Winds of Change

How e-technologies can assist education on human and minorities' rights

Editors
Wolfgang Benedek
Mitja Žagar
Saša Madacki

Winds of Change

How e-technologies can assist education on human and minorities' rights

Editors:

Wolfgang Benedek
Mitja Žagar
Saša Madacki

Human Rights Centre, University of Sarajevo
ETC - European Training and Research Centre for Human Rights and Democracy

Sarajevo - Graz, 2008

Winds of Change :
How e-technologies can assist education on human and minorities' rights

Edited by
Wolfgang Benedek
Mitja Žagar
Saša Madacki

Contributions in this volume
Wolfgang Benedek
Mitja Žagar
Saša Madacki
Veronika Bauer
Romana Bešter
Sara Brezigar
Mojca Medvešek
Miroslav Živanovic
Maja Kaljanac
Andela Lalovic

This e-book has been published as a result of the project „ICT Services in Human Rights Education“ supported by the Austrian Science and Research Liaison Offices Ljubljana and Sofia on behalf of the Austrian Federal Ministry of Science and Research
www.aso.zsi.at.

Publishers
Human Rights Centre University of Sarajevo
ETC - European Training and Research Centre for Human Rights and Democracy, Graz

ISBN 978-9958-9541-6-0

This e-book is available at http://www.hrc.unsa.ba/aso

The views expressed in this book are solely those of the author(s) and do not necessarily reflect the views of the Human Rights Centre of the University of Sarajevo, ETC - European Training and Research Centre for Human Rights and Democracy or the Institute of Ethnic Studies nor the supporter of this project the Austrian Science and Research Liaison Office.

While every effort has been made to avoid any mistakes or omissions, the Human Rights Centre of the University of Sarajevo, ETC - European Training and Research Centre for Human Rights and Democracy or the Institute of Ethnic Studies, its associates, printers, its partners, their directors make(s) no warranty, express or implied concerning the operation, content, information, software or products or services from www.hrc.unsa.ba/aso made available through this website or for any action taken or omitted to be taken on advice rendered or accepted on the basis of such products. This website, and its content is provided on an "as is" and "as available" basis.

This e-book is made available on the condition and understanding that neither the Human Rights Centre of the University of Sarajevo, ETC - European Training and Research Centre for Human Rights and Democracy or the Institute of Ethnic Studies nor its affiliates or suppliers would be liable for any loss, injury, claim, liability, or damages of any kind to any person whosoever, by reason of use of this site, its content, its servers including but not limited to any mistakes or omissions, viruses or other contaminating or destructive properties, any action taken or omitted to be taken or advice rendered or accepted or any incidental, punitive, and consequential damages.

BMWF Austrian Federal Ministry of Science and Research

ZSI ASO LJUBLJANA SOFIA
AUSTRIAN SCIENCE AND RESEARCH LIAISON OFFICE

Table of Contents

ICT Service in Human Rights Education: Introduction
Wolfgang Benedek 4

Repositories of Human Rights Information and Documentation : Note on Research Methodology
Saša Madacki, Veronika Bauer and Andela Lalovic 6

Repositories of Human Rights Information and Documentation in South East Europe: Guide and Findings
Miroslav Živanovic, Maja Kaljanac 13

Repositories of Human Rights Information and Documentation in Western Europe: Guide and Findings
Veronika Bauer 73

Digital libraries in the area of human rights: Minority and language issues in digital libraries on human rights
Romana Bešter, Sara Brezigar, Mojca Medvešek, Mitja Žagar 138

How to effectively setup Human Rights Libraries: Rough Guide
Saša Madacki 200

ICT Services in Human Rights: Introduction

There is a general awareness today that Information and Communication Technologies (ICTs) can serve as a powerful tool for economic and social development, increasing competitiveness and enlarging the potential of users to participate in the knowledge society. Similarly, ICTs also provide new opportunities for spreading the awareness of human rights and assisting human rights learning, which is of particular importance for regions and societies like South-Eastern Europe (SEE), which are still in transformation, not only economically, but also socially.

