



ISONET Guide

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Introduction

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies from some 140 countries, one from each country. The scope of ISO covers standardization in all fields except electrical and electronic engineering standards, which are the responsibility of IEC, the International Electrotechnical Commission. Together, ISO and IEC form a specialized system for worldwide standardization – the world's largest non-governmental system for voluntary industrial and technical collaboration at the international level. The results of ISO technical work are published in the form of International Standards.

The decision to create an ISO information Network, ISONET, was taken in order to coordinate and systematize the exchange of information on standards and standards-type documents, both internationally and nationally, by linking the information centers of the ISONET members and the Information Center of the ISO Central Secretariat into a coherent information network.

The term information center is used throughout this guide to refer to the part of the organization that carries out the work described in this guide. It is recognized that in some organizations the work described in this guide may be carried out by several departments, sub-divisions or units in the organization.

Electronic links between information systems of ISONET members are provided via WSSN, World Standards Services Network. The World Standards Services Network ([WSSN](#)), is a network of publicly accessible World Wide Web servers of standards organizations around the world. Through the Web sites of its members, WSSN provides information on international, regional and national standardization and related activities and services.

The first two editions of the *ISONET Guide* were compiled from a number of documents prepared by INFCO (which was the ISO Committee on information systems and services which has now been disbanded) concerning the operations of an information center within the framework of ISONET.

This guide in no way represents a series of instructions or rigid rules but presents a number of procedures which, if followed, will aid information interchange between members of ISONET and with the publics they serve.

This fourth edition of the guide, available on the Internet, has been updated to take account of the massive developments in information technology which have had such an impact on information centers.

**Part A -
The information network and the
national information center**

1 The ISONET concept

1.1 The documentary network

ISONET is based on the concept of a documentary network, i.e. the result of an agreement entered into by different documentation centers generally working in the same sphere of activity and wishing to assist each other in one or more documentary operations (data compilation, information retrieval and dissemination). The aim of the cooperation amongst the members of a network is primarily to avoid duplication of work and to provide services which an individual center would not be able to offer on its own. A number of documentary networks are bibliographic networks in which the shared tasks are the supply of information to a common file and its exploitation. There may also be agreements regarding the lending of documents (in a library network) or the distribution of documents (in a network of publishers, such as ISO) or regarding the conditions of access to the centers (e.g. according to territory or category). The cooperation may sometimes be restricted to the exchange of services. In most cases, it involves the development of common tools or at least common rules.

Access to information is now predominantly through electronic means moving from the manual means used in the past which was reflected through exchange among members of printed catalogues, by enquiry to the relevant ISONET member and other manual means. Today, with the striking advances in the development and availability of information technology (IT) tools and of communications networks in the last few years, ISONET is increasingly an automated network. Further, online access via public communications networks, most notably via Internet, makes it possible for information centers to give users direct access to the information and services which they provide.

1.1.1 Documentary networks and multilingualism

An information source established in the framework of a documentary network may be monolingual or multilingual. The documentary language is in some ways independent of the other characteristics of the network: a monolingual system may be encountered within a local, national or international network; a multilingual system may be encountered within a multinational body, a country having more than one national language, or an international network.

Data supply, whether centralized or decentralized, may be in one language or in any of the languages accepted in the system. Likewise, information retrieval may be in one language or in different languages, irrespective of the language chosen for the indexing – provided, of course, that there is a tool for converting from one language to another. The use, among members of a network, of common systems for classification and indexing, such as the [International Classification of Standards](#) (ICS), facilitates the crossing of language barriers.

1.2 The data-communication network

Whereas documentary networks function more particularly on an intellectual level, data-communication networks essentially relate to electronic data exchange, i.e. communication between machines. Their relationship with documentary networks is only at the data-transmission level and has nothing to do with the content (or the rules governing content) of the files or the data transmitted.

The data-communication network involves the physical network through which computers can be linked to one another. Geographically distant users are thus able to come into direct contact with

information systems such as databases.

Today, the evolution of the basic data-communication network into the Internet concept of an open network and the development of Internet applications such as e-mail and the World Wide Web have produced a computer-networking environment which could be regarded as the "truly worldwide transmission network" foreseen in previous editions of the *ISONET Guide*.

Via the World Wide Web (WWW), users may access a myriad of electronic information services around the world. It is not surprising that a large number of ISONET members have already created electronic information services through web portals, sometimes coupled with document ordering and distribution services, and this number continues to grow.

1.3 The case of ISONET

Given the possibilities which electronic products and the Internet provides for access to information, a documentary network may take one of many forms. So far as ISONET is concerned, some choices have already been made, but they still allow for a certain flexibility regarding the mode of participation in the network. This flexibility is necessary because of the heterogeneity of ISONET, which comprises members who not only are at different stages of development with regard to their information services, but who also have varying levels of resources at their disposal. Flexibility is also necessary to cater for varying national requirements and considerations, but it can be seen that certain core elements are common to every market. Harmonization provides for ease of data and information interchange across these common areas.

In the context of information services made available on the Internet, the need for harmonization expands to encompass the presentation of the information, in order to facilitate navigation of members' Web sites and access to the information.

Some ISONET basics are described in the following subsections.

1.3.1 The documentary base

the idea of the documentary base is that all ISONET members have interconnected networks containing standards-type documents (standards, technical regulations, branch specifications, etc.) accessible from any one member.

1.3.2 Operations performed by the members

All members have the same rights; the exchanges are reciprocal. The ISONET system is multilingual and is intended to enable each member of the network to index and make enquiries in its own language, or at least in one of the languages in which there is an indexing tool. The indexing centers are usually information centers as well.

1.3.3 Supply of information

Decentralized; one national member per country (in principle). This member is responsible for compiling and indexing the standards documents relating to its own territory and for making the results of this inventory available to the other members.

A member may, by agreement, take over responsibility for indexing the standards-type documents of another country.

1.3.4 Information processing method

Depending on the resources available, the ISONET member may choose from various methods including the following:

- establishment of a catalogue of standards documents of the country;
- transmission to a data acquisition center located in the member's own country or under the responsibility of another member of ISONET;
- establishment of a database which may be made available to other members through a computer network or via the Internet;
- direct management of an electronic file for exchange established in conformity with the [*ISONET Manual*](#).

1.3.5 Means of access to the information

Information retrieval involving documents from different countries will, in certain centers, involve tools which differ depending on the choices made by the other partners. ISONET members will find themselves in various situations, for example:

- A fully manual ISONET center will continue to receive catalogues from the other partners in the network.
- ISONET centers may have direct access to databases of a number of national collections.
- Some centers may have electronic files established by other partners.

1.3.6 Dissemination of information

In principle, there is one national member per country. Users from a given country should normally contact the ISONET member of that country.

The information may be made available in different ways including answers to enquiries, supply of a manual file, supply of an automated file and access to a database. An ISONET member may select any of these ways; however, they do not all offer the same advantages for other ISONET partners or for users outside ISONET. Whichever way is chosen, it is up to the national member to see that the relevant ISONET rules are respected.

2 The national standards information center

2.1 Introduction

This section describes a number of factors which should be taken into account in establishing and developing a national standards information center. It is designed to guide those concerned with providing technical information services in the field of standards, technical regulations, similar documents and related matters. No attempt is made to cover in detail public relations activities in general or the publishing and sale of standards, although such functions are occasionally incorporated in the terms of reference of individual centers.

