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**IOC-KMFRI-RECOSCIX (WIO)**  
**Regional Training Course**  
**on Microcomputer-based**  
**Marine Library Information Management**

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Kenya Marine and Fisheries Research Institute  
Mombasa, Kenya, 10-21 August 1992

# IOC Training Course Reports

No. Title	Language versions
1. IOC Indian Ocean Region Training Course in Petroleum Monitoring Perth, 18 February-1 March 1980	English
2. IOC Regional Training Course for Marine Science, Technicians Cape Ferguson, Queensland, 1-28 June 1980	English
3. ROPME-IOC-UNEP Training Workshop on Oceanographic Sampling Analysis, Data handling and Care of Equipment, Doha, Qatar, 3-15 December 1983	English
4. Stage COI d'initiation à la gestion et au traitement de l'information scientifique et technique pour l'océanologie, Brest, France, 28 novembre - 9 décembre 1983	French
5. Curso mixto COI-OMM de formación sobre el Sistema Global Integrado de Servicios Oceánicos (SGISO), Buenos Aires, Argentina, 15-26 de octubre de 1984	Spanish
6. UNESCO-IOC-NBO Training Course on Tidal Observations and Data Processing Tianjin, China, 27 August - 22 September 1984	English
7. Stage COI sur la connaissance et la gestion de la zone côtière et du proche plateau continental Talence, France, 18 september - 4 octobre 1984	French
8. IOC Regional Training Course on Marine Living Resources in the Western Indian Ocean Mombasa, Kenya, 27 August - 22 September 1984	English
9. IOC-UNESCO Summer School on Oceanographic Data, Collection and Management Erdemli, Icel, Turkey, 21 September - 3 October 1987	English
10. IOC-UNESCO Regional Training Workshop on Ocean Engineering and its Interface with Ocean Sciences in the Indian Ocean Region, Madras, India, 17 March - 5 April 1986	English
11. IOC-UNESCO Training Course on the Use of Microcomputers for Oceanographic Data Management Bangkok, Thailand, 165 January - 3 February 1989	English
12. IOC Advanced Training Course on Continental Shelf Structures Sediments and Mineral Resources Quezon City, Philippines, 2-13 October 1989	English
13. IOC/IODE Training Course on GF3 Data Formatting System Obninsk, USSR, 14-24 May 1990	English
14. IOC Training Course on Microcomputers and Management of Marine Data in Oceanographic Data Centres of Spanish-speaking Countries, Bogotá, Colombia, 21-30 October 1991	English Spanish
15. IOC Advanced Training Course on Nearshore Sedimentation and the Evolution of Coastal Environments, Kuala Lumpur, Malaysia, 17-29 February 1992	English
16. First IOC Training Course on the Applications of Satellite Remote Sensing to Marine Studies Caracas, Venezuela, 24-28 September 1990	English
17. IOC-KMFRI-RECOSCIX (WIO) Regional Training Course on Microcomputer-based Marine Library Information Management, Mombasa, Kenya, 10-21 August 1992	English

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## TABLE OF CONTENTS

### SUMMARY REPORT

1. INTRODUCTION . . . . .	1
2. PARTICIPANTS . . . . .	1
3. INSTRUCTORS . . . . .	2
4. PROGRAMME COURSE . . . . .	2
4.1. OPENING . . . . .	2
4.2. OUTLINE OF THE COURSE PROGRAMME . . . . .	3
4.3. CLOSURE . . . . .	5
5. GENERAL CONCLUSIONS . . . . .	5

### ANNEXES

I	:	LIST OF CO-OPERATING INSTITUTES IN THE RECOSCIX-WIO PROJECT
II	:	LIST OF PARTICIPANTS
III	:	LIST OF LECTURERS
IV	:	COURSE PROGRAMME
V	:	LIST OF COURSE MATERIALS AND INFORMATION DOCUMENTS
VI	:	PROJECT EVALUATION QUESTIONNAIRE

## 1. INTRODUCTION

The IOC Regional Committee for the Co-operative Investigation in the North and Central Western Indian Ocean, at its Second Session (Arusha, Tanzania, 7-11 December 1987), welcomed the outline of a project proposal entitled Regional Co-operation in Scientific Information Exchange in the Western Indian Ocean region (RECOSCIX-WIO). It called on the IOC and Unesco to seek the extrabudgetary funding required for the implementation of Phase I. It invited the Kenya Marine and Fisheries Research Institute (KMFRI) to act as the Dispatch Centre for the RECOSCIX-WIO project during the Pilot Phase. It recognized that, for the system to work effectively in the region, long-term training in the field of marine information management would be necessary, with the view to developing a regional component of ASFIS. It called on the Belgian Government to continue assisting RECOSCIX-WIO and its extension to the region.

