INTERNAL TRAINING DOCUMENT

LIBRARY ADMINISTRATION GUIDE

Reference:	Version:
Created:	Last updated: 16.07.2009

TABLE OF CONTENTS

A. ADMINISTRATOR MODE

Creating a Resource

1. Log in as administrator.
2. Go to Administration, then to the Resource Module (Fig. 1).
3. Click on “Management of resources” (Fig. 1).

Fig. 1

» Resources Module
- Search for a resource
- Management of resources
- List of language groups for resources
- Management of types of resources
- Management of keywords
- Management of themes
- Export the resource table

4. On the new page, click on the link ■ Add a resource at the top of the page.
5. Fill in the required fields marked with an asterisk, and add the resource or URL.
   a. **Title.** By convention, use only necessary capitalization regardless of language, i.e., for proper nouns, names of places, etc.
   b. **Author.**
      i. By convention, write the first name initial in capital followed by a point and the last name in full, e.g., François Dunant > F. Dunant.
      ii. Separate multiple authors by commas.
      iii. If the author is an organization and its name is not too long, write the name in full; if the name is too long, or the organization is better known by its acronym, write the acronym in capitals (with the full name in the “notes” section, if necessary) in the resource’s language, e.g., World Bank or Banco Mundial, CEPES, UNDP.
      iv. When the author is the ILO, the following conventions exist in order to ensure uniformity and facilitate searches:

For:	Write:
STEP Programme	ILO-STEP BIT-STEP OIT-STEP
SEC/SOC	ILO, Social Security Department BIT, Département de la sécurité sociale OIT, Departamento de Seguridad Social
Sub-Regional Office in New Delhi (M. Socquet) or	ILO-STEP SRO for South Asia ILO SRO for South Asia

   c. **Year.** Four digits.
   d. Add the resource.
      i. Via the “browse” function. Wherever the resource is taken from, the system saves it elsewhere (large database) as if it made a copy. It is therefore not necessary to save all resources under I:\STEP\Platform\aGIMI\CONTENUS\…
      ii. Via the URL if the file is not available or you are only permitted to add a link.

Important: For resources that are not ILO property, it is necessary to ask the proprietor for permission before publishing them on either platform – GIMI, GESS, AMIN or ACYM. Sometimes it is not enough that the author agrees that the document is uploaded, as the rights may not belong to the author, but to the institution or organization that published the document.

An example of an email requesting permission to upload a document may be found in Appendix 1 (page 10). Be sure to adapt the message.

e. Add the cover **image** (see Appendix 2) at this point so that it is displayed immediately. If you add it later while editing the resource, it is displayed with a delay of several hours or days.

6. Click on `Submit` at the bottom of the page. The system automatically assigns an **id number** to the added resource.

7. Go back to the administrator interface (resource section) to fill in the remaining fields. First, find the resource using the "find" function: Press Ctrl+F, write some of the title words and press Enter. Then click on "Edit" (Fig. 2 and 3).

Fig. 2
GIMI

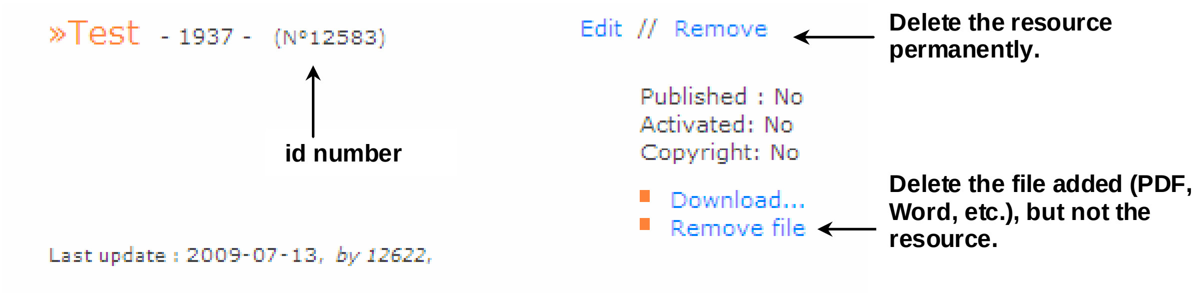
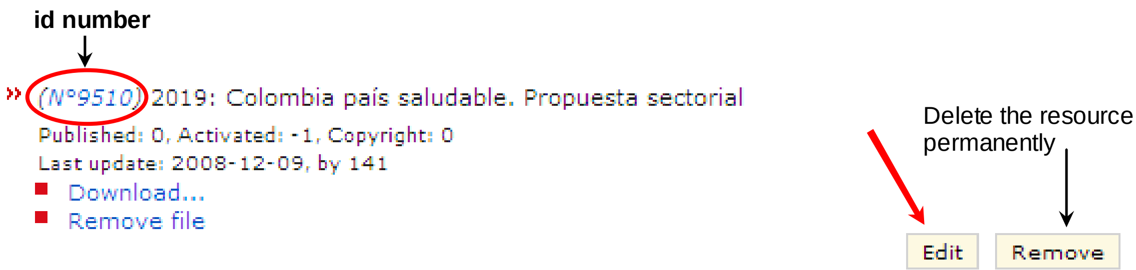


Fig. 3
GESS



NB. The id numbers on GESS are hyperlinks. Clicking on an id number gives immediate access to a page presenting the resource as it is viewed by users. Click on "back" in the web browser to return to the administrator interface.