2.2 Name and location of center

2.2.1 A national standards information center will generally form part of the national standards organization, but it may sometimes be more convenient to locate the center elsewhere. In the latter case, the center should operate as the national standards information center by authority of the national standards organization.

2.2.2 The name of the center will generally correspond to the name of the national standards organization. Otherwise, a name should be chosen which connects the center with the country to which it belongs. A national standards information center may establish regional sub-centers where this would result in improved services.

2.2.3 A national standards information center may approve the standards information activities of other centers in the country concerned. Such centers may be nominated as associate members of ISONET, provided that they are willing to abide by the terms of the [ISONET principles and procedures](#).

2.3 Objectives

The objectives of a national standards information center should be the following:

2.3.1 To provide an efficient information service on international, regional, foreign and national standards, technical regulations, and on all matters related to standardization.

2.3.2 To operate as the national member of ISONET in accordance with the [ISONET principles and procedures](#), if so designated.

2.3.3 To operate, where relevant, as the WTO TBT ¹⁾ National Enquiry Point.

2.4 The user

A national standards information center should be designed to serve the following groups of users:

2.4.1 On the national level

2.4.1.1 Government and public services, national or local.

2.4.1.2 Public and private bodies and individuals.

¹⁾ Technical Barriers to Trade

- 2.4.1.3 National standardization committees concerned, for example, with:
- commerce and industry (including agriculture, fisheries and transportation);
 - means of communication;
 - education (including the arts);
 - research and development;
 - sports and leisure;
 - consumer protection;
 - health and safety;
 - environmental protection.
- 2.4.1.4 The staff of the organization where the center is located.

2.4.2 On the international level

- 2.4.2.1 Other members of ISONET.
- 2.4.2.2 ISO (and IEC) technical committee, subcommittee or working group secretariats located in the country concerned.
- 2.4.2.3 National delegations to international or regional standardization committees and their dependent bodies.
- 2.4.2.4 Public and private bodies and individuals.

2.5 General conditions of operation

All operations of a national standards information center should be conducted in accordance with national and international guidelines, standards, and procedures designed to facilitate the acquisition, storage, retrieval and dissemination of information and, in particular, with the following:

- 2.5.1 National standards of the country concerned.
- 2.5.2 International Standards.
- 2.5.3 Rules and procedures established by INFCO (now disbanded) for ISONET.
- 2.5.4 Guidelines and procedures established within the framework of UNISIST or by other international organizations operating in the fields of information or documentation where they usefully supplement the items listed under 2.5.1, 2.5.2 and 2.5.3. Such organizations might include, for example, the International Federation of Library Associations (IFLA) and the International Federation for Documentation (FID).

2.6 Document collections

2.6.1 Acquisition of documents

Collections of documents for information centers may be acquired by purchase, donation or exchange. To aid these processes the center should establish appropriate relationships with other organizations. For example:

- The center should aim to become the national depository of standards, codes of practice, technical regulations, and other standards-type documents.
- The center should participate through ISONET in the exchange of standards, catalogues and information on standards and standardization with national standards information centers in other countries and with the ISO Information Center in Geneva.
- Exchanges may be arranged with other information centers in the same country, or abroad, as considered necessary or helpful.

Document collections should be kept up to date since information contained in these documents may form the basis for decisions affecting design, quotations, future policy, legal action, etc. It should be recognized that out-of-date or incomplete information can be dangerous.

2.6.2 Types of document collections

A national standards information center should aim to establish a number of document collections. In most cases it should be easy to maintain a collection of national standards. Special problems arise, however, in the case of regulations and legislation, first in identifying the authorities and then in ensuring a regular flow of information. Not all collections can be completed immediately, and collections of documents should be made available for use as soon as ready, without waiting for the whole library to be completed. The following collections of documents could be useful in a national standards information center:

- National standards and draft standards of the country of the center.
- Standards, regulations of a standardizing nature and similar documents published by governmental and other organizations in the same country (including industry and branch standards when considered necessary for servicing national and ISONET needs).
- International Standards and standards-type documents published by ISO, IEC, Codex Alimentarius and others which come within the technical scope of the center; regional standards, where appropriate.
- Foreign national standards as required for own national purposes.
- Standards catalogues, indexes, bibliographies.
- Translations of own national standards into foreign languages when considered useful for reference or record purposes. Records should be kept of the location of translations even when the translations themselves are not actually held in the center.
- Translations of foreign and international standards into own national language(s).
- Directories, dictionaries and general works of reference.
- Superseded documents and earlier editions of standards and similar documents published in the country concerned.

2.7 Operations concerning national collections

The purpose of the operations described below is to build up the national collection of documents, to keep it up-to-date and to prepare the documents for use in information services.

2.7.1 Accession

New documents should be checked (against delivery note, order, catalogue, etc.) and handled in

accordance with the library procedures established for the center concerned. The documents should then be filed and those which constitute errata, amendments or addenda should be associated each with its main document. When a new document replaces an earlier one, the latter should be removed from the current collection to a file of archives, or disposed of if it is of no further value for ISONET or local purposes. (A center should always retain a full archival file of earlier editions and superseded documents published by its own organization.)

2.7.2 Indexing for ISONET

All standards, regulations, etc. for the country of the center concerned should be indexed and registered in accordance with procedures established for ISONET, using the [ISONET Manual](#) to guide these procedures. The task should be completed progressively, starting with national standards and then following a list of priorities, decided locally in accordance with any guidelines which may be established for ISONET members.

2.7.3 Current awareness service

When lists of accessions or other current-awareness material are prepared manually in a center, this should be done as part of the accession procedure, before the new documents are filed or shelved.

2.7.4 Maintenance of collection

It is important to ensure the safety of the national collection of standards and other information material kept in the center; the documents should be protected from damage and replaced or restored when necessary. It should be possible to retrieve any document rapidly when required to serve the users, to introduce official changes into the texts or to withdraw and transfer to the archives when superseded.

The choice of filing and storage arrangements will depend upon local conditions such as the availability and cost of space, labour and equipment. A choice should be made between open access, when the user is allowed access to the shelves of the library, or a more restricted alternative system in which the user must make requests to the staff of the center.

2.8 Using electronic archiving

While books and printed papers are likely to continue to form part of most library and information center collections of documents, exchanges between such centers in electronic formats are predominant. Moreover, increasing postal charges, limitation on storage space, and the growing size of collections, especially in archives, have led many centers to adopt conversion of paper documents into an appropriate electronic format. In order to ensure compatibility with other centers and quality in terms of legibility and storage life, care should be taken that equipment and techniques used conform to International Standards.

2.9 Contacts and liaisons

A national standards information center needs to be aware of the activities of many other organizations, and in some cases close liaison and cooperation is essential. The following are particularly important:

2.9.1 The center should keep a register of other organizations in the country of the center which develop standards and of their activities, and which develop technical regulations and their activities, and should establish formal links with such centers.

2.9.2 The center should maintain contact with the other national centers and with the ISO Information Center in Geneva.

2.9.3 Other information centers in the same country may be concerned with providing information on standards and similar documents in general or in specific technical fields. A national standards information center should establish liaisons with such centers.