There is no tradition of human rights, even less of a "Culture of Human Rights"[1] in the successor states of the former Yugoslavia as well as in other parts of SEE. Therefore, the Council of Europe, the European Union, OSCE and other international actors, in particular also from civil society, have prioritized their concerns in relation to human rights, democracy and good governance in their cooperation with SEE.[2]

This publication attempts to contribute to this approach by exploring and comparing the potential of repositories of human rights information and documentation in Western Europe and in SEE. It is the result of a common research project of the European Training and Research Centre for Human Rights and Democracy (ETC) in Graz, the Human Rights Centre of the University of Sarajevo and the Institute of Ethnic Studies in Ljubljana and has been supported by project funding from the Austrian Science Office in Ljubljana, managed by the Centre for Social Innovation (CSI) in Vienna. Researchers relied on a practice-oriented methodology, sent out questionnaires and conducted internet research in order to better understand the different approaches and problems encountered. The project's goal was to make better use of, and ensure easier access to, the already existing human rights-related information and documentation facilities and to critically analyse the strength and weaknesses of those facilities in order to identify best practices and make some recommendations for improvements. The results clearly show that further research is required and funds are needed to improve the quality of websites, in particular in SEE, to fill identified gaps and to contribute to making more material available in national languages. Furthermore, capacity-building measures are needed in order to make better use of the quickly growing potential of the internet.

[1] See W. Benedek, Culture of Human Rights in the Balkans, in: M. Dodorovic, Culture of Human Rights, Belgrade 2002, 128ff.
[2] See W. Benedek (ed.), Civil Society and Good Governance in Societies in Transition, Belgrade 2006.

In addition, the publication also aims to make a contribution towards better access to the existing repositories, which will be of major interest to civil society organisations, but also educational or professional institutions involved in human rights education or working on human rights issues. There is a growing need to have access to sources of interpretation of human rights by courts or scholarly writings, as well as to materials providing introductions into human rights learning in schools and in informal education.

The concept of human rights adopted also included minority rights, which are of particular relevance in SEE. It is in relation to them that an enlarged knowledge base and an enhanced level of understanding is necessary; a level that be reached by easier access to existing resources.

This project has benefited from the outstanding expertise available at the Human Rights Centre of Sarajevo, which has gained a reputation as a centre of excellence for using ICTs for human rights and thus contributed to closing the gap, the digital divide, which exists between Western repositories and those in SEE. With regard to minority rights the Institute of Ethnic Studies in Ljubljana is one of the leading institutions worldwide. The European Training and Research Centre for Human Rights and Democracy in Graz has also gained international reputation, in particular for its Manual on Human Rights Education, "Understanding Human Rights", which will soon be available in 15 language versions, most of which can be found on the website of the ETC, which offers an electronic platform for human rights learning.[3]

This publication aims at using the tools of the information society in order to contribute to a better knowledge and understanding of human rights. In order to share the results of the underlying project with everybody interested, the co-editors decided to publish the results of the project as an e-book, which is open to the whole internet community. Users are welcome to share their impressions, their comments and critique with the participating institutions at the e-books's web site, which can be found at http://www.hrc.unsa.ba/aso.

Finally, thanks are due to all colleagues and collaborators, who made the completion of the project and this publication possible.

Wolfgang Benedek

[3] See Benedek (ed.), Understanding Human Rights. Manual on Human Rights Education, 2nd ed., Vienna/Berlin/Antwerp 2006, available at www.manual.etc-graz.at.

Repositories of Human Rights Information and Documentation:
Note on Research Methodology

Saša Madacki, Veronika Bauer and Andjela Lalovic

Introduction

The purpose of this mapping/research is to analyse the status quo of existing human rights digital libraries in South East Europe and Western Europe, in particular their content and their usage/application in human rights education. This research project aims to finally come to the conclusion whether such digital libraries are needed to improve and how they can foster human rights education. Furthermore the actual structures of these libraries shall be analysed and compared and good/best practices shall be identified.