The RECOSCIX-WIO project was effectively launched by the IOC (Intergovernmental Oceanographic Commission of Unesco) in February 1989. The Regional Dispatch Centre (RDC) was located at the KMFRI in Mombasa (Kenya) under the co-management of an Unesco Associate Expert. In August 1991 the project was taken over by the Belgian Government through the Flemish Interuniversity Council (VLIR, Brussel, Belgium) and the Limburg University Centre (LUC, Diepenbeek, Belgium). In January 1992 an expert of the Flemish Association for Development Co-operation and technical Assistance (VVOB, Brussel, Belgium) replaced the Associate Expert in Mombasa.

With the funding of the Belgian Government, a full implementation of the project became possible, including the training component. Two Belgian lecturers in Library and Information Sciences accepted the invitation of the RECOSCIX-WIO project director and chief librarian of the LUC, to come to Mombasa and give a Training Course to the librarians and documentation officers of the marine institutes in the Western Indian Ocean (WIO) region.

The purpose of the Training Course was to teach the participants the basic skills to establish a bibliographic database using the CDS/ISIS software, developed by Unesco. These skills will be used to build a collective catalogue of library holdings of marine institutes in the WIO region and a bibliographic database of publications on the region.

The Training Course was organised by the RECOSCIX-WIO project, under the auspices of the KMFRI, and funded by the Belgian Government through the LUC and by the IOC. Additional funds were provided by the IOC for the participation of a participant from the Ivory Coast and by the Law of the Sea project (University of Nairobi, Kenya and University of Gent, Belgium) for the participation of its documentation officer. The course was held in the Bandari College (Kenya Ports Authority) in Mombasa, Kenya, from 10 till 21 August 1992.

## 2. PARTICIPANTS

An invitation for the Training Course was sent out to all of the institutions co-operating in the RECOSCIX-WIO project (see Annex I). The course was intended for the library or documentation staff member who will actually be doing the input of records in the WIOLIB database in each of the institutes. This was the only criterion for participation and no selection criteria regarding a requisite of a certain level of library and/or computer knowledge were considered. Yet the possibility of lecturing on different levels was taken into account. The KMFRI, hosting the RDC of the project in its Mombasa Laboratory, was allowed three participants and two observers, because these will also be responsible for the input of the documents gathered by the RDC and later assist in the maintenance of the collective database.

After the successful implementation of the RECOSCIX-WIO project in the WIO region, the IOC seeks to establish an analogue in the Central Eastern Atlantic region. In July 1992 an expert from the Secretariat of the IOC went on a fact finding mission in Western Africa to identify the potential co-operating institutes and the possible location of the RDC of the future RECOSCIX-CEA project. A strong candidate for this latter function is the Centre de Recherches Océanographiques (CRO) in Abidjan

(République de Côte d'Ivoire). At the request of the Secretary IOC, RECOSCIX-WIO invited the head of the Département de l'Information Scientifique et Technique of this institute to the workshop, to introduce him to the methodology used to manage the bibliographic databases, as well as to the RECOSCIX-WIO activities.

The University of Nairobi (Republic of Kenya) houses in its Law Faculty the Law of the Sea (LOS) project, a co-operation project between this university and the University of Gent (Belgium). In June 1992 a delegation of the LOS project visited the KMFRI to strengthen the ties between these two institutions, both working in the field of marine sciences. At that occasion a closer collaboration between RECOSCIX-WIO and the documentation centre of the LOS project was suggested. A first step was the invitation of the documentation officer of the LOS project to the IOC/RECOSCIX training course. (The list of participants is given in Annex II).