8. Fill in the **optional fields**. The fields are optional for users, but administrators must fill in all fields for which they have data.

a. Add the **cover image**. For data size reasons, the image must be a .jpg file with a size of 95X132 pixels. This corresponds to an A4 page. See Appendix 2 (page 11) for details.

b. The **Rank** field. This is where users can evaluate resources by assigning stars (1-5 stars) to them. In administrator mode this field does not have to be filled in and is not active.

c. The **Size kb** field is filled in automatically. The size limit for a normal document (PDF, Word, PowerPoint, Excel, etc.) is 1 MB in order to provide quick download.

Important: Do everything you can to reduce file size: convert to PDF with the lowest possible resolution (150 dpi if possible), reduce the size of photos, etc. Add a link rather than a file whenever you can.

d. The **ISBN** and **ISSN** fields must correspond to the numbers given in some publications, written on the copyright page. It is increasingly common to have two ISBN: one for the printed publication and one for the electronic version (PDF). Both should be noted on the administrator form.

e. The **Editor** and **Published by** fields are not always easy to fill in and this information is not always necessary, especially when it is clear who the author is. For any questions, ask Ivón or Vicky. For official Social Security Department publications, refer to the document *Guidelines for SECSOC Publications* (PDF available in the GESS library and, for administrators, as a wiki accessible from the administrator homepage).

f. The **URL Order** field is useful for resources for sale that are not free to download, and where a URL exists to which users can be directed if they wish to buy the resource (e.g., books published by SECSOC).

g. **Themes**. Get to know the GESS and GIMI themes in order to be able to categorize a resource correctly.

h. **Keywords**. Be sure to choose good keywords. It is better to provide few that are representative than many that are vague or do not correspond well to the resource's main topics. Often, it is enough to read the title, table of contents, introduction and perhaps the conclusions in order to find keywords. See the trilingual wordlist in Appendix 3 (page 14; subject to change).

i. The field **Select the pages on which the news will be displayed** is not active on GESS or GIMI, but is relevant for ACYM, AMIN and the Coordination Network (Concertation) sites.

j. **Language**. One language per resource, i.e., one file per resource. If several versions exist of the same document, languages are managed using the language management form (see the point "o" below).

k. In addition to the required fields, the "Published", "Copyright" and "Activated" boxes must be selected for a resource to be displayed in the library.

    i. Select the **Activated** box if the resource has been approved or recommended by a specialist (STEP field staff, Valérie, Christian, SECSOC staff, etc.) or if you consider the resource as concerning the GESS or GIMI themes.

    Important: Apart from the content's relevance, make sure that resources do not contain anything that goes against ILO values. If in doubt, ask Valérie, Vicky or Ivón.

    ii. Select the **Copyright** box if there is no problem with permission to upload the resource.

    iii. Select the **Published** box if the two previous boxes could be selected and the whole form has been controlled. The person in charge of the library (Ivón) must activate added resources and select this box if everything is in order. The responsible person should therefore be notified by email (with the resource's title and id number) about any added resources to be "published" in the GIMI/GESS library.

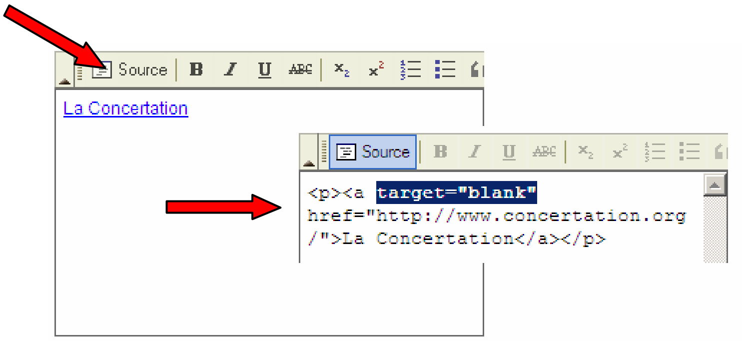
    Important: This box is different from the "Public" box on the form for adding resources from workspaces, which should only be selected if the workspace is public.

l. The **Related info** field may contain very little text, and serves mainly to add links to additional information about the resource, either on other websites or in other documents. For instance, for the Coordination Network newsletter, a link might be added to the Coordination Network website.

Fig. 3

On the administrator form, HTML code must be used to add a link. An HTML editor has recently been added to make it easier to enter text. When adding an external link, it is important to include the tag that opens the link in a new window, so the users do not leave GESS or GIMI. This principle is the same for any external link on the platforms.

To do this, add the URL in question with the tag target="blank", by first clicking on "Source" and then inserting the tag manually, like this:



m. The **Note** field is for adding additional information about resources if there is any. In the field you can enter text of the same length as a summary (approximately 3000 characters, including HTML tags), other links, a contact person's email address, etc.

n. Following this there are four **Summary** fields, one for each of the platform's languages, plus one for a language that can be chosen from the drop-down menu above the field.

   The principle is to write the summary in the language of the resource, i.e., one summary per file, but there are special cases, e.g., if a document exists in only one language, but is so important that it is judged that users should at least have access to the summary in their language. In these cases a summary is added for one or more languages in the same file.

   Summary texts require some HTML code. In general, you can write letters with accents directly in the summary text box, and also copy and paste from Word, for instance, although the font and size may change. It is therefore better to first copy the text into Notepad and then to the text box. Check that it displays correctly and rewrite if necessary.

   See Appendix 4 (page 17) for advice on **writing summaries/abstracts**.

o. **Languages** of one resource. Groups of resources serve to create an automatic link between different versions of the same resource.

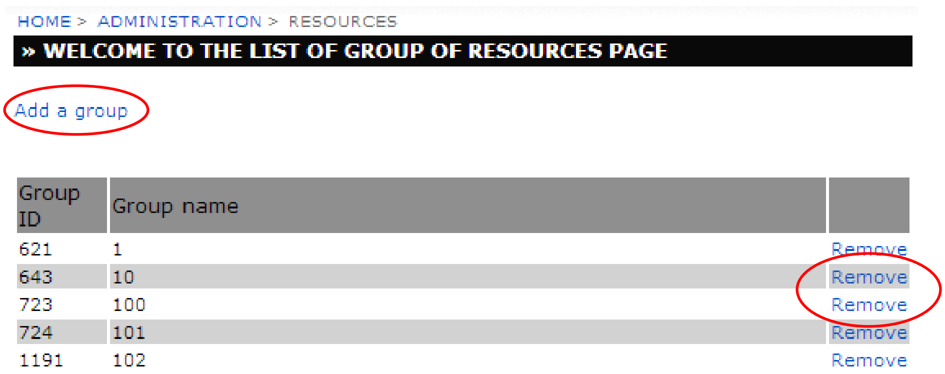
   For new resources or resources that exist in only one language, there will be two boxes like this at the bottom of the form:

   0 Add

   In the left box, add the id number of the language group. Then, click "Add".

   To create a group, go back to the administration page of the Resources module (see Fig. 1) and click on List of language groups for resources. You should see this page:

Fig. 3



On this page you can do two different things: add groups and remove groups. Removing a group does not mean removing the resource. If you need to delete a group you have to make the necessary changes to the resources that belonged to it: assigning the right number to them or deleting it as the case may be.

i. Click on Add a group and give it a name. To be able to find groups easily, it is recommended to:

   1. Give names that are short and make it easy to find the groups later on;
   2. Give names that consist of: 1) the type of document, 2) the acronym of the organization and 3) additional useful information if necessary. For instance, websites are named according to the type of resource + colon + the acronym or name of the organization (Web: Microfinance Gateway);
   3. Avoid putting resource titles in full, as this take up too much space and is not really practical.

ii. Click on “Add” and then go back to check the group’s id number. Enter this number on the administrator form for the resources in question, in the space indicated in Fig. 5, and click “Add”. For instance, when the group id 131 is entered for all the relevant resources, the corresponding administrator forms should look like this:

iii.

Current group: 131 Remove

0	Add		version in FR id=2630
2630	French		
2631	Spanish	Remove	
		Remove	

Fig. 5

Current group: 131 Remove

0	Ajouter		version in EN id=2550
2630	French		
2631	Spanish	Remove	
		Remove	

Current group: 131 Remove

0	Ajouter		version in ES id=2631
2550	English		
2630	French	Remove	
		Remove	

The results of a search should display links to the resource in the other available languages, like this:

Articulations entre les régimes légaux de sécurité sociale et les mécanismes de protection sociale à base communautaire: une nouvelle approche prometteuse

English Spanish

- 353 Consultations
See comments

Checking the Results

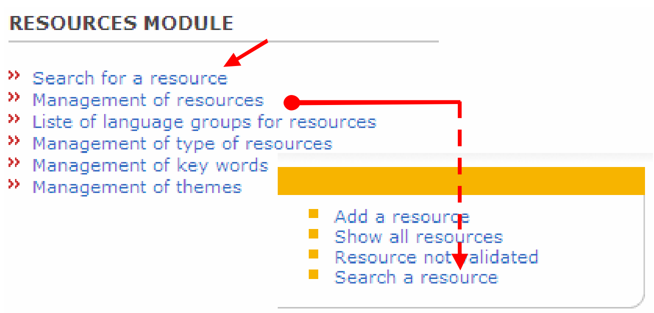
1. From the user homepage, it must be checked that the data are correctly displayed: correct font, line breaks and bullet points, links that work, cover image, etc.
2. When adding resources to the library, it is recommended to work in two windows simultaneously: one to fill in the administrator forms and one in user mode to check the changes made.

Editing Resources

Considering the rising number of resources in the library, the full list has been split into pages with 20 resources each (like the news), and the method for finding resources is therefore different (before you could press Ctrl+F).

1. Finding resources that need to be activated or edited by exporting the table. To do this, go to Administration > Resources Module > Export the resource table (See Fig. 1). From the table (Excel), you can filter the data according to your needs:
    a. By the date the resource was created (added);
    b. By criteria: Activated=0, Copyright=0, Published=0;
    c. By the creator's id number.

    Afterwards, go to the administrator interface and make the necessary changes.
2. Finding resources that need to be activated or edited by using the search form, going to Administration > Resources Module:



Click on » Search for a resource or » Management of resources > ■ Search for a resource (right-hand menu at the top of the page) and search according to relevant criteria:

a. The resource's id number if you know it;
b. Part of the title;
c. Name of the author;
d. Country, etc.