Having effective and efficient library service(s) is a clear indicator of the development stage reached by any organisational system in any given context. Successful business enterprises are supported by a comprehensive information and documentation system; a good library will be found in the backbone of every prominent educational system worldwide; research and development departments cannot function without timely provided information coming from their specialised libraries. The same is applied to human rights organisations and digital libraries. The existence of a well-functioning library and library service, founded on the effective usage of ICT applications, is saying a lot about how serious the given organisation is.

Since the fall of the communist regimes in SEE, human rights were a subject of a number of quite expensive international aid programmes. In many cases, the main aim of these support policies was to create sustainable and relevant mechanisms for promotion and protection of human rights. By analysing their ICT based library service, it will be possible to conduct an indirect assessment of the quality of their work and end results of their projects in the human rights field, as well as to compare them with their western counterparts. Furthermore, it will be possible to draw some important conclusions regarding future

directions and ways of implementation of forthcoming initiatives in the area of human rights and human rights education.

Before we start with the findings and guides it will be appropriate to recommend some definitions of the key terms mentioned in the article title – human rights education and information and communication technologies.

Let us start with the term "human rights education" defined as "all learning that develops the knowledge, skills, and values of human rights"[1].

The United Nations proposed a more detailed definition of human rights education:

"The Action of the United Nations Decade for HRE (1995 – 2004) emphasizes that: human rights education shall be defined as training, dissemination and information efforts aimed at the building of a universal culture of human rights through the imparting of knowledge and skills and the molding of attitudes and directed to:

(a) The strengthening of respect for human rights and fundamental freedoms;
(b) The full development of the human personality and the sense of its dignity;
(c) The promotion of understanding, tolerance, gender equality and friendship among all nations, indigenous peoples and racial, national, ethnic, religious and linguistic group…"[2]

In other words, human rights education is related to the totality of activities directed to learning about, and learning for human rights.

To define the information and communication technology will be more difficult because there are many different approaches to the subject that is still in the

[1] The Human Rights Education Handbook: Effective Practices for Learning, Action and Change. http://www.hrusa.org/hrmaterials/hreduseries/hrhandbook1/part1B.html. 26.06.2003.
[2] Understanding Human Rights: Manual on Human Rights Education. Graz: Human Security Network, 2003. p. 15.

process of rapid development. But, in general we can say that ICT is the term for describing different combinations of computer equipment and communications for transmission of data with a wide field application in a variety of human activities. In the context of human rights education it is also very interesting to address the question of ICT literacy as an important element of the right to development and, consequently, human rights. ICT literacy is defined as "using digital technology, communications tools, and/or networks to access, manage, integrate, evaluate, and create information in order to function in a knowledge society"[3]. The International ICT Literacy Panel offers a description of every term mentioned in the definition:

> **Access** – knowing about and knowing how to collect and /or retrieve information
>
> **Manage** – applying an existing organisational or classification scheme
>
> **Integrate** – interpreting and representing information. It involves summarising, comparing and contrasting
>
> **Evaluate** – making judgments about the quality, relevance, usefulness, or efficiency of information
>
> **Create** – generating information by adapting, applying, designing, inventing, or authoring information.[4]

So for the purpose of this study the term *digital libraries* is used as an umbrella term for all kind of electronic collections of human rights education materials that can be accessed by interested individuals committed to *training, dissemination and information efforts aimed at the building of a universal culture of human rights through the imparting of knowledge and skills and the molding of attitudes,* managed by organisations dealing with HRE including but not limited to: aggregated databases, virtual guides, virtual libraries, directories, virtual classrooms, ebraries, cybraries, hybrid libraries - all forms of collections of digital content that may be locally held or accessed remotely via computer networks in the field of human rights education.