### 3. INSTRUCTORS

Two lecturers of the postgraduate course in Library and Information Sciences at the Antwerp University (Belgium) were invited to lecture the courses in CDS/ISIS and in cataloguing. The RECOSCIX-WIO management was responsible for providing detailed information and guidance on the project activities and databases. The representative of the IOC, former general manager of the project, led the evaluation discussion on the project. (The list of lecturers is given in Annex III).

The venue of the course was the Bandari College (Kenya Ports Authority) in Mombasa (Republic of Kenya). Eight stand-alone microcomputers, of which six new 386SX machines, were supplied by the project and were at the disposition of the participants throughout the course. The system software on the computers consisted of MS-DOS 5.0 and Windows 3.0. The application software CDS/ISIS Version 3.0 was provided free by UNESCO. The MIBIS (Microcomputer-based Bibliographic Information System) was used as the general bibliographic database structure. MIBIS has been developed by the International Development Research Center (IDRC, Canada).

### 4. PROGRAMME COURSE

#### 4.1. OPENING

The Training Course was officially opened at the Auditorium of Bandari College (Kenya Ports Authority) on 10 August 1992 at 10.00 am.

Dr. P. Reyniers, general manager of the RECOSCIX-WIO project, welcomed the participants and the lecturers and sketched the history and the objectives of the project. Originating from the Kenya-Belgian project in marine sciences, the RECOSCIX-WIO project was established to overcome a lack of up-to-date scientific information. It was given a regional dimension, rendering information services to institutes for marine sciences and fisheries in 9 countries in the WIO region. Yet these institutions must also strive to make optimal use of the scientific information available in the region. A major aid to this is computer-based data management; hence this workshop to train the librarians in the use of the software, the database structure and the common cataloguing rules.

The representative of the IOC, Mr. Peter Pissierssens, briefly welcomed the participants on behalf of the Secretary IOC, and conveyed the great appreciation of the IOC for the project and the wish to continue to support it within the available resources.

Dr. E. Okemwa, Director of the Kenya Marine and Fisheries Research Institute, welcomed the representatives of the Board of Management of KMFRI. He highlighted the usefulness of the project to his and others institutes and also thanked the Limburg University Centre (Belgium) for its document delivery, even before the project had started. But he also drew attention to the present worldwide network

of co-operating libraries supplying documents to the project. He stressed the importance of communication between scientists, another part of the information flow in the region promoted by the project, which was not the topic to this course, but is equally important. He thanked the Government of the Kingdom of Belgium, the IOC and th KMFRI for sponsorship and support for this workshop, before he invited the Minister to officially open the course.

Hon. Kirugi L. M'Mukindia, Minister of Research, Science and Technology of the Republic of Kenya, represented by Prof. L.J. Ogallo, Secretary of the National Council for Science and Technology, welcomed the guests from outside Kenya on behalf of the Government and the People of the Republic of Kenya. He first mentioned the project's role in the improvement of the flow of information to, within and from the WIO region and listed the activities instrumental to this objective. After the IOC started the project in 1989 and funded it for more than two years, the core funding for RECOSCIX-WIO was taken over by the Belgian Government. This support includes provision of equipment for the RDC and co-operating institutes, running costs for the RDC, training activities and expert missions in the region. Electronic mail opens interesting communication possibilities. Information on scientists themselves is included in the WIODIR directory, published in co-operation with the United Nations Environmental Programme (UNEP). The Minister further elaborated on the base of the course. No single library is able to cope with the ever increasing book production. Working in unison with the marine sciences institutes in the WIO region is following a trend set all over the world. The onset is the establishment of a collective catalogue of the marine libraries in the region. To this purpose the librarians of these institutions were gathered, to learn to handle the computers and input information in a uniform way. It was with great pleasure that the Minister declared the regional Training Course on library and information management officially open.

#### 4.2. OUTLINE OF THE COURSE PROGRAMME

The course programme covered the following topics:

- (i) introduction to computer use in general and to database management systems in particular;
- (ii) use of CDS/ISIS database management software;
- (iii) Anglo-American Cataloguing Rules (AACR2) and their application in the MIBIS bibliographic database structure;
- (iv) update on the RECOSCIX-WIO project services and activities.

The lectures and practical training were given in three blocks a day: from 8.30 am to 10.00 am; from 10.30 am till 12.00 noon; from 2.00 pm till 4.00 pm. From 1.00 pm till 2.00 pm an hour of free exercise was included to allow the participants to master certain aspects of the subject at their own pace. During the second week the participants got free access to the lecture room with the computers from 4.30 pm till late at night and they made full use of this opportunity.

The Course Programme is listed in Annex IV. Annex V gives a List of Documentation used during the course.

The general introduction to microcomputers started with a presentation of the different phases of automation. An overview of the available hardware, the different components (processors, cards/boards, information carriers, monitors, printers, modems,...) and the present standards was given. It also included the advantages and disadvantages of the currently available system softwares. Some more time was spent on the instruction of MS-DOS and on a number of elementary commands useful in the installation and management of microcomputers, mainly handling of subdirectories and files, and the way to install CDS/ISIS and the RECOSCIX-WIO databases. The different categories of application software packages were presented, with emphasis on database management systems (DBMS). The lecture covered the characteristics and structure of databases and the different phases in their creation and use. This formed the introduction to CDS/ISIS, the actual topic of the course.

CDS/ISIS is a text-oriented DBMS, i.e. software to create and manage a database with primarily structured text. It is developed and distributed free of charge by UNESCO - General Information Programme. The latest version, 3.0, was released at the beginning of 1992. The participants were introduced to the contents of a CDS/ISIS database (master, cross reference and index files); the user-defined components (field definition table, data entry worksheets, field select tables, print format tables); the structure of the records; formatting of records for exchange; the limitations to database structure and to database contents. The inverted file, the basis for searching a CDS/ISIS database and result of the indexing process, is subject to modification by the user. Searching is possible using the Boolean operators (AND, OR, NOT). Records, complete or not, sorted or not, can be output to file or printer. Data export from and import into a CDS/ISIS database and the conversion of data from other databases, using additional software Fangorn, are further features of this DBMS. The participants were guided through the different menu-driven submodules performing these tasks, first in a theoretical introduction, afterwards hands on the keyboard.

The cataloguing part of the course started with an introduction to documentary information systems and formal description. The knowledge of the different document types (monographs, serials or parts thereof) is elementary to a correct description of publications. The participants learned to recognise the various identification elements of documents (author, editor, title, publisher, place and date of publication, edition,...) and make a description of library materials using AACR2. In the process it was shown how and where these elements are to be incorporated in the MIBIS bibliographic database structure. Although this topic also needed a thorough theoretical introduction, it was possible to start with the practical training soon. This was even the most useful way of instruction, as only in the exercise of actual cataloguing it became clear how well the participants had understood the theory and where they needed individual guidance.

The last main topic of the Training Course was an update on the RECOSCIX-WIO activities, an evaluation of the present project status and assessment of steps to be taken in the near future.

The keywords in the RECOSCIX-WIO activities are *information* and *communication*. Information services include query handling and document delivery. A scientist in need of information on his research subject can ask for a literature search. This is carried out preferably on the ASFA CD-ROM available in the RDC or if need be, in the databases hosted by the DIALOG system. The actual publications, i.e. mostly copies thereof, can be requested through the document delivery service. Since 1992 the RDC receives a number of periodicals, of which the contents tables are distributed to the co-operating institutes to promote the access to recent scientific literature. This service is called the *Wiocurrent*. Information on the region is collected in the *WIODIR*, the directory of marine scientists in the Western Indian Ocean region. A user friendly interface programme for the easy searching of the automated directory, written for the Oceans and Coastal Areas Programme Activity Centre (OCA/PAC) of UNEP, was tried out during the workshop. The other databases regarding the region like the *WIOLIB*, collective catalogue of marine library holdings in the region, and the *WIOPUB*, bibliographic database of publications of the scientists in the *WIODIR*, were the main topics for the current Training Course.

The project's newsletter *WINDOW* presents information related to marine sciences and fisheries of interest to the scientists in the region. It also promotes activities organised in the region to the global oceanographic community. It is an instrument to create closer links between scientists, in this region and outside, to stimulate regional and international collaboration and attract projects for research in the WIO region.

The participants were requested to give information on the knowledge on the project in their institute and usefulness of it. It was regretted that the regional impact of the RECOSCIX-WIO project seemed to be fading with time. Some of the participants had only for the first time heard of the project when they received the invitation to the course. The librarian is often not informed well enough to publicise the project and its services and products. All this confirmed the lowering of the information service requests noted as early as the beginning of 1991 and the limited response to requests for contributions for *WINDOW* from the institutions. An explanation of this phenomenon was found in the

changing of personnel in the co-operating institutes and the lack of passing on the information on the project to the new staff members. Another reason for the limited number of request from various institutions could be the limited resources available for research which resulted in low information requirements. The importance of the librarians as link between the project's RDC and the scientists of the region was stressed and they should increase their efforts to publicize the project's services and activities. However it became also clear that WINDOW was quite visible and did reach the scientists. Interest in the project by the scientists was demonstrated by the high response to the WIODIR questionnaires, so far sent out 3 times.

The international visibility of the project on the other hand was most encouraging. In recent times more libraries were active in supplying documents and the RDC received considerable donations of library materials. This was the result of participation in international meetings and publicising the project at those occasions.

Urgent action had to be taken to boost the project impact in the region, with the Training Course marking a new start for the collaboration. The co-operating institutions represented during the workshop were entitled to receive the necessary equipment to implement the training and contribute to the collective WIO databases, in the first place the WIOLIB and WIOPUB. A procedure to regularly update the central databases was worked out. The co-operating institutions, through the librarians, were also reminded to publicise the project activities in their institute and to provide contributions to the newsletter.

#### 4.3. CLOSURE

The Training Course was closed on 21 August 1992 at 3.30 pm during a session presided by Dr. E. Okemwa, Director of the host institute. The lecturers and two representatives of the participants were called upon to present their view on the past course. The former and the current project manager in addition commented on the project in the past and the future course it could take. The Chairman himself praised the spirit of collaboration in the region, promoted by RECOSCIX-WIO. This topic was further elaborated by Prof. P. Polk, Director of the Kenya-Belgium Project in marine sciences and by Prof. M. Hyder, former Principal of the College of Physical and Biological Sciences of the University of Nairobi. Finally the participants received a course certificate out of the hands of the Chairman, whereafter the course was officially concluded.

#### 5. GENERAL CONCLUSIONS

The success of the course was demonstrated by the enthusiasm of lecturers and participants during the lectures and the eagerness to return to the computers after lecture hours. A real evaluation will come with a boosting of the project activities and the participants' ability to fulfil their tasks, particularly contributing their institute's input in the collective databases.

For the RECOSCIX-WIO management it became obvious that a more aggressive, continuous publicising of the project towards (potential) co-operating institutes is essential. An individualised approach might be needed to turn the current trend of slacking interest in the project from the regional institutions. In this perspective alone already, i.e. the recognition of the causes of fading impact of the project, the Training Course came timely. The renewed and this time personal contacts between the RDC and the co-operating institutions during the course were most useful and this by itself already made the training a success.

ANNEX I

LIST OF CO-OPERATING INSTITUTES IN THE RECOSCIX-WIO PROJECT

- ETHIOPIA - University of Addis Ababa - Department of Biology, Addis Ababa (1)  
- University of Asmara - Department of Marine Biology and Fisheries, Asmara (Eritrea) <sup>1</sup>
- KENYA - Kenya Marine and Fisheries Research Institute, Mombasa  
- Kenyatta University - Department of Zoology, Nairobi  
- University of Nairobi - Zoology Department, Nairobi <sup>2</sup>
- MADAGASCAR - Centre national de Recherches Océanographiques, Nosy-Bé
- MAURITIUS - Albion Fisheries Research Centre, Albion  
- University of Mauritius - School of Science, Reduit
- MOZAMBIQUE - Eduardo Mondlane University - Faculty of Biology, Maputo  
- Instituto de Investigacao Pesqueira, Maputo
- SEYCHELLES - Department of the Environment, Victoria-Mahé  
- Seychelles Fishing Authority, Victoria-Mahé
- SOMALIA - Ministry of Fisheries - National Institute for Statistics and Applied Economy, Mogadishu <sup>3</sup>
- TANZANIA - Kunduchi Marine Fisheries Research and Training Institute, Dar-es Salaam  
- Tanzania Fisheries Research Institute, Dar-es-Salaam  
- University of Dar-es-Salaam - Institute of Marine Sciences, Zanzibar

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<sup>1</sup> No real contact was established during the present year.

<sup>2</sup> Recent consideration might necessitate the upgrading of the co-operating institute to the Faculty of Sciences.

<sup>3</sup> Mail sent to this institute, as early as October 1991, is returned with the remark 'No service'.

ANNEX II

LIST OF PARTICIPANTS

PARTICIPANTS

Dr. Yacouba SANKARE  
Chef du Département de l'Information  
Scientifique et Technique  
Centre de Recherches Océanologiques  
B.P. V18  
Abidjan  
COTE D'IVOIRE  
tel (225) 355014 / 355880  
fax (225) 246504

Mr. James MACHARIA  
Kenya Marine and Fisheries  
Research Institute  
P.O. Box 81651  
Mombasa  
KENYA  
tel (254 11) 472266  
fax (254 11) 472215

Mr. Michael MOSOTE  
Kenya Marine and Fisheries  
Research Institute  
P.O. Box 81651  
Mombasa  
KENYA  
tel (254 11) 472266  
fax (254 11) 472215

Mrs. Anne MUCHIRI  
Kenya Marine and Fisheries  
Research Institute  
P.O. Box 81651  
Mombasa  
KENYA  
tel (254 11) 472266  
fax (254 11) 472215

Mrs. Grace Wambui KAMAU  
Library  
Kenyatta University  
P.O. Box 43844  
Nairobi  
KENYA  
tel (254 2) 810901  
fax (254 2) 810651

Ms. Jane ACHIENG  
Law of the Sea Documentation Centre  
Jomo Kenyatta Memorial Library  
University of Nairobi  
P.O. Box 30197  
Nairobi  
KENYA  
tel (254 2) 334244 ext. 2095  
fax (254 2) 214917

Mr. Solomon L. SHILAMALA  
Chiromo Library  
Faculty of Science  
University of Nairobi  
P.O. Box 30197  
Nairobi  
KENYA  
tel (254 2) 442482

Mlle. Willy Rachel RANIRIARISON  
Centre nationale de Recherches  
Océanographiques  
B.P. 68  
Nosy-Bé 207  
MADAGASCAR

Mr. O. SUNASSEE  
Albion Fisheries Research Centre  
Petite Rivière  
Albion  
MAURITIUS  
tel (230) 233 4729  
fax (230) 212 4427

Mr. Iswardath DASSYNE  
Library  
University of Mauritius  
Reduit  
MAURITIUS  
tel (230) 454 1041  
fax (230) 454 9642

Mrs. Maria Alice SAMUEL  
Instituto de Investigacao Pesqueira  
Av. Mao Tse Tung, 387  
C.P. 4603  
Maputo  
MOZAMBIQUE  
tel (258 1) 490307 / 490536  
fax (258 1) 492112

Mrs. Josette CONFAIT  
Seychelles Fishing Authority  
P.O. Box 449  
Victoria - Mahé  
SEYCHELLES  
tel (248) 24597 / 24521  
fax (248) 24508

Ms. Judy CEDRAS  
Ministry of Environment, Economic  
Planning and External Relations  
Environment Division  
P.O. Box 445  
Victoria - Mahé  
SEYCHELLES  
tel (248) 24644  
fax (248) 24500

Ms. Edna NYIKA  
University of Dar es Salaam  
Institute of Marine Sciences  
P.O. Box 668  
Zanzibar  
TANZANIA  
tel (255 54) 30741 / 32128  
fax (255 54) 33050

#### PARTICIPATING AS OBSERVERS

Mrs. Catherine KAUMBUTHU  
Kenya Marine and Fisheries  
Research Institute  
P.O. Box 81651  
Mombasa  
KENYA  
tel (254 11) 472266  
fax (254 11) 472215

Mrs. Eunice KINYANJUI  
Kenya Marine and Fisheries  
Research Institute  
P.O. Box 81651  
Mombasa  
KENYA  
tel (254 11) 472266  
fax (254 11) 472215

#### ACTING SECRETARY

Mrs. Phyllis MUTERE  
RECOSCIX-WIO Regional Dispatch Centre  
P.O. Box 95832  
Mombasa  
KENYA  
tel (254 11) 471129  
fax (254 11) 472215

ANNEX III

LIST OF LECTURERS

For computer use and CDS/ISIS:

Dr. Paul NIEUWENHUYSEN  
University Library  
Vrije Universiteit Brussel  
Pleinlaan 2  
1050 Brussel BELGIUM  
tel (32 2) 641 2436  
fax (32 2) 641 2693  
email: pnieuwen@rc1.vub.ac.be

For cataloguing:

Dr. Willy VANDERPIJPEN  
Department Belgian Bibliography  
Royal Library Albert I  
Keizerslaan 4  
1000 Brussel BELGIUM  
tel (32 2) 519 5701  
fax (32 2) 511 4111

For RECOSCIX-WIO:

Dr. Peter REYNIERS  
RECOSCIX-WIO Regional Dispatch Centre  
P.O. Box 95832  
Mombasa KENYA  
tel (254 11) 471129  
fax (254 11) 472215  
email: OMNET:recoscix.mombasa; GREENNET:recoscix

For WIODIR presentation:

Mr. Sam NGETE  
RECOSCIX-WIO Regional Dispatch Centre  
P.O. Box 95832  
Mombasa KENYA  
tel (254 11) 471129  
fax (254 11) 472215  
email: OMNET:recoscix.mombasa; GREENNET:recoscix

Representative of the IOC:

Mr. Peter PISSIERSSENS  
Ocean Services  
Marine Information Management  
Intergovernmental Oceanographic Commission of Unesco  
1, rue Miollis  
75732 Paris Cedex 15 FRANCE  
tel (33 1) 4568 4046  
fax (33 1) 4056 9316  
email: OMNET:ioc.secretariat

## ANNEX IV

### COURSE PROGRAMME

- |           |  |
|-----------|--|
| 10 August | <ol style="list-style-type: none"><li>1. Official opening of the training course</li><li>2. Introductory overview of the course on information management</li><li>3. Introductory overview of the course on documentary information systems</li><li>4. RECOSCIX-WIO project, its activities and services</li></ol> |
| 11 August | <ol style="list-style-type: none"><li>1. Presentation of the participants and assessment of their microcomputer knowledge and skills</li><li>2. Automation: hardware, software and standards</li><li>3. Documentary information systems: generalities; information sources</li></ol>                               |
| 12 August | <ol style="list-style-type: none"><li>1. Practical use of microcomputers; elementary concepts; configuration</li><li>2. Automation: database management systems</li><li>3. Formal description: document types; identification of fields</li><li>4. MS-DOS: basic functions and commands</li></ol>                  |
| 13 August | <ol style="list-style-type: none"><li>1. RECOSCIX-WIO project evaluation</li><li>2. Structure of a (bibliographic) database</li><li>3. Questions session</li><li>4. Formal description: further identification of fields</li><li>5. CDS/ISIS: Field Definition Table</li></ol>                                     |
| 14 August | <ol style="list-style-type: none"><li>1. CDS/ISIS: Data Entry Worksheets</li><li>2. Formal description: further identification of fields</li><li>3. Visit to the Kenya Marine and Fisheries Research Institute and the RECOSCIX-WIO Regional Dispatch Centre</li></ol>   |
| 15 August | Day off  |
| 16 August | Day off  |
| 17 August | <ol style="list-style-type: none"><li>1. MIBIS Data Entry Worksheets</li><li>2. Practical training: input of documents</li><li>3. CDS/ISIS: Field Select Table(s) and indexing</li></ol>   |
| 18 August | <ol style="list-style-type: none"><li>1. CDS/ISIS: searching a database</li><li>2. WIODIR directory presentation</li><li>3. Practical training: input of documents</li><li>4. Individual questions</li></ol>   |
| 19 August | <ol style="list-style-type: none"><li>1. CDS/ISIS: output, printing and sorting</li><li>2. Practical training: input of documents</li></ol>  |
| 20 August | <ol style="list-style-type: none"><li>1. CDS/ISIS: conversion of records from other databases</li><li>2. Practical training: input of documents</li><li>3. CDS/ISIS: use within Windows</li></ol>  |
| 21 August | <ol style="list-style-type: none"><li>1. Information retrieval: precision and recall</li><li>2. Practical training: input of documents</li><li>3. Closure of the training course</li></ol>   |

## ANNEX V

### LIST OF COURSE MATERIALS AND INFORMATION DOCUMENTS

- Di Lauro, Anne; Brandon, Ed - *Manual for Preparing Records in Microcomputer-based Bibliographic Information Systems* - Ottawa (ON): International Development Research Centre, 1990, 355 p.
- Fagetti, E.; Privett, D.W.; Sears, J.R.L. - *Aquatic Sciences and Fisheries Thesaurus: descriptors used in the Aquatic Sciences and Fisheries Information System* - Bethesda (MD): Cambridge Scientific Abstracts, 1986, 418 p. - (ASFIS reference series; 6, revision 1)
- Intergovernmental Oceanographic Commission - *Marine Information Centre Development: an introductory manual: an IOC contribution to the Aquatic Sciences and Fisheries Information System (ASFIS), jointly sponsored by IOC, FAO and UN(OALOS)* - s.l.: Unesco, 1991, 32 p. - (Manuals and guides; 23)(SC/91/WS/57)
- Microsoft *MS-DOS Operating System and Microsoft MS-DOS Operating System Shell: user's guide and reference: version 5.0* - London: ICL, 1992, 775 p.
- Microsoft *Windows User's Guide for the Windows Graphical Environment: version 3.0 for the MS-DOS operating system* - Redmond (WA): Microsoft Corporation, 1990, 640 p.
- UNEP - *Directory of Marine Scientists in the Western Indian Ocean* - s.l.: UNEP, 1992, 240 p. - (UNEP regional seas directories and bibliographies; 36)
- Unesco - Division of Software Development and Applications - *Mini-micro CDS/ISIS Reference Manual (version 2.3)* - Paris: Unesco, 1989, 286 p. (with supplement for version 3.0 on version 3.0 programme diskettes)
- United Nations - Office of Ocean Affairs and the Law of the Sea; Food and Agriculture Organization of the United Nations - Fisheries Department; Unesco - Intergovernmental Oceanographic Commission - *A Strategy for the Development of the International Aquatic Sciences and Fisheries Information System (ASFIS)* - Rome: FAO, 1990, 27 p.

## ANNEX VI

### PROJECT EVALUATION QUESTIONNAIRE

#### RECOSCIX-WIO EVALUATION DISCUSSION

In order to discuss the services of RECOSCIX-WIO and your experience we would appreciate if you could think about the questions here below. Tomorrow you will be requested to give a small talk on your institute's experience with RECOSCIX-WIO.

1. How long have you known about RECOSCIX-WIO?
2. When did your institution become a RECOSCIX-WIO cooperating institution?
3. How many scientists are working in your institution and specify the number of BSc., MSc. and PhD.
4. How do you publicize the project, its services and products?
5. Do all scientists in your institution know about the project? Do they show any interest and how?
6. Do all the scientists receive WINDOW?
7. Does your library display a copy of WINDOW?
8. Do you use the RECOSCIX-WIO Information Services:
  8. a. Do you use the Query Handling service. If yes how frequently?
  8. b. Do you use the Document Delivery service. If yes how frequently?
  8. c. Do you request any other services or information from the RECOSCIX-WIO RDC?
9.
  - a. Do you assist the scientists in formulating their query requests?
  - b. Do you assist the scientists in formulating their document requests?
10.
  - a. Are you satisfied with the quality of the query handling. Please grade between 1 (very poor) and 5 (excellent).
  - b. Are you satisfied with the quality of the document handling. Please grade between 1 and 5.
11.
  - a. Are you satisfied with the response time for query handling. Please grade between 1 and 5.
  - b. Are you satisfied with the response time for document requests. Please grade between 1 and 5.
12. Has your institution sent in any contribution for WINDOW? If yes please specify. If no then please say why.
13. Could you give any suggestion for improvement of the existing services, new services, new products, the newsletter, etc.
14. Any other comments:

Thank you for your cooperation.