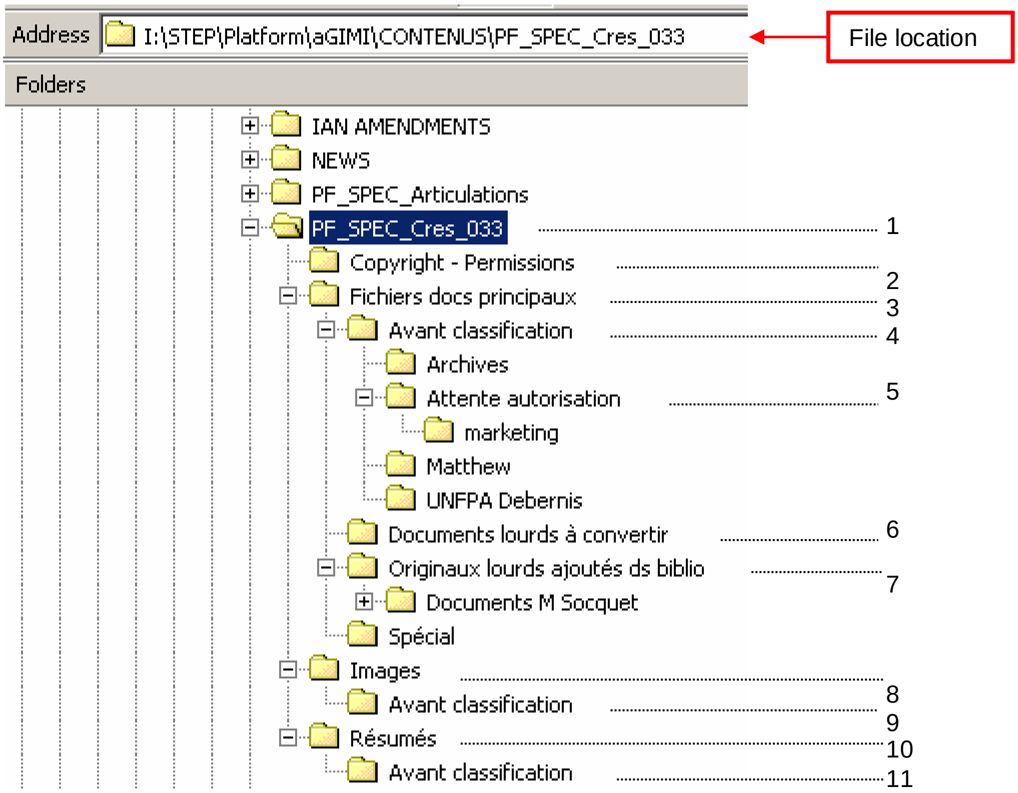
Make the necessary changes.

Activating Resources Added by Users

1. Log in as administrator.
2. Find the resources by following steps 1 and 2 in the previous section, "Editing a Resource".
3. Revise the resources in question one by one, filling in all the fields.
4. If everything is in order, select the three boxes: Published, Copyright and Activated.
5. If you think it necessary, send an email to the (external) user to thank the person for contributing.
6. Administrators for the various applications are responsible for adding and activating new resources.

Managing Folders, Directory I:\ (GIMI Geneva)

Management of the library folders has begun for GIMI, which for this reason has a more complex structure. With the development of GESS, management is now in principle shared between the two platforms: on GESS, resources typical for GESS (extension of social security); on GIMI, resources typical for GIMI (microinsurance).



1. General folder where all the resources in the library are saved. As mentioned in point 5.d.i, section 1, it is not necessary to save all documents in this folder.

   This folder has three main subfolders: "**documents principaux**" (no. 3), "**images**" (no.8) and "**résumés**" (no. 10). The latter is hardly in use anymore, since summaries/abstracts are written directly on the administrator forms.

2. In this folder, all responses to requests for authorization to put material online are saved.

3. Here, all **principal documents** (Word, PDF, Excel and PowerPoint files, etc.) are saved. Please note that films are saved elsewhere due to their size (ask Maxime).

   This folder has two subfolders: one for documents that have not been categorized ("avant classification"; no. 4) and one for documents that are heavy to convert ("lourds à convertir"; no. 6).

4. **Important:** "**Avant classification**". In this folder, resources received from external contributors are systematically put, as well as resources you find yourself that have not yet been added to the library. As soon as the files are added, replace the original filename with the id number + the letters **dp** and move the file to the "Fichiers docs principaux" folder (no. 3). Create subfolders if necessary.

5. "**Attente autorisation**". If permission has been requested for putting a document online, add it to the library anyway and move the file to this folder. Create subfolders if necessary.

6. "**Documents lourds à convertir**". An example is Marc's documents, which often need to be converted to reduce size before they are added to the library. As soon as this is done, move the converted files (with the name changed into the resource id number) to the "Fichiers docs principaux" folder (no. 3) and the originals to the "**Originaux lourds ajoutés ds biblio**" folder (no. 7). Create subfolders if necessary.

8. Here, cover **images** are saved. These files are in .jpg format and should have a size of 95X132 pixels. They should be named after the resource id number, e.g. "2335.jpg".

9. This folder contains images belonging to documents that do not yet have an id number. As soon as this number is created, the filename should be changed into the id number of the corresponding resource and the file moved to the main image folder (no. 8).

Managing Folders, I:\ Directory (GESS Geneva)

In GESS there are only two folders: one for images and one for main resource files.

When a resource is added to the library, the original filename should be changed into the id number and the file saved in the "Main resources" folder. Create subfolders if necessary.