---

[3] Digital Transformation: A Framework for ICT Literacy: A Report on the International ICT Literacy Panel. http://www.ets.org/research/ictliteracy/ictreport.pdf. 26.06.2003.
[4] Ibid.

This project must be seen as a basic pilot study, for then hopefully building up a larger project to further improve the digitalisation of content and material and the content of digital libraries in the field of human rights education.

The mapping exercise had focused on the information and documentation activities of organisations in South East Europe and in Western Europe in a networked environment through a survey of their respective websites.

Sample: The sample included 13 websites from South East Europe and 13 websites from Western Europe, which have been identified by the Human Rights Centre of the University of Sarajevo (HRC Sarajevo) and ETC Graz. Selected portals were chosen to get a comprehensive overview of the existing broad content in the area of human rights. Of course this study cannot take into account all of the existing webpages having some content on human rights. So we chose to identify those which are best known or most easily identifiable by using search engines such as e.g. Google. The second step was reviewing the sites from the result lists identifying which sites have any kind of digital documents collection. The fact whether the institutions in question have organised human rights education events or their materials were used by other organisations was taken into consideration. Also for the purpose of this mapping exercise we tried to analyse different types of organisations (GO's, NGO's, IO's, etc.). Note here that this is a pilot study and that the list is not exhaustive. The intention here is to map and evaluate those randomly selected websites in order to have a starting point and identify the real need for possible wider research. As a result the following list has been generated:

Sites form South East Europe:

- Anti Trafficking Center, Belgrade, Serbia
- Web site on human rights for youth, B&H
- Constitutional Court of Bosnia and Herzegovina
- Council of Europe Field Office Sarajevo, B&H
- Council of Europe Office in Belgrade, Serbia

- Helsinki Committee for Human Rights in Serbia
- Helsinki Committee for Human Rights in Bosnia and Herzegovina
- Human Rights Centre Zagreb, Croatia
- DADALOS, International UNESCO Education Server for Civic, Peace and Human Rights Education, Sarajevo, B&H
- Research and Training Centre for Human Rights and Democratic Citizenship, faculty of Philosophy Zagreb Learning Resources, Croatia
- Belgrade Center for Human Rights, Serbia
- The Gate: Virtual Gate to Human Rights in Bosnia and Herzegovina
- Transitional Justice Portal, UNDP Serbia

Sites from Western Europe:

- Institute for Human Rgihts, Abo Akademi, Turku, Finland
- Academic Info Human Rights Library
- Austrian Institute for Human Rights Library
- ETC Graz Library
- Human Rights Impact Resource Centre
- Human Rights Tools
- Institute for Human Rights, ?bo Akademi, Finland
- Netherlands Institute of Human Rights, Utrecht
- Online-Datenbank des Ludwig Boltzmann Instituts für Menschenrechte, Wien
- OSCE POLIS library
- Raoul Wallenberg Institute Library, Lund, Sweden
- The Electronic Resource Centre for Human Rights Education
- The German Institute for Human Rights, Berlin

Sample Statistics: Bosnia and Herzegovina (6), Serbia (5), Croatia (2). By type of organization: Governmental (1), Academic (2), Nongovernmental (6), International Organizations/Intergovernmental (4).

Questionnaire: Based on several guides which are available online [5] and library and information science literature[6] a set of principle questions on the evaluation of the websites has been isolated. The questionnaire in the form of poll contained 53 questions, of which four concerned the description of the organization, i.e. information on the organisation (name of the organisation, website address, mission, vision). Furthermore another 49 questions divided in 10 sections were researched:

- **Access to Digital Library** (accessibility from the main homepage)
- **Scope and Content** (collection content by type of material and by subject; size of collection, identification of unique content; full text or abstract availability; format of material stored – filetype; are materials stored in common formats or special software is needed in order to view files stored; completeness; update; copyright.
- **Classification and Cataloging** (classification, subject headings, existence of classification schema, metadata, structure of the collection)
- **Linking** (links to other organizations and/or collections, link activity; appropriateness of links)
- **Navigation** (visibility of menu items; site map; help charts; clarity and organization of information; consistency of menu items; easyness of navigation)
- **Search/Retrieval Options** (availability of search feature; possibility of browsing)
- **Visual Appearance** (distracting elements; time of loading; commercials, advertisments, design elements)

[5] Evalued : An evaluation toolkit for e-library developments. Available at http://www.evalued.uce.ac.uk [Accessed 06.06.2007].
Susan E. Beck: Evaluation Criteria. Available at: http://lib.nmsu.edu/instruction/evalcrit.html [Accessed 06.06.2007].
Michael Engle: Evaluating Web Sites: Criteria and Tools. Available at: http://www.library.cornell.edu/olinuris/ref/research/webeval.html [Accessed 06.06.2007]
[6] Saracevic, T: Digital Library Evaluation: Toward an Evaluation of Concepts. Library Trends, 49 (2), Fall 2000.
Stella Thebridge: Evaluating Electronic Information Services : A Toolkit for Practicioners. Library and Information Research, 27 (87), Winter 2003, pp. 38-46.
Antony Jose: Evaluation of Digital Libraries : A Case Study. In:// ARD Prasad, Devika P. Madalli (eds.). ICSD 2007, pp. 229-238.

- **Feedback/Assistance** (feedback mechanism; reference assistance; current awareness service)
- **Browser compatibility** (Mozilla, Netscape and Internet Explorer)
- **Usability** (problems observed with the website during evaluation)

Limitations: There was no possibility to analyse all digital repositories of human rights education materials due to time and financial constraints. There is the possibility that some important collection remained unanalysed. Some of the websites had technical difficulties during this survey, and some sections were not available for analysis. We had no direct access to the administrative modules of respective websites, and there was no possibility to analyse back-end (structure, directories, statistics, etc.). Due to financial and time constraints there was no possibility for longitudinal study, to track those websites during a longer period of time.

Repositories of Human Rights Information and Documentation in South East Europe: Findings and Guide

Miroslav Živanovic, Maja Kaljanac

In the course of research the Human Rights Centre analysed 13 digital collections/libraries of human rights institutions. Those institutions were:

1. Anti Trafficking Center, Belgrade, Serbia
2. Web site on human rights for youth, B&H
3. Constitutional Court of Bosnia and Herzegovina
4. Council of Europe Field Office Sarajevo, B&H
5. Council of Europe Office in Belgrade, Serbia
6. Helsinki Committee for Human Rights in Serbia
7. Helsinki Committee for Human Rights in Bosnia and Herzegovina
8. Human Rights Centre Zagreb, Croatia
9. DADALOS, International UNESCO Education Server for Civic, Peace and Human Rights Education, Sarajevo, B&H
10. Research and Training Centre for Human Rights and Democratic Citizenship, faculty of Philosophy Zagreb Learning Resources, Croatia
11. Belgrade Center for Human Rights, Serbia
12. The Gate: Virtual Gate to Human Rights in Bosnia and Herzegovina
13. Transitional Justice Portal, UNDP Serbia

Findings will be presented along the lines of the questions posed in the Questionnaire, and more elaborated analysis can be found in the Guide following this section.

Access to Digital Library *(Accessibility from homepage)*

All repositories have a direct link to repository of electronic information and documentation from their homepage. The name of the link is the only thing that distinguish them. Terms that appears at the menu lists are: Documents, Library, Publications. Links are not hidden, but immediatelly visible.

Scope and Content *(collection content by type of material and by subject; size of collection, identification of unique content; full text or abstract availability; format of material stored – filetype; are materials stored in common formats or special software is needed in oredr to view files stored; completeness; update; copyright.*

The material included in repositories reflects mission and vision of the organisation examined. There are no deviations in terms of document inclusion when compared with the mission. The number of items corresponds with the size of an institution (staff, activities). The collections comprise first and foremost materials created and or compiled within the respective organisation's activities (reports, manuals, books and other publications). In that sense we can claim that organisations from SEE offer unique material. A small number of them actually acts as an aggregator offering materials other then created within their organisation (i.e. The Gate, Transitional Justice Portal). All of the analysed sites offer full text access. In many cases regarding instruments the organisations offer links to full text documents on the website examined pointing outside of their website (UN, CoE, etc.). Materials are in all cases offered in common format readable without special software. Most frequently used formats are PDF and Word Doc. With regards to the completeness we can claim that no single organisation offers complete and comprehensive access to materials that reflect their mission. This is understandable, since for that effort separate institution should be established (European Human Rights Digital Library) following the models currently used (European Digital Library, etc.). Update is one of the most problematic issues examined, since many websites did not indicat the exact date (and) time of the last update. It can not be tracked within the library section, but only for the website in general, or within the News section. Copyright policies are respected, and there is no illegal content on the websites examined. Regarding language issues, many websites offer bilingual access to their websites. A problem is that those language versions are not harmonised and the content is not the same in bosnian, croatian, serbian and/or the english language version.

Recommendations

- Organisations should put additional effort to develop Content Development Policies in order to be up to date with their printed editions. For instance the Belgrade Center for Human Rights has extensive publishing activites and unfortunatelly not all of their publications are online (compare list of available material on the web with their catalog of printed publications).

- Organisations should have at least links or bibliographic entries if not full text of works that are crucial for their work
- Organisations should indicate rules of usage of their unique material (whether it is copyright or copyleft, or released under creative commons licence) and under which conditions material can be used.
- If an organisation decides to launch a bilingual website it must ensure harmonised versions, or in other words to create mirrored websites with excately the same content and materials available in both languages.
- Organisations should use common formats of documents avoiding special software requirements or formats that require plug-ins.
- All materials added to the collections should be labeled by time stamp.

Classification and Cataloging *(classification, subject headings, existence of classification schema, metadata, structure of the collection)*

When the library section is opened it is visible that most of the organisations use some sort of subject subdivision, but no single international classification standard has been applied (Universal Decimal Classification, Dewey Decimal Classification, etc.). Proper metadata elements are visible at very few of the examined websites (best example is Research and Training Centre for Human Rights and Democratic Citizenship, Zagreb).

Recommendations:

- Every document included in the collection must have minimum of metadata elements in order to be easily located. We recomend the implementation of the Dublin Core Metadata Element Set: The Simple Dublin Core Metadata Element Set (DCMES) consists of 15 metadata elements:
  - Title
  - Creator
  - Subject
  - Description
  - Publisher
  - Contributor
  - Date

- Type
- Format
- Identifier
- Source
- Language
- Relation
- Coverage
- Rights

- More on Dublin Core can be found at the website of the Dublin Core Metadata Initiative (DCMI) available at: http:dublincore.org
- We would like to encourage organisations to start applying some of the available international standards for classification (Universal Decimal Classification). A first step can be simply retyping of UDC class from CIP (Cataloguing in Publication) data from published printed material. A second desirable step will be looking for assistance of professional librarians. If an organisation uploads around. 15 documents per month that engagement can be seen as 5-6 hours per month.

Linking *(links to other organisations and/or collections, link activity; appropriateness of links)*

Linking sections are available within most of examined webistes. Links are directing mostly to international standards for the protection of human rights and instutions. All links are appropriately positioned and active.

Navigation *(visibility of menu items; site map; help charts; clarity and organisation of information; consistency of menu items; easyness of navigation)*

Menu items are immediatelly visible from the homepage, but no single website have site map. There are some instructions available on how to use website, but only in few cases. There is no dead ends on analysed websites and navigation is easy, but need improvement in graphical design.

Recommendations:

1. There is need to create site maps for entire website in order to make navigation easier
2. If a highly structured collection is uploaded then a help chart is needed in order to enhance the usage of the collection
3. Navigation should be intuitive and based on postulates of Information Architecture Institute (see http://iainstitute.org)

Search/Retrieval Options *(availability of search feature; possibility of browsing)*

Search options are available at most webistes examined, but only for entire website, but not for the library or documentation section only. The problem is in fact that after performing search query, the result list is including all the content of the website, so, documents are lost within news, activities, press releases, etc.

Recomendation:

1. Search feature should be provided within the library section to facilitate fast access to collection.
2. Advanced search features should be available to offer possibility of narrowing the result list. Those features may include searching by certain type of document, Keyword in title, Keyword in text, Date of release, Author of the text if applicable.

Visual Appearance *(distracting elements; time of loading; commercials, advertisments, design elements)*

Distracting elements were not identified, neither commercials. Advertismenst were in place only if conference is announced, or to sum up only if event and or product is related to the mission or activities of the organisation.

Recommendation:

1. It is necessary to consult designers to evaluate the visual identity of the organisation, due to the fact that we have to enable our visitors to stay at the website not being disturbed by agressive colours, various visual effects and too much text.

2. Practice has shown that a lot of website projects start with the designer, which is completely wrong, since organisations have to construct a „table of contents“, to identify sections and the amount of information. Then designers should wrap up the content into the visual identity of the organisation .

Feedback/Assistance *(feedback mechanism; reference assistance; current awareness service)*

Every organization offers contact details, so a communication channel is enabled. Reference services and current awareness services are not present.

Browser compatibility *(Mozilla, Netscape and Internet Explorer)*

All websites are compatible with major browsers.

Preliminary Conclusions

1. Digital repositories are strategically planned but not strategically maintained (
2. Digital repositories are in compliance with the mission of the organisation but not comprehensive as needed
3. There is evident language inconsistency (If the website is bilingual, the content is not the same in both language versions)
4. There is a mix of languages within the collection (existence of multiple language documents within one language version)
5. Lack of Metadata (in a huge number of cases only the title of the document is provided)
6. Misleading Metadata (title indicated in the link is not corresponding to the actual title of the document)
7. No frequent update of the collections
8. Dispersion of materials across the website [sometimes documents and publications are not only stored within the Library or Documents sections, but within other sections (Activities, Programmes…)]
9. The search feature is available for the entire website and not only for the library section.
10. There is no visible evidence that materials included in digital repositories are actually used in HRE events.
11. Still dominant documentation of Human Rights Education event announced or described on the website is agenda, list of participants, venue, timeframe. Barely one can find reading materials used at the event.

Anti Trafficking Center, Belgrade, Serbia

(http://www.atc.org.yu)

The "Anti Trafficking Center" (ATC) is a citizens' association with a mission of promoting universal human rights in Serbia and Montenegro and the surrounding region.

The ATC is a non-governmental, non-profit organization, trying to contribute, through its programmes, to eradicating trafficking in human beings, with a special emphasis on the causes of the problem of trafficking, such as gender-based violence, poverty, unemployment, and the lack of suitable opportunities.[1]

The website of ATC holds a small repository of electronic documents (library) dedicated primarily to issues related to trafficking in human beings, women's rights and gender-based violence.

The library can be accessed from the home page of the Center at http://www.atc.org.yu by clicking on the menu item DOCUMENTS on the left side.

The library is composed of six sections assembled by topical parts:

(1) Trafficking in human beings (available in English and Serbian)
(2) Gender (available in English and Serbian)
(3) Violence against women (available in Serbian)
(4) Prostitution/sex work (available in English and Serbian)
(5) Male activists' group and (available in English and Serbian)
(6) Women's rights (available in English and Serbian)

After browsing sections of the repository, users come across certain inconsistencies regarding the content and number of documents existing within the English and Serbian version. The English version contains 51 documents and the Serbian version 69 documents[2]. If we look through each section, inconsistency appears as follows: (1) Trafficking in human beings: 27 English – 38 Serbian documents; (2) Gender: 9 – Serbian 11 documents; (3) Violence against

[1] Information about the Centre taken from http