gdynia, 10 - 12.05.2006 Photo Gallery

Central Institute for Labour Protection - National Research Institute (CIOP-PIB) is the **notified body** (identification number 1437) in the area of EU directives related to:
- personal protective equipment,
- machinery,
- noise emission in the environment by equipment for use outdoors

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Polish CIS Center Home Page

The screenshot shows the homepage of the Polish CIS Center. The browser window title is "General Information - Mozilla Firefox". The page header features the logo "CIOP PIB" and the text "CENTRAL INSTITUTE FOR LABOUR PROTECTION - NATIONAL RESEARCH INSTITUTE". Below the header, there is a navigation menu with links for "Main page", "A-Z", "Site map", and "Polish version". A search bar is also present.

The main content area is divided into several sections:

- About us:** A sidebar menu on the left lists "About us", "Research area", "News", "Our Offer", "OSH abroad", "FAQ", and "Library". The main "About us" section contains a list of links: "General Information", "National CIS Centre - Products and Services", "International CIS Centre - Products and Services", "Partners of the National CIS Centre", "Abstracts of literature", "News in National CIS Centre", "Polish, foreign and international events", "Index of ILO-CIS Bulletin", "Issues of the CIS Newsletter", and "Useful links".
- General Information:** A section with a blue 3D graphic of a CIS logo. The text states: "The International Occupational Safety and Health Information Centre CIS has been operating since 1959 within the framework of the International Labour Organisation (ILO) in Geneva, fulfilling the role of a worldwide information centre, collecting and disseminating literature about occupational safety and health, protection against accidents and occupational diseases, ergonomics, environmental engineering and many other related areas." It also mentions a network of 137 National and Collaborating CIS centres in 101 countries and provides the website <http://www.ciscentres.org> and <http://www.ilo.org/cis>.
- The International CIS Centre:** A bulleted list of activities:
 - Collects relevant literature on occupational safety and health and related areas
 - Operates an information service
 - Publishes information publications
 - Develops computer databases
 - Organises conferences and training
 - Organises work on the ILO Encyclopaedia
 - Organises the international network of national and collaborative CIS Centres and cooperates with them
- News:** A section with a small image of a person reading. It features a news item dated "28 April - World Day for Safety and Health at Work" with a "more..." link. Below it are two PDF reports: "Report: 'Decent work - Safe work - HIV/AIDS' (.PDF)" and "Report: 'Occupational Safety and Health: Country Profiles' (.PDF)". A "CIS bibliography" link is also present.

The Windows taskbar at the bottom shows the Start button, several application icons, and the system tray with the date "28 April" and time "14:37".

Polish National CIS Centre

Directions for Future Development

- Extending modern activities, e.g. Polish CIS website, e-mail information for OSH specialists
- Developing a cooperative group, participating in selecting Polish documents for abstracting
- Improving continuously the quality of the information service and documentation of Polish literature (thesaurus, abstracts, etc.)
- Increasing the promotion of the CIS network, ILO and CIS documents and information in response to Polish users' needs
- Developing a new database on Polish OSH literature in English for foreign users and creating other new services

Thank you very much for your kind attention

Polish National CIS Centre
CIOP-PIB
Warsaw, Poland
www.ciop.pl