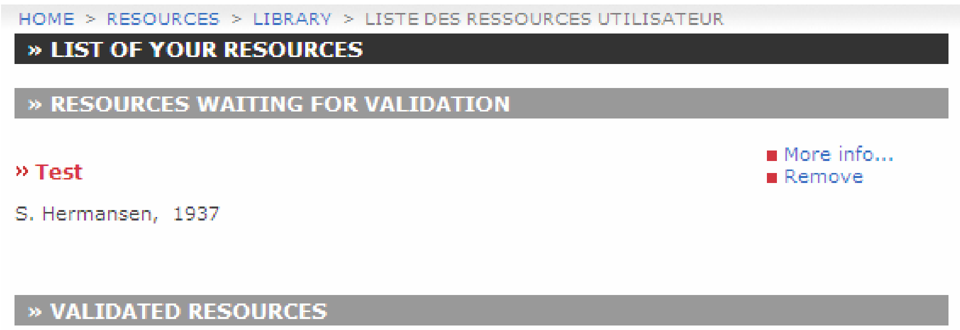
B. User Mode

Creating a Resource

1. Log in.
2. From your personal space, go to the "Latest resources added to the library" section and click on "Add a resource", or click on RESOURCES > LIBRARY on the horizontal menu at the top of the page, and then on Add a resource.
3. Fill in the required fields.
    a. Title.
    b. Author. By convention, write the first name initial followed by a point and the last name in full, e.g., François Dunant > F. Dunant.
    c. Separate multiple authors with commas.
    d. Year.
    e. Region.
    f. Add the resource.
        i. Using the "Browse" function.
        ii. Entering the URL if the file is not available.
    g. Keywords. Add at least two keywords from the list. To add more than one keyword, select them with the mouse while holding down the Ctrl key. In the same way, to deselect a keyword if several are selected, click on it with the mouse while holding the Ctrl key.
4. Fill in as many **optional fields** as possible.
    a. Subtitle.
    b. Type.
    c. Language.
    d. Theme. To select more than one theme, follow the same procedure as for keywords.
    e. Country. To select more than one country, follow the same procedure as for keywords.
    f. Summary. Option to add a summary in several languages (English, French, Spanish and/or a fourth language to be chosen from the drop-down menu).
5. Click on Submit at the bottom of the screen.

Important: Resources added by users need to be validated by administrators before they are published in the library (administrators, see "Creating a Resource, point 8k).

6. Users will see a page listing their contributions:



Managing your contributions

When users add a resource, they see a page listing all the resources they have added (http://www.ilo.org/gimi/RessShowUserRessource.do or ...gimi/gess/RessShowUserRessource.do) that have not yet been validated by an administrator and are therefore not published in the library. These appear under the "Resources waiting for validation" section. The resources are moved to the list under "Validated resources" as they are validated by administrators.

By clicking on ■ More info..., users can see the presentation files for the added resources as they will be displayed after the resources have been validated and published (with adjustments made by the administrator, if necessary). They can also delete the resources by clicking on ■ Remove. As soon as resources are validated, users can no longer delete them, but they can add comments.

C. APPENDICES

Appendix 1. Email Requesting Permission

Dear ...,

The Social Security Department of the International Labour Office has, through its STEP Programme, developed an Internet platform on the extension of social security to disadvantaged groups: Global Extension of Social Security (GESS).

The platform aims to be a comprehensive knowledge development system based, inter alia, on an Internet application and a network of experts worldwide. One means of attaining the platform's main objective is by producing, disseminating and capitalizing on relevant knowledge among experts and people interested in social protection issues. 1

In this context, we hereby request your permission to add the following articles published by Elsevier to the platform's resource centre: 2

1) "Adverse selection in a voluntary Rural Mutual Health Care health insurance scheme in China", by H. Wang et al., April 2006.

http://www.sciencedirect.com/science?_ob=ArticleURL&_udi=B6VBF-4JT3S8G-2&_user=1991186&_coverDate=09%2F30%2F2006&_rdoc=1&_fmt=&_orig=search&_sort=d&view=c&_acct=C000055288&_version=1&_urlVersion=0&_userid=1991186&md5=c51b946f2f3f241f7c40eefb91ec094b 3

2) "Health care in China: The role of non-government providers", by Y. Liu et al., 2006.

http://www.hsph.harvard.edu/phcf/publications/Liu.Berman.Yip.2006.pdf

The articles would be accessible on the platform through links to the relevant websites listed above. All references to Elsevier and to the articles' authors would be duly stated. 4

Thank you very much for your attention.

Looking forward to hearing your decision soon,

[signature]

----

1. Present the platform. Adapt according to the platform in question.
2. Refer to the publishing organization.
3. Give the title(s) of the work + provide a link to the organization or publisher. Adapt according to the request in question.
4. Mention how the platform will make the information available + assure that references will be stated appropriately.

Appendix 2. How to Add Images in the Library

Two types of images are created and saved in the library: to illustrate resources and to add to generic pages (theme and country pages, wikis, etc.) or the glossary. Here only the first type is dealt with.

Illustrating a Resource in the Library

When you add a resource to the library you should also add an image to illustrate it. This is an important visual detail that makes it easier for users to recognize resources.

Users rarely add images, as this is time-consuming. Sometimes they send an image file by email that the administrator can use to create the resource image.

Which Image should be Added?

The idea is to add an image that properly represents the resource. It can be different depending on the resource, e.g.:

- For documents such as articles, newsletters, conference or workshop documents, ESS Paper series, books or case studies, the **cover** should be added;
- For websites, a **screenshot** of the homepage may be added;
- In some cases a **logo** or another **visual detail** from the resource may be added (provided that it is available in a good format, so that it is not blurry).

What should the Characteristics of the Image be?

- Default format: **95X132 pixels** vertical rectangle, i.e., approximately 2.5X3.5 cm (proportional to an A4 page (portrait));
- File type: **jpg**, which in this case will have an average size of **13KB**.

How to Create and Modify Images

This will depend on the material you have at your disposal, but ideally the aim is to have an image that is small in scale and data size, correctly proportioned and has a legible title.

This requires an **image editor**. Here, **IrfanView** will be used.

Follow the steps below for **standard images**, such as A4 (portrait) covers.

If no electronic version is available, the image must be **scanned**:

1. Place the document in the scanner.
2. Open the IrfanView application, click on File > Acquire/Batch scanning (this opens the scanner window).
3. Select the "true color" parameter and select the image (be careful not to go outside the document's borders to avoid grey areas).
4. On the menu bar, click on Tools and change the following parameters:
    - resize: Scale=50%
    - change resolution: 150
5. Click on Return to (to go back to IrfanView).
6. Resize the image by clicking on Menu > Image > Resize/Resample (keep the "Preserve aspect ratio" box selected): Width: 95 px, Height: 132 px.
7. Click on Zoom and crop the image: Menu > Edit > Crop selection
8. Save the image (see the reminder about file management at the end of the document).

If an electronic version is available (e.g., a PDF, a PowerPoint presentation or a website), **copy the image**:

1. Open the file and copy/paste the image into IrfanView.
2. This is easiest for Word files, whereas for PDF files, you first have to:
    a. Open the file and zoom out to around 60%;
    b. Make a screenshot (Print Screen);
    c. Paste the screenshot into Paint;

d. Crop the image to get only the selection you want and then copy it.

3. Open IrfanView and paste the image.
4. On the menu bar, click on Image > Resize/Resample.
5. Adapt the size in pixels (Set new size) and enter 95 for Width.

   As the "Preserve aspect ratio" box is selected, the Height parameter should adjust automatically (132 pixels).
6. Click on OK.

Important: Often the Height value will be greater or smaller than 132.

a. If the Width=95 and the Heigth>132, go to point 7;

b. If the Width=95 and the Height<132, enter 132 for Height. Width should then be greater than 95. Go to point 7.

   These values are displayed in the grey field at the bottom of the IrfanView window.

7. Crop the image in order to fit it into the default dimensions and eliminate any grey areas.

a. Zoom out sufficiently to have a good view (the true size does not change);

b. Use the mouse to select the image by clicking in the lower right-hand corner and dragging towards the upper left-hand corner until the desired values are reached (these are displayed on the IrfanView title bar as you make the selection). Release the mouse button.

c. On the menu bar, click Edit > Crop selection.

8. Save the image.

Follow the steps below for **non-standard images**, such as landscape format images (PowerPoint presentations – .ptt), brochures and websites.

The main points are the same, but be careful not to deform the image. This example uses a .ppt file. With some practice the procedure can be adapted to other formats.

1. Open a blank Word document (A4 (portrait) format) **without margins**, and name it "template_cover". Press Enter three times on the page.

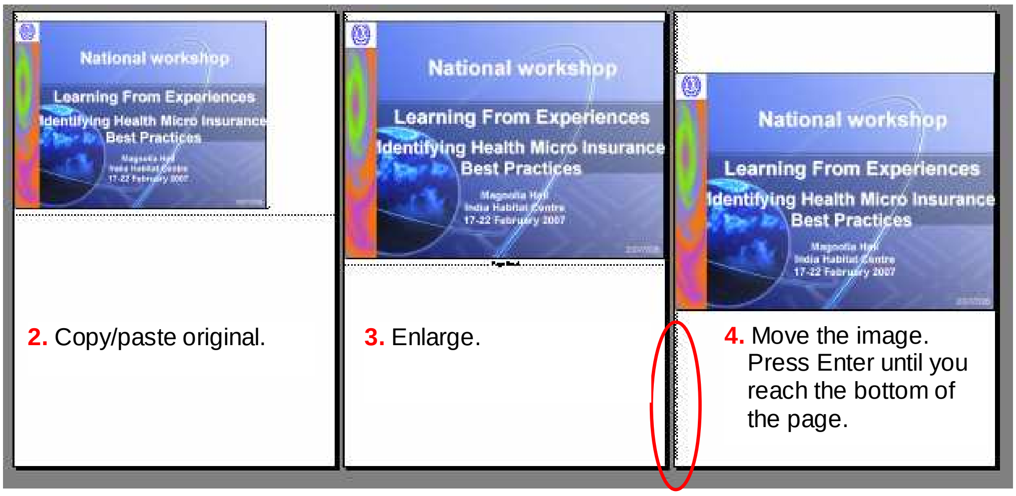
2. Open the .ppt file, copy the page you wish to use as an image and paste it into word with the cursor on the second line.

3. Enlarge and move the image (e.g., centre it vertically and horizontally) until it fills as much as possible of the page without being deformed.

4. **Important:** After you have centred the image, press Enter until you reach the bottom of the page. If you do not, the proportions will not be maintained when you paste the image into IrfanView.

5. Press Ctrl + A (to select everything, including the empty lines) and copy; then paste the selection into IrfanView.

6. From here, follow the procedure for a standard image starting at point 4.



Adding Images on the Administrator Form

1. When the cover image has been created, go to administrator form for the resource, add the image file in the appropriate field and click on Submit.

2. In principle, images added by administrators are displayed immediately, but this may take from some minutes to some hours.

Reminder: File Management

1. If the resource is already in the library:
   a. Name the file with the corresponding id number;
   b. Save the file in the corresponding folder:

      …aGIMI\CONTENUS\PF_SPEC_Cres_033\Images or

      …aGESS\CONTENUS\LIBRARY\Cover.

2. If the resource has not been categorized yet:
   a. Give the file a temporary name;
   b. Save it somewhere until the resource has an id number;
   c. Rename the file and move it to the corresponding folder.

Appendix 3. Trilingual Lists of Themes, Keywords and Types of Resources

Keywords

ES	EN	FR
Generalidades, panorama (sobre el microseguro)	Overview (microinsurance)	Aperçu (sur la micro-assurance)
Articulaciones	Linkages	Articulations
Seguro privado	Private insurance	Assurance privée
Seguro social	Social insurance	Assurance sociale
Campaña (de la OIT sobre seguridad social para todos)	Campaign	Campagne
Desempleo	Unemployment	Chômage
Contabilidad	Accounting	Comptabilité
Contabilidad nacional	National accounting	Comptabilité nationale
Convenios contractuales	Contractual arrangement	Contractualisation
Contrato / convención	Contractual agreements	Contrat / convention
Supervisión	Supervision	Contrôle / surveillance
Convenio de la OIT	ILO convention	Convention de l'OIT
Diagnóstico	Diagnosis	Diagnostic
Niños	Children	Enfants
Espacio proyecto sobre Senegal	Senegal project space	Espace projet Sénégal
Estudio actuarial	Actuarial study	Etude actuarielle
Estudio de factibilidad	Feasibility study	Etude de faisabilité
Evaluación de necesidades	Needs assessment	Etudes des besoins
Evaluación (de sistemas de microseguro, de seguridad social)	Evaluation	Evaluation
Mujeres	Women	Femmes
Financiación de la seguridad social	Social security financing	Financement sécurité sociales
Funcionarios (empleados de la administración pública)	Civil servants	Fonctionnaires
Género	Gender	Genre
Administración	Management	Gestion
Gestión del riesgo	Risk management	Gestion du risque
Global Social Trust	Global Social Trust	Global Social Trust
Impacto	Impact	Impact
Discapacidad	Disability	Incapacité / invalidité
Legislación	Legislation	Législation
Mercadotecnia	Marketing	Marketing

ES	EN	FR
Mercadotecnia social	Social marketing	Marketing social
Maternidad	Maternity	Maternité
Microseguros	Microinsurance	Micro-assurance
Microfinanza	Microfinance	Microfinance
Modelos	Models	Modèles
Mutuales de salud	Mutual health organizations	Mutuelles de santé
Normas OIT y legislación	ILO Standards & Legislation	Normes BIT et législation
Oferta de cuidados de salud (asistencia, servicios médicos)	Health care supply	Offre de soins de santé
Socio-agente	Partner-agent	Partner-agent
Pensión de vejez	Pensions	Pensions de retraite
Personas de edad avanzada	Senior citizens	Personnes âgées
Pertinencia	Relevance	Pertinence
Planes de acción nacionales	National action plans	Plans d'action nationaux
Política social	Social policy	Politique sociale
Prestaciones en metálico	Cash transfers	Prestations en espèces
Proyecto sobre legislación	Legislation project	Projet législation
Protección social básica	Basic social protection	Protection sociale de base
Protección social de salud	Social health protection	Protection sociale en santé
Recomendación de la OIT	ILO recommendation	Recommendation de l'OIT
Redistribución	Redistribution	Redistribution
Regulación	Regulation	Régulation
Salud	Health	Santé
Seguridad social	Social security	Sécurité sociale
Social budgeting	Social budgeting	Social budgeting
SPER	SPER	SPER
Estadísticas	Statistics	Statistiques
Estrategias nacionales	National strategies	Stratégies nationales
Seguimiento	Monitoring	Suivi
Sistemas de base comunitaria (basados en la comunidad)	Community-based schemes	Systèmes à base communautaire
Third-party administrators (TPA)	Third-party administrators (TPA)	Third-party administrators (TPA)
Obreros del transporte	Transportation workers	Travailleurs des transports
Trabajadores migrantes	Migrant workers	Travailleurs migrants
Trabajadores rurales	Rural workers	Travailleurs ruraux
VIH / SIDA	HIV/AIDS	VIH / SIDA

Themes

ES	EN	FR
Generalidades, panorama (sobre el microseguro)	Overview (microinsurance)	Aperçu (sur la micro-assurance)
Articulaciones	Linkages	Articulations
Seguro social	Social insurance	Assurance sociale
Convenios contractuales	Contractual agreements	Contractualisation
Viabilidad (estudio de factibilidad)	Feasibility	Faisabilité
Financiación	Financing	Financement
Administración	Management	Gestion
Global Social Trust	Global Social Trust	Global Social Trust
Legislación / Regulación	Legislation/Regulation	Législation / Régulation
Mercadotecnia	Marketing	Marketing
Microseguros	Microinsurance	Micro-assurance
Normas OIT y legislación	ILO Standards & Legislation	Normes BIT et législation
Pertinencia	Relevance	Pertinence
Políticas y estrategias nacionales	National polices and strategies	Politiques et stratégies nationales
Prestaciones en metálico	Cash transfers	Prestations en espèces
Prestaciones universales	Universal benefits	Prestations universelles
Protección social en salud	Social health protection	Protection sociale en santé
Asistencia médica	Health care	Soins de santé
Estrategias / Planes de acción	Strategies/Action plans	Stratégies / Plans d'action
Seguimiento-Evaluación / Diagnóstico rápido	Monitoring-Evaluation/Rapid appraisal	Suivi-Evaluation / Diagnostic rapide
Sistemas articulados	Linked schemes	Systèmes articulés

Types of Resources

ES	EN	FR
Artículo (prensa u otro)	Article	Article
Convenio (con prestadores de servicios médicos) / MoU	Agreement/MoU (Memorandum of Understanding)	Accord offre de soins
Taller (documentos sobre)	Workshop	Atelier
Base de datos	Database	Base de données
Folleto	Brochure	Brochure
Conferencia (documentos de)	Conference	Conférence
Convenio de la OIT	ILO Convention	Convention de l'OIT
Documento de trabajo	Working paper	Document de travail

Expediente (varios documentos sobre un mismo tópico)	Dossier	Dossier
ESS Paper series	ESS Paper series	ESS Paper series
Estudio de caso	Case study	Etude de cas
Película (video)	Film	Film
Guía / manual	Guide/manual	Guide / manuel
Entrevista	Interview	Interview
Inventario	Inventory	Inventaire
Boletín informativo	Newsletter	Lettre d'information
Libro (o capítulo)	Book (or chapter)	Livre (ou chapitre)
Programa informático	Software	Logiciel
Módulo de capacitación	Training module	Module de formation
Presentación power point	Presentation	Présentation
Informe	Report	Rapport
Artículo científico (informe)	Research paper	Rapport scientifique
Sitio Internet	Website	Site internet
Texto jurídico	Legal text	Texte juridique

Appendix 4. Guidelines for Writing Summaries/Abstracts

Excerpt from *Labordoc Indexing Techniques,* Unit 4: Free Text Abstracts, http://www.ilo.org/public/english/support/lib/tools/indexing.pdf (May 2005)

Chief characteristics of a good abstract:

Essentiality:

The abstract should focus on the essential content, or emphasis, of the document, distinguishing the essential from what is peripheral.

Objectivity:

The indexer must neither introduce biases nor evaluate, interpret, or draw conclusions from the material. Objectivity implies that the indexer avoids qualifying the document as "excellent", "unusual", "authoritative", etc. For example, the author of a document may claim to be describing a "unique" phenomenon, but we cannot accept his or her claim without proof. He or she may only be trying to make the research sound more interesting.

Accuracy:

The abstract must accurately reflect the content of the document.

Clarity:

The abstract must be clear and precise in its meaning, both as a whole and in its individual sentences. The reader should never be puzzled by what an abstract is attempting to convey.

Concision:

An abstract is a condensation and is limited in length. The indexer should always use the most economical means of expression.

Style:

The overall style of the abstract should be formal: slang expressions and contractions should be avoided, and complete sentences should be used, except for verbal phrases such as: "Describes..."

The abstract may summarize a portion of the document only, rather than the document as a whole.

Sometimes, one of the subjects covered in a document needs to be explained in a free text abstract, while other subjects covered in the same document do not need any explanation. However, if the abstract deals with only one of several of the document's subjects, this subject could take on too much importance.

The solution to this is to use a phrase that shows the reader that this subject is not the main or only subject covered, such as: "Takes into account...", "Briefly examines...", "One chapter covers..." or "Includes a chapter on..."

A **different approach** consists in writing the abstract responding to the following questions:

1. What is the objective and the field of the resource or document?
2. How is it structured?
3. Whom does it address?

This type of abstract can be used for guides or manuals, for instance.

The **ELDIS** portal contained a section on abstracts for its users until 2006 (it appears that we no longer have access to it). A short transcription follows:

Writing the perfect abstract

Content

Imagine that you are a researcher or policy maker, looking at an abstract on the internet or in an e-mail:

- How much time do you have to read it?
- Does it catch your eye?

- Does it look interesting?
- Does it tell you what you need to know?

What do you need to know about the document?

- How it fits into what you already know;
- Whether it offers anything new or different;
- What changes it suggests to current thinking;
- What it can help you to do.

Writing for the Internet

- The abstract will be read on screen and will be e-mailed to subscribers;
- Internet users are notoriously impatient;
- Policymakers and practitioners are generally very busy and need information fast;
- They know a lot about their subject – they do not need general introductions;
- They do not want to read something they already know.

The Full Abstract

Purpose: to let you decide if you should read the document. Is the document new/interesting? Is it what you are looking for? The abstract will not replace the need to read the actual document.

We expect different types of documents to require different types of abstracts; for instance, policy briefing abstracts will be different from practical manual abstracts.

Length: about 400 words. More if the message is complicated or there are multiple messages: The abstract will be read on screen or in an e-mail and not in a book, so it needs to be short. However, if you think that the abstract (if slightly longer) can replace the need to see the actual document, make it slightly longer.

Style

- The focus of the abstract is the conclusion of the paper, not the introduction, which usually contains well-known general information. What does the paper actually say? What are its recommendations and conclusions?
- The abstract needs to contain keywords for search purposes.
- Write as clearly and as simply as possible.
- Keep sentences short and do not use unnecessary words, e.g., adjectives and adverbs.
- Do not repeat ideas or concepts.
- Remove advertising by the author/publisher, e.g., “This is the most important paper on this subject for the last ten years…”
- Write in the present tense.
- Write in third person and rewrite personal pronouns, e.g., authors’ “we then looked at…” Instead, write “the article looks at…” or “looks at…”
- Break into short paragraphs, each focused on a concept. Subdivide these using bullet points to highlight conclusions of the research. Can be multiple bulleted lists (e.g., if there are separate (and interesting) lists of factual findings and policy conclusions/recommendations).
- Highlight using bold, not italics (HTML code: ,)
- **When writing an abstract, the best places to look for information in the document include its own abstract (if available; but note that author abstracts do not always include conclusions) and the executive summary, introduction and conclusions sections.**