2.9.4 All information centers receive some enquiries outside their fields of technical competence. Even in such cases, it is in the interests of a center to give a helpful reply, often by referring the enquirer to a more appropriate source of information. A national standards information center should therefore be aware of the general information scene in its own country and should establish friendly relations with other centers so that they in turn may know where to refer enquiries on standardization and related matters.

2.9.5 By maintaining contact with other centers and appropriate national professional organizations, a center may keep up to date on developments in methods of acquiring, processing and disseminating information and or national policy affecting such matters.

2.10 Services

An information center should endeavour to answer rapidly and efficiently all enquiries received. It should in addition play a more active role by preparing and disseminating information, preferably on a selective basis. In brief, a national standards information center should respond to user's requests and anticipate needs. Types of service which may be offered by a national standards information center could include the following.

2.10.1 Enquiry services

2.10.1.1 Reference to documents

A simple enquiry service in which references to documents are given in response to enquiries is the minimum service which could be offered by an information center. Answers should always include a complete documentary reference and information on the source of supply of the

document(s) in question. A database of inquiries may be developed to track enquiries, capture customer feedback, generate statistics, and analysis the type of information requested by users.

2.10.1.2 Supply of documents

A higher level of service may be given by providing the enquirer with copies of the documents in which he is interested. This may be by one or more of the following methods:

- **Sales of documents:** Copies of the standards of the country concerned, foreign standards and International Standards may be sold by the national standards information center or by a separate sales department.
- **Copying of documents:** Documents may be provided as full-scale, micro-form or electronic copies. A center operating a copying service should have regard to national laws and international agreements on copyright.
- **Library services:** Documents may be made available through a library reference and/or loan service. Documents outside the range of the center's collections may often be acquired through inter-library loan schemes or photocopying services. Such services can be a great help in meeting occasional special requests.

2.10.1.3 Information from documents

A center may provide information extracted from documents: for example, comparisons of requirements in different standards, with evaluation of the information or determination of equivalent standards. This requires a much higher level of technical ability over a wide field and such a service is more expensive than those considered above. A center offering this type of service is, in effect, functioning as an information analysis center.

2.10.1.4 Referral service

A referral service is an essential part of any enquiry service. Whenever a center is unable to give a complete answer to a specific question it should aim to refer the enquirer to the most appropriate source of the information he needs. (See also [2.9.4.](#))

2.10.1.5 Advice and documentary procedures

An information center should be able to advise other departments of a national standards organization on current documentary procedures. In particular it should help to ensure that references to documents are correctly given in publications of the organization.

Some examples of how to quote references to standards are shown below:

Do not write:

2861/1
D 11103 or NFD 11.103

CAN 27211
N-011 50
ZE8-015

but write:

International Standard ISO 2861-1:1974
French standard NF D 11-103 (June 1978)
Canadian standard CAN2-72.11.79
Polish standard PN-76/N-0150
Yugoslavian standard JUS Z.E8.015-1974

Examples of numbering for regional and national standards that are adoptions of International Standards are also given in [ISO/IEC Guide 21:1999](#) *Adoption of International Standards as Regional or National Standards (2nd Edition)*.

2.10.2 Secondary information

A national standards information center may anticipate the needs of the user by preparing secondary information from the documents received and filed in the center. Such secondary information may take a variety of forms, including the following:

- **Lists of library accessions:** for example, lists of published standards received in the center, issued as a periodical publication.
- **Bibliographies:** lists of standards, draft standards, regulations, etc. in specific subject fields.
- **Abstracts journals:** covering standardization literature.
- **Special indexes:** a national standards information center may publish special indexes of standards, directories, catalogues and yearbooks.
- **Selective dissemination of information (SDI):** current awareness services tailored to the individual user's need.

2.10.3 Training and publicity

A national standards information center should ensure that the services it provides receive adequate publicity. It may be helpful in some cases to organize training courses or seminars for users to instruct them on sources of standards information.

2.11 Studies and development of activities

A center should continuously evaluate its activities with a view to developing better methods and rendering a more effective service. Important aspects of such studies might include the following:

- Compiling statistical information on enquiries received, services rendered to the user, types of user, types of enquiry and speed of response, using an enquiry database if appropriate.
- Compiling statistical information on the holdings of the center and on the rate of growth of the collection.
- Studying and evaluating new techniques for information activities.
- Establishing a procedures manual for the activities of the center.
- Establishing customer feedback mechanisms to determine quality of service, usefulness of information provided, and suggestions for improvement.

2.12 Finance

A national standards information center may be financed in a variety of ways, including any or all of the following:

- by budgetary allocation of the parent organization;
- by government grant or subsidy;

- by sale of documents or services.

Each center should decide a policy in this respect.

2.13 Organizational functions

Three main organizational functions are represented in a national standards information center. In large centers these may correspond to departmental sub-divisions, while in smaller centers some functions may be merged in single departments, sections or even individuals. In all cases the following essential functions must be recognized:

2.13.1 Management and methods

Management and methods, which includes the following subsidiary functions:

- General planning of the center and its activities, including the preparation of a handbook, or manual of procedures for the center.
- Maintaining records of requests received and answered (via automated database if appropriate).
- Analysis of the numbers and types of enquiries, the compositions of user groups, and the time required for the various types of services offered.
- Studying and implementing improved methods of information handling.
- Maintaining cooperation with other organizations.
- Arranging for the recruitment and training of staff.
- Preparing publicity for the center's activities and instructions for the user of standards information.
- General control over the implementation of plans and coordination of the departments (activities) of the center.
- Setting up regional sub-centers as required or arranging extramural activities.
- Estimating requirements of staff, accommodation, equipment and finance.
- Reporting on the activities of the center.

2.13.2 Service operations

This group of functions includes the installation, operation and maintenance of the equipment of the center.

2.13.3 Information processing

The following subdivisions summarize many interconnected functions (many of which have been described in clauses [2.6 to 2.10](#)):

2.13.3.1 Input of information

This covers all aspects concerned with the acquisition of information, including the following:

- Registration of organizations developing standards and related documents, and other useful centers. (See [2.9](#).)

- Acquisition of documents. (See [2.6.](#))
- Accession procedures, indexing for ISONET, and preparing current awareness material. (See [2.7.1](#) to [2.7.3.](#))

2.13.3.2 Handling the collection

Consideration should be given to the physical condition and location of the documents in order to ensure the safety of the national collection, to keep it up to date and to facilitate access to individual documents when required. Operations under this heading include the following:

- Storage and transfer of documents. (See [2.7.1](#) and [2.7.4.](#))
- Updating (amendment) and repair of documents. (See [2.7.4.](#))

2.13.3.3 Services to the user

These services may be classified in three groups:

- Information about the availability of documents;
- Provision of the actual documents;
- Providing information compiled from documents.

These services are analyzed in some detail in [2.10](#). The extent to which they can be offered by a given center will depend upon the resources and expertise available.

2.14 Conclusion to section A

Guidelines are useful in establishing broad principles but there is a need to keep abreast of new information handling techniques and changing requirements. In addition, exchanges of experience between those responsible for national standards information centers are of great value.

From these considerations it is strongly recommended that all national standards information centers play an active part in ISONET.

**Part B -
Operation of an
ISONET center**

3 Answering technical enquiries

3.1 Each national member of ISONET is responsible for answering enquiries from all individuals and organizations located in its territory.

3.2 The ISO/IEC Information Center is responsible for answering enquiries from international organizations and from individual organizations in countries where there is no ISONET member.

3.3 These responsibilities may be fulfilled directly by the body concerned or by delegation to suitable information centers nominated to ISONET by national members or by the ISO Central Secretariat.

3.4 A national member of ISONET receiving an enquiry from outside its territory or from an international organization should reply promptly and as helpfully as possible within the limits of the service which would normally be accorded to an enquirer from within its territory. The Central Secretariat should take similar action on enquiries emanating from national bodies in the territory of any national member of ISONET.

3.5 A reply to an external enquiry according to 3.4 should always include information on the ISONET information center within the territory of the enquirer which would be prepared to answer such enquiries in future instances.

Example of implementation of 3.5:

Consider a fictional standards institute, SSSS, in country X. A suitable reply to an enquirer in country Y would be as follows:

The enclosed reply to your enquiry has been prepared by the SSSS Enquiry Services Department. SSSS is the national member for X of the ISO Information Network (ISONET), [and also serves as the Enquiry Point in accordance with the WTO TBT Agreement on Technical Barriers to Trade.]

Your enquiries will always be welcome, but we advise you to turn primarily to the ISONET center in your country. They may reply directly to your enquiry, or transfer it to the most appropriate center.

The ISONET center in your country is:

[contact information for ISONET member in country Y]

4 A translation section within a national standards information center

4.1 Tasks of a translation section

This clause sets out the tasks of a translation section and a number of principles and rules relating to the registration of translations of standards and to the exchange of information on such translations, in order to avoid unnecessary duplication of translation work. It does not concern the execution ²⁾, sales or exchange of the translations themselves.

The tasks of a translation section are to assist in developing multilingual tools, to provide translations requested by users and to inform about standards already translated. Translations of standards catalogues and of contents tables of information bulletins, or the provision of a bibliographic bulletin of new foreign standards with their translated titles, serve to inform readers about subjects covered. Thus, steps should be taken to establish a catalogue of translated foreign standards and a library of translated standards where the latter are classified separately from the corresponding originals but according to the same classification.

4.2 Definitions

For present purposes, the following definitions apply.

4.2.1 **translation** (of a standard): A complete version of a standard in a language different from the language of the original.

4.2.2 **publisher**: The organization responsible for establishing an original standard.

4.2.3 **translator**: The organization sponsoring or performing the translation of a standard.

4.3 Principles

For practical reasons, a decentralized system has been adopted for ISONET, according to which each publisher is encouraged to keep and to up-to-date information on existing translations of its own standards, irrespective of the identity of the translator.

Questions of copyright may be a matter for discussion between the bodies concerned in each individual case, apart from any registration procedure.

4.4 Rules for registration of translations of standards and for information exchange

4.4.1 Each publisher takes the responsibility for establishing a register of existing translations of its own standards and for regularly updating these records.

²⁾ Refer to the appropriate ISO standards such as: ISO 2384:1977, *Documentation - Presentation of translations*, and ISO Guide 47:1986, *Presentation of translations of ISO publications*.

4.4.2 No specific form is established for these records, but the following information should appear, as a minimum:

- Basic bibliographic data sufficient to identify correctly the original standard (reference, year of publication, title if necessary).
- Language of translation.
- Organization holding the translation.

4.4.3 Each translator intending to undertake a translation of an individual standard should ascertain, through the corresponding register or catalogue (see 4.4.1) or by direct contact with the publisher, that no suitable translation already exists. After the translation is completed, the translator should communicate to the publisher all details necessary for the register. He should also include the information in the record of the original document as indicated in the *ISONET Manual*.

4.5 Information on available translations

4.5.1 The information on available translations should be included, in an appropriate form, in catalogues or should be distributed in the form of separate lists.

4.5.2 In addition to the above procedure, translators having carried out a substantial number of translations of foreign standards may publish and distribute lists of translations for the information of local customers

5 Bibliographic lists

5.1 Introduction

Bibliographic lists of standards and standards-type documents constitute essential tools and services for standards information centers. Such lists, of national and international standards, taken from the current catalogues of the standards institutes, are often exchanged between members.

Subject bibliographies or specialized bibliographies in a given sector are offered as a service by a number of ISO members.

The proposals set out in this clause are intended to apply to these two types of lists when supplied on paper. For lists supplied in electronic forms, other recommendations may be relevant. Reference should be made to the [ISONET Manual](#) for the exchange of electronic files. The presentation of Web sites is covered by the [Guidelines for the development of WSSN web sites](#).

Flexible rules have been adopted so as to avoid the need for sudden major changes in presentation. Nevertheless, the intention is to limit the diversity of presentation and to ensure that certain data which are essential to rapid information retrieval are present.

It is necessary to consider

- the bibliographic references which identify the standard or the standards-type document, and
- the constituent parts of the national or international catalogue (or the bibliography which provides access to the documents presented).

5.2 Bibliographic references which identify the standard or the standards-type document

5.2.1 Elements which should appear in any bibliographic list

These elements include the "identification elements" which are needed to order a document and the "information elements" which are useful in selecting the document.

5.2.1.1 Identification elements are:

- **Corporate author** (origin): when the list includes references to documents issued by more than one standards institute or standards writing organization.
- **Reference number** (and, if necessary, the number of the part, addendum or amendment): parts, addenda and amendments must have separate references if they are physically distinct documents and supplied separately.
- **Document date** (date of publication).
- **Title**: in one of the official ISO languages (may be accompanied by the full title in the original language).
- **Edition**: it is recommended that numbers are used to indicate the edition.

5.2.1.2 Information elements are:

- **Language:** indicate languages into which the document has been translated, if any.
- **Price:** indicate price, price group or number of pages.
- **Series:** if the standards form part of a series publication, the name and number of the series should be given.
- **Revision:** where possible, an alerting device (*, !, +, etc.) should be given beside the number of each standard revision and for which a revised edition is expected to be published during the validity of the catalogue or bibliography.

5.2.2 Elements which may usefully appear in a bibliographic list

- **New information:** indication of any new information or changes to information which appeared in the previous edition of the bibliographic list.
- **Format:** indication of the format of the documents listed ³⁾.
- **Medium (media):** state the medium if the document is available on a medium other than paper indicate the medium ³⁾.
- **ISBN number:** indicate the ISBN number if it is used on the documents listed.

5.3 Component parts of a national or international catalogue (or the bibliography which provides access to the documents presented)

All national or international catalogues should conform to ISO 7220:1996 ⁴⁾ and include the following information:

5.3.1 General

- Title leaf with an informative and unambiguous title.
- Date of publication of the catalogue.
- Date of the latest information in the catalogue, e.g. "Contains information up to 2002-12-31."
- Name and address of the publishing institute.
- Procedure for placing orders, and sales conditions.
- Place and conditions for procuring foreign and international standards and publications.
- Procedure for keeping users informed of catalogue updating.
- Explanatory note on the status of the standards or any other information from which the term of validity of each standard can be determined.
- Statement on copyright, when appropriate.
- Key to abbreviations and codes used in the catalogue.
- Synopsis or table of contents.

³⁾ If this varies within the collection; otherwise, give this indication in the introduction.

⁴⁾ ISO 7220:1996, *Information and documentation -- Presentation of catalogues of standards*.

- Reference to the catalogues of international standards organizations.

5.3.2 Main part

- List of standards comprising the full bibliographic references mentioned in 5.2.
- Translation of the various classification subject groups into one of the official ISO languages.

5.3.3 Classification of references

The main part should preferably be classified by subject fields. A conversion table from ICS fields to the classification used may be considered useful. In addition, there should be a numerical index so that a reference can be retrieved either through subject or document number.

5.3.4 Alphabetical index

This index is essential. It may be formed of keywords or of descriptors. The index terms may refer the user to the bibliographic references of one or more documents or to a subject group in the catalogue.

An acceptable alternative would be a KWIC (key word in context) or KWOC (key word out of context) index.

5.3.5 Other useful information

The following should be included as parts of a national or international standards catalogue (unless published separately):

- list of superseded/withdrawn standards;
- list of cancelled standards;
- cross-reference list of standards.

NOTE - In some countries like the USA, standards issued by associations and professional societies are adopted as national standards. These standards are referred to by both original reference numbers as well as the new numbers given by a national standards body, hence a cross-reference list is usually required.

5.4 Component parts of a subject bibliography

Subject bibliographies should contain the following minimum information.

5.4.1 General

- Date of publication of the bibliography.
- Name and address of the publishing institute.
- Place and conditions for procuring the standards documents appearing in the list.
- Procedure for keeping users informed of up-dating of the list.
- Explanatory note on the status of the documents or any other information from which the term of validity of the documents can be determined.
- Key to abbreviations and codes used in the list.

- Synopsis or table of contents.
- Reference to other subject lists belonging to the same collection of bibliographies.

5.4.2 Main part

- List of standards comprising the full bibliographical references described in 5.2.
- Translation of the various classification subject groups into one of the official ISO languages.

5.4.3 Index

An index is not always essential if the references are classified systematically.

5.5 Size

The sizes recommended for publications on paper are A4 and A5⁵⁾. For microfiche publication, the microfiche should be of standard dimensions (size A6) and information in the heading area should conform to ISO 5123:1984⁶⁾, The information should include the title, the publication date, the name of the publisher, and the microfiche serial number (if more than one microfiche is required for the same publication).

5.6 Updating

The catalogues and bibliographic lists of subjects constitute important tools which the recipients need for documentary retrieval. When possible, users should be kept informed of changes in the content of these tools (new standards, withdrawals), e.g. by standing order service, the organization's magazine, or other regular periodical).

It is recommended that national and international catalogues should be issued each year. Lists of changes should be sent out preferably not less frequently than at three monthly intervals. Cumulative updating lists with the same layout as that of the catalogue are particularly useful.

Subject bibliographies should be considered for up-dating at least once per year (updating may be in the form of a complete re-publication or in the form of a list of modifications).

⁵⁾ In certain cases, A3 size documents may be accepted which, when folded, become size A4.

⁶⁾ ISO 5123:1984, *Documentation — Headers for microfiche of monographs and serials*.

6 Information concerning conformity assessment

6.1 National members of ISONET should act as reference points for information on standards and related matters, including conformity assessment systems of the national governments and other organizations.

6.2 National members of ISONET should be capable of providing names of authorizing legislation, titles of reference documents, and identification of contact points for national government systems. For other conformity assessment systems, the national members of ISONET should be capable of providing titles of reference documents and identification of contact points.

6.3 Each member of ISONET may refer to any other member an inquiry concerning conformity assessment of products within the area of the latter member. In responding, the member shall take all reasonable steps to answer at least to the extent provided for in 6.2. In instances in which the ISONET member is associated with pertinent systems, the member may wish to respond in greater detail.

7 Financial aspects

It is to be expected that some ISONET members may wish to exchange electronic bibliographic data files with other ISONET members (with or without themselves having similar data files to offer on an exchange basis).

Bilateral negotiations for exchanges of data files may be difficult owing to the fact that some national members may be willing to provide such data files at a low cost in hopes of promoting sales of standards documents while other ISONET members not directly involved in the sales of standards may require higher fees and perhaps royalties for the use of their bibliographic data files.

Problems with bilateral negotiations may arise because of differing approaches in various countries to the financial support of standards information services. The differing approaches are not within ISONET's power to change and need to be dealt with on a case-by-case basis in the course of bilateral, or multilateral, negotiations between ISONET members.

With regard to establishing bilateral agreements a broad interpretation of the relevant clauses of the *ISONET principles and procedures*⁷⁾ is to be encouraged. For example:

- Within ISONET, consideration should be given to the concept of "in kind" exchanges and not necessarily be limited to exactly equivalent services or products.
- In their negotiations for exchanges with other ISONET members, ISONET members are encouraged to include other technical information organizations within their own countries or regions, thereby expanding the possibilities for mutually beneficial exchanges.
- In cases where language and currency problems exist, ISONET members may be encouraged to consider translation services, or possibly training or consultation services, as a basis for negotiations.
- ISONET exchanges involving developing countries may be facilitated through assistance obtained from various national and international development assistance programmes. ISONET members are encouraged to use such assistance whenever possible.

⁷⁾ *INFCO terms of reference and operating procedures, Annex A.*

**Part C -
ISONET training and
promotion**

8 Training the staff of standards information centers

8.1 Background

The decision to establish an international information network on standardization (ISONET) calls for the development of a training plan for the staff of national standards information centers. Qualified staff, ideally with a sound knowledge of standardization as a basis for their information and documentation activities, are essential if ISONET is to be effective. In practice, it may be necessary to recruit technical or scientific graduates and train them in information and documentation work, possibly with the assistance of an established ISONET Center. Alternatively, staff with information and documentation skills can be trained in aspects of standardization by professionals within the standards developing organization.

[ISO Development Manual 8](#), *Organization and development of a national standards information center* offers practical guidance in establishing a standards information center. This Manual contains general guidelines for training staff in a national standards information center and for the purposes of the [ISONET Guide](#) it is assumed that the staff of standards information centers will receive such general training. It is further assumed that these staff will already have a basic training in information and documentation. The training programme given in [Annex A](#) is intended for staff conforming to these two sets of requirements and covers subjects that are considered necessary for information specialists working with standards and technical regulations.

8.2 Programme for a course in the work of standards information centers

The detailed list of topics given in [Annex A](#) is intended to make it easier to plan training programmes which are adapted to the true needs of the staff of a standards information center or group of centers. For example, a long-established center, a newly established center or one which has recently extended its activities will have different training needs. The tasks allocated to centers vary from one country to another: some are responsible for public relations activities while others are not. It is left to the organizers of courses to decide when certain topics should be omitted from the programme and others developed in greater detail.

It follows from the above that the lengths of the various sessions included in the programme are somewhat arbitrary. They may be varied according to local needs. It may also be necessary to rearrange the sequence of topics to meet local needs.

8.3 Exchange of experience in training

ISO members are encouraged to exchange mutually on request any available material for use in training courses, as well as to share their experience in the practical organization of training sessions.

9 Training indexers

A programme intended for the training of staff dealing with indexing by ICS, bibliographic description and descriptor indexing of standards-type documents in ISONET national centers is presented in [Annex B](#).

Proposals on quality control checks are not included in the training programme in [Annex B](#) since this important problem belongs to the system control of ISONET activity rather than to professional training.

10 Guiding users of standards information centers

10.1 The need

The information task of the standards institute can only be accomplished efficiently if the following conditions are met:

- the staff in charge of processing the information on standards are competent;
- the potential users know about services offered by the standards information centers.

It is in order to achieve this second objective that each standards institute must endeavour to provide guidance for the users.

10.2 Categories of users

For the purposes of ISONET, a distinction should be drawn between the following two categories of users for a given information center:

- other ISONET members ;
- "national users"

This section of the *ISONET Guide* does not apply to the first category of users. The second category consists of parties (legal entities or private individuals) who normally apply to the information center of their country's standards institute.

The second category may be broken down into a number of further types of users as follows:

- **Technical and associated staff working at the standards institute or its affiliated agencies** ("standardizers"): These users are generally familiar with the mechanism of standardization. However, they are not always familiar with the methods of information processing. Their contacts with the standards information centers are frequent, and their needs are easily identified.
- **Documentation centers**: These operate in specific sectors and act as "relays" in the transfer of information between the standards institutes and the users. These centers are knowledgeable about information processing mechanisms but not necessarily about standardization mechanisms. Their contacts with the standards information center may be frequent.
- **Outside enquirers**: These users may work in widely diversified fields, have different levels of training and have any number of reasons for using the centers. Their contacts with the information center are irregular and in a given case there may be only one such contact. These users must be introduced to both standardization mechanisms and information processing mechanisms.

It would therefore seem difficult to plan a programme which is the same for all categories, even though certain of the items included may be the same. It is therefore proposed to plan for three programmes corresponding to the user categories defined above.

10.3 Methods

Seminars based on these programmes will generally be intended for professional people who have little free time. Efficient methods should be adopted which call for active participation; for this reason it is advisable to limit the number attending each seminar to twenty. The aim is not to transfer intellectual knowledge but rather to instill an attitude in users that will prompt them to avail of the information center's services. What is important is to generate motivation and to demonstrate the positive role of assistance which such a center can offer in the user's day-to-day work.

Instruction may be in the form of lectures, case studies, exercises, and concrete examples, these all being well illustrated by diagrams. An extensive guided tour of the center is recommended, and those staff members who will later be receiving the enquiries should be introduced.

It may also be useful to provide each participant with a brochure listing the services offered by the information center, together with various other practical details (hours, telephone number, function of the different departments, etc.). Apart from its use in seminars, such a brochure would also serve as a guide for distribution to individual users of the standards information center.

Since local conditions vary so much, it is left to individual institutes to prepare their own timetables based on the checklists which follow:

- [Checklist 1](#): Guidance for standards institute technical and associated staff
- [Checklist 2](#): Guidance for Information officers at "relay" centers
- [Checklist 3](#): Guidance for "private individuals" as users

Checklist 1: Guidance for standards institute technical and associated staff

- Introduction
 - Aims of the seminar
 - Introduction of lecturers
- The various types of information of probable interest to standardizers
- The function of documentary science: its role in the transfer of information
- Information systems
 - General operating principles
 - Methods, tools and materials used by manual and mechanized centers
- Presentation of national and international standards on documentation
- The standards information centers
 - General organizational set-up
 - Areas covered
 - Functions (providing access to information, access to documents)
 - Liaison with other information sources (ISONET, national centers of specialization, WSSN, etc.)
 - Types of services offered
 - How to formulate enquiries
 - How to use an online service
- What the national information center actually offers
 - Stock of documents available
 - Index files
 - The center's publications and duties of various staff members
- Tour of the center and example of how an enquiry is processed

Checklist 2: Guidance for Information officers at "relay" centers

- Introduction
 - Aims of the seminar
 - Introduction of lecturers
- Aim of standardization
 - Organization of national and international standardization and how it functions
 - Procedure for writing standards
 - Tasks of the standards institutes
- Characteristics and types of documents on standardization
- Consequences for documentary treatment
 - Indexing plan
 - Maintenance
- How information on standardization is organized
 - ISONET and the national centers
 - WSSN
 - The transfer of data up to the end user and the role of "relay" centers
 - Access to documents
 - Areas covered by the national information centers
 - Functions
 - Types of services provided
 - Presentation of national and international standards concerning documentation
- What the national information center actually offers
 - Stock of documents processed
 - Processing method
 - Index files available
 - Means of providing information and documents
 - Special services, rates, conditions of possible cooperation
- Tour of the center and example of how an enquiry is processed

Checklist 3: Guidance for "private individuals" as users

Note - Seminars in this category should preferably be addressed to users grouped homogeneously according to profession (engineers, consumers, teachers, etc.) or field of activity

- Introduction
 - Aim of the seminars
 - Introduction of lecturers
- Aim of standardization
 - Organization of national and international standardization and how it functions
 - Procedure for writing standards
 - Tasks of the standards institutes
 - Characteristics of standardization documents
- The function of documentary science and its place in the transfer of information
- Information systems
 - General operating principles
 - Methods, tools and materials used by manual and mechanized centers
 - WSSN
- The user's interest in national and international standards on documentation
- The standards information centers
 - General organization
 - Fields covered
 - Functions and types of services provided
- What the national information center actually offers
 - Stock of documents available
 - Index files
 - The center's publications
 - Types of enquiries dealt with, rates, practical information
- How to formulate enquiries
- Use of an online service
- Tour of the center and example of how an enquiry is processed

11 Publicity for a standards information center

11.1 Purpose

Publicity with regard to a standards information center principally performs two functions:

- attracts users, and
- identifies the scope of the information center and the services it offers.

While most organizations will mainly produce printed publicity, any opportunity to use the press, radio, television or inclusion in an organization's general information video should be followed up. The Internet is now a medium that many organizations readily use in their activities and full consideration should be given to establishing a Web site for the information center. Once established on the Internet, hyperlinks from general Internet search engines will enable users of the Internet to find the information center's Web site: however a more proactive approach is to register the site with the well-known search engines and publicize the Web site as much as possible.

All standards information centers must have an easily identifiable contact point which, for regular users, will provide all current or up-dated information on the services available from the information center, in conjunction with the organization's monthly journal, press releases and other specific material which can be targeted on the regular users.

The purpose of general publicity leaflets is therefore to attract the first-time user, to extend the awareness of clients to new services and persuade them to use the information center.

11.2 Design of publicity material

The publicity material must be designed to suit the intended recipient and contain a simple message which is easily absorbed. Factors affecting design of publicity material are the following:

11.2.1 Image

The information center should have an identifiable image/logo so that all promotional material shows the information service as being part of the standards organization, but an identifiable public service specializing in resolving the client's problems with regard to information on standards, regulations and conformity assessment systems.

11.2.2 Clientele

The promotional literature should be focused to suit the intended recipients. Two principal categories of client can be envisaged:

- **technical**: in industry, government and commerce;
- **information professionals**: in libraries and information centers operated by governments, institutions or industry and commerce.

In most countries the first group is the one to which most literature should be directed as they are the most likely to be the least aware of the existence of the information center and need most encouragement to use it. For this group clear identification of the sort of problem which the information center can resolve should be provided and only passing

reference made to the technical systems by which these answers are provided.

The library/information community will search for the information center and their needs are more likely to be met by factual leaflets with details of collections and systems. Where the center's policy is to prefer direct contact by the end user, then the logic and advantages of referral should be stressed.

11.3 Stages

In the life of an information center three categories of literature are relevant:

- **basic:** for the launch of a new information center, or redevelopment of an existing one, literature which identifies the existence of the center and its principal contact information (postal address, telephone, fax, e-mail and Internet address, etc.);
- **general:** identifies (in more detail than the above) the structure and extent of services available from the information center, but again emphasizing the means of contact;
- **detailed:** although the above two categories satisfy the majority of infrequent users, more detailed and specific information on the individual service is suitable for regular users, particularly from the library/information world.

Sub-categories of the above are:

- enquiry service leaflet;
- library service leaflet;
- specific information pack;
- engineering or consultancy services leaflet.

In all cases care must be taken to ensure that the commercial or other terms of use are clearly identified.

11.4 Content

Any literature should include reference to the following:

- **Contact information:** the postal address, or addresses, of the locations from which the services are available, plus complete details of telephone, fax, e-mail and Internet address, etc.
- **Restrictions:** details of any restrictions on the availability of the service, such as membership, industry usage, etc.
- **Simple introduction to the service:** outline, in layman's language, to the help that can be provided and any financial terms and conditions related to its provision.
- **Function of the standards body:** a simple introduction to the function of the standards body stating its role; if other agencies are responsible for information on regulations, quality assurance, testing or other services, these should be stated (alternatively, identify a relevant referral service).
- **Languages:** if services exist in more than one language these should be stated and conversely, if all data are only available in one language, that should be made clear,

as it may mean a translation cost for individuals or organizations without language skills.

11.5 Cost

The creation, printing and distribution of literature is expensive in terms of time, materials, postage, etc. and most recipients have little time or inclination to read unless they have to. It is therefore essential that the immediate impact encourages further perusal and every effort should be put into producing promotional literature that is vibrant, exciting and modern.

11.6 Distribution

Having produced appropriate literature, it is important to get it to the potential user. The information center should therefore have a list of those companies or individuals who are regular users for use in an initial distribution or the literature can be included in the monthly journal or other dispatches.

To attract additional potential readers, various options exist:

- **mailing lists:** these may be commercially available from agencies who provide lists targeted at particular sectors or groups of industry, local authority, government, educational establishments, etc. The quality of the product should be assessed through discussions with other contacts and the price seriously considered before embarking upon the use of the mailing list;
- **hand-outs:** for exhibitions, meetings, conferences and at the organization's premises, these can be an effective way of disseminating information to particular communities or to those who have an established interest;
- **enclosures:** for all correspondence and sales transactions, it is invaluable to include relevant promotional literature.

11.7 Conclusions with respect to publicity

- Keep it simple: most users will not study complicated text in detail. Most clients want to know what can be done to help them, rather than to be regaled with tedious details of the actual systems (unless they are information professionals).
- Users want the information, not a work of art, so make the literature attractive but economical.
- Provide up-to-date publicity material: when services change, so should the publicity. In this context keep the details general so that minor changes do not invalidate the information.
- Explain any demarcation: if more than one information service operates in the field of standards and regulations (though this is not to be recommended) make it clear what the difference is so that the center is not constantly receiving requests which should have been directed to another organization.
- Distribute the literature as widely and frequently as possible to commerce, industry and government.

12 Expert assistance within ISONET

12.1 Experts in standards information capable of providing assistance for the development and strengthening of standards information centers may be utilized.

12.2 The administrative and financial arrangements for the use of such an expert should be made between the expert and the organization concerned.

12.3 The tasks of the experts are:

- giving opinions on proposals concerning the development and strengthening of standards information centers and putting into practice their own proposals concerning technical or organizational matters;
- presentation of proposals concerning preparation and training of staff and participation in the organization of training sessions;
- giving advice or participation in the elaboration of projects concerning manual or computerized standards information systems;
- giving lectures on subjects related to the development and operation of ISONET.
- giving technical assistance for setting up computer and database systems.

12.4 Subject to agreement between the expert and the organization concerned, any assistance required might be accomplished in the field or by correspondence.

13 References

[Guidelines for the development of WSSN web sites](#)

INFCO terms of reference and operating procedures, Annex A: ISONET principles and procedures, Second edition, 1999, ISBN 92-67-10304-0 *

[International Classification for Standards \(ICS\), 2001, 5th ed., ISBN 92-67-10335-0](#)

ISO Development Manual 4, *Teaching of standardization in institutions of higher learning in developing countries*, 1987, ISBN 92-67-10132-3 *

ISO Development Manual 8, *Organization and development of a national standards information center*, 1993, ISBN 92-67-10189-7 *

ISO Online (<http://www.iso.org>)

ISO 2384:1977, *Documentation — Presentation of translations* *

ISO 5123:1984, *Documentation — Headers for microfiche of monographs and serials* *

ISO 7220:1996, *Information and documentation — Presentation of catalogues of standards* *

ISO/IEC Guide 2:1996, *Standardization and related activities — General vocabulary* *

ISO/IEC Guide 21:1999, *Adoption of International Standards as regional or national standards* *

ISO Guide 69:1999, *Harmonized Stage Code System (Edition 2) — Principles and guidelines for use* *

ISO Guide 47:1986, *Presentation of translations of ISO publications* *

ISONET Communiqué *

[ISONET Directory](#)

[ISONET Manual](#)

ROOT Thesaurus, British Standards Institution (BSI) (<http://www.bsi.org.uk>)

International Technical Thesaurus (TIT), Association française de normalisation (AFNOR) (<http://www.afnor.fr/>)

WSSN (<http://www.wssn.net/WSSN/index.html>)

[WTO Agreement on Technical Barriers to Trade](#)

[WTO Agreement on Technical Barriers to Trade, Code of Good Practice for the Preparation, Adoption and Application of Standards](#)

[WTO TBT Standards Code Directory](#)

* Further details of these publications are given in the [ISO Online catalogue](#)

Annex A - Programme for a course in the work of standards information centers

A.1 Introduction and overview

- A.1.1 Justification of the training
- A.1.2 Information on the programme
- A.1.3 Presentation of the lecturers and participants
- A.1.4 Administrative questions
- A.1.5 Basic requirements and qualifications for participants

A.2 Technical information on standardization

- A.2.1 The role of technical information on standards and technical regulations, testing, conformity assessment systems and quality assurance
 - A.2.1.1 The role of scientific and technical information on economic and social development and technology transfer
 - A.2.1.2 The place of information on standards and technical regulations in national information systems on science and technology. "The standards function" and its connection with the related fields
 - A.2.1.3 The importance of information on standards and technical regulations and information on quality conformity assessment and testing laboratories to the national economy and in the international exchange of goods, services and information
 - A.2.1.4 The importance of standards information among other useful data for the staff of a company
 - A.2.1.5 WTO Agreement on Technical Barriers to Trade and the Code of Good Practice
- A.2.2 Standards and technical regulations as documents
 - A.2.2.1 Standards and technical regulations as particular types of documents: comparison with other documents, e.g. legal documents, patents and legislation.
 - A.2.2.2 Legal status of various types of standards and technical regulations
 - A.2.2.3 Relationships between international standards, regional standards, national standards, technical regulations making reference to standards and conformity assessment systems

A.2.2.4 Standards in foreign languages: translations, translated titles

Exercise: Comparison of documents in a selected group to identify relationships between them

A.2.3 Information from standards

Classification of information contained in standards: terminology, symbols, drawings, numerical values, etc.

A.2.4 The user's needs

A.2.4.1 Users: definitions and categories

A.2.4.2 Establishment of a database, or other records, to maintain file of requests received and answered

A.2.4.3 Current information on standards, technical regulations, and other normative documents

A.2.4.4 Selective dissemination of information and protecting the user against too much information

A.2.4.5 Technical and other information in response to enquiries

A.2.4.6 Comparative, or analyzed, information and consultancy aspects

Exercise: Preparation of a survey of user's needs for information about standards and technical regulations

A.2.4.7 Copies of relevant documents.

A.3 Handling standards information

A.3.1 National and international standards which should be applied in a standards information center, including relevant standards from:

- *ISO/TC 46, Information and documentation*
- *ISO/TC 37, Terminology (principles and coordination)*
- *ISO/IEC JTC 1, Information technology*
- *ISO/TC 171, Document imaging applications*

A.3.2 Processing of documents received in a standards information center

A.3.2.1 Accession

A.3.2.2 Cataloguing: introduction to indexing

A.3.2.3 Methods of storing documents: filing, shelving

A.3.3 Classification and indexing

A.3.3.1 Objectives. The difference between systems based on classifications and those based on other indexing systems

A.3.3.2 Classification systems (e.g. ICS), national and international codes for subjects and aspects of standards

A.3.3.3 General presentation of ISONET thesauri (ROOT and TIT) and any other thesaurus used in the center.

Exercise: Indexing of standards and standards-type documents

A.3.4 Information storage, retrieval and communication

A.3.4.1 Manual systems

A.3.4.2 Electronic systems

A.3.4.3 Compiling Data; use of the *ISONET Manual*

A.3.4.4 Forms of output for standing and "on request" information services

A.3.4.5 Search strategies for manual and electronic systems

A.3.4.6 Communication, information technology

A.3.5 Retrieval tools on standards and technical regulations

A.3.5.1 Standards catalogues

A.3.5.2 Databases on standards and regulations

A.3.5.3 Bibliographies, indexes, comparative listings of standards

A.3.5.4 Listings and registers of translations

A.3.5.5 Sources of information on technical regulations. Identification of documents and issuing bodies

A.3.5.6 Primary and secondary publications: research and abstracting periodicals

A.3.5.7 Commercial and foreign countries' databases

Exercise: Use of information sources for answering technical enquiries

A.3.6 Web sites of ISONET members

A.3.6.1 General introduction to accessing Web sites; search functions

A.3.6.2 Review of typical Web sites of ISONET members; access via WSSN

A.3.6.3 Guidelines for the development of WSSN Web sites

A.3.6.4 Creation of standards information Web sites

A.3.7 Reproduction

A.3.7.1 The use of microforms for storing and retrieving information

A.3.7.2 The place of reprography in the dissemination of information on standards and technical regulations, including copyright considerations

A.3.8 Preparation of standards information

A.3.8.1 Secondary publications, including

- catalogues of standards
- promotional publications
- selective periodic information, e.g. bibliographies in selected fields
- lists of translations

Exercise: Preparation of an outline scheme for the dissemination of information on standards and technical regulations

Exercise: Preparation of a short bibliography

A.4 A standards information center

A.4.1 Organization of a standards information center

A.4.1.1 Management and methods

A.4.1.2 Service operations

A.4.1.3 Information processing

A.4.1.4 External relations

A.4.2 Promotion of the standards information center

A.4.2.1 Importance of promoting standardization and services available in the information center (see section A.6: Encouraging implementation of standards)

A.4.2.2 Use of media in promoting services of information center, including

- printed brochures, leaflets
- exhibitions
- audio-visual aids
- advertising

A.4.3 Acquiring information for a standards information center

A.4.3.1 National standards and technical regulations

A.4.3.2 International, regional and foreign standards

A.4.3.3 Foreign technical regulations

A.4.3.4 Reference literature

A.4.3.5 Journals, magazines and patents

A.4.3.6 Testing laboratories directory

A.4.3.7 National conformity assessment systems

A.4.3.8 International, regional and foreign conformity assessment systems

A.5 International cooperation

A.5.1 International cooperation in information on standards, technical regulations and conformity assessment systems

A.5.1.1 Aims and functions of ISONET

A.5.1.2 Privileges and duties of national members of ISONET

A.5.1.3 Methods of exchange of information within ISONET

A.5.1.4 Methods of exchange of information within the WTO Committee on Technical Barriers to Trade (TBT) and role of WTO TBT national Enquiry Points

A.6 Encouraging implementation of standards

A.6.1 Popularizing and promoting standardization

(NOTE – Only for centers which undertake these functions)

A.6.1.1 Methods of achieving cooperation with press, radio and TV

A.6.1.2 Organization of exhibitions on standardization

A.6.1.3 Organization of lectures, courses, conferences. Cooperation with professional societies and educational bodies in such activities

A.6.1.4 Audio-visual aids: slides, films, lectures

Annex B - Training programme for indexers

B.1 Introduction to standards and standardization

Brief information on the world of standards and its special needs; international, regional and national standards organization; chain of international, regional and national implementation, subject coverage, terminology, users and their activities

B.2 Retrieval tools

Introduction to retrieval tools, such as thesauri, classification systems, alphabetical indexes and the Internet; their strong and weak points with regard to the retrieval of information.

B.3 Access to standards information

Introduction to catalogues (in hardcopy and electronic forms), databases (e.g. Perinorm) and online access (WSSN).

B.4 Background to ICS

Information on the creation of the ICS; the purpose and history of its development.

B.5 Structure and use of ICS

Introduction to the elements of the ICS and the hierarchical relationship between them, accompanied by examples.

B.6 Guidelines on the allocation of ICS notations

The explanation of the classification rules which are to be applied when allocating ICS notation.

B.7 Organization of indexing

Introduction to the right choice of methods of using ICS, importance of consistency, the issues involved in re-indexing (for example, following changes made to the ICS) and the commercial aspects of the ICS structure.

B.8 Practical session on the allocation of ICS

Session to give an insight into the use of the ICS and its index. This will be followed by a discussion on some right/wrong answers, how the correct ICS notations are derived and why. Participants could be requested to bring examples of subjects/documents they find difficult to classify.

B.9 Feedback and follow-up

Feedback from delegates on the ICS system and its applications. Suggestions on changes/modifications to ICS notations and guidelines to the ICS Maintenance Agency. When and how to propose new terms for the thesaurus. Question and answer session.

Any user may submit proposals for modifications and/or additions to the ICS. Such proposals should be sent to the ISO Central Secretariat at the following address:
1, rue de Varembé Tel. + 41 22 749 01 11
Case postale 56 Fax + 41 22 749 01 55
CH-1211 GENEVE 20 e-mail: mbinfo@iso.org

B.10 Experience on the implementation of ICS

Exchange of views on experiences that the participants may have had, with the practical implementation of the ICS for different purposes, including commercial use.

Filename: DRAFT_ISONET_Guide_2002_4th_ed.doc
Directory: C:\isonet
Template: C:\Documents and Settings\All Users\Templates\Normal.dot
Title: Root Entry
Subject:
Author: KIMBERLEY
Keywords:
Comments:
Creation Date: 2002-11-25 11:48
Change Number: 11
Last Saved On: 2002-11-27 17:21
Last Saved By: Callaghan
Total Editing Time: 660 Minutes
Last Printed On: 2002-11-27 17:22
As of Last Complete Printing
Number of Pages:50
Number of Words:12'620 (approx.)
Number of Characters: 71'937 (approx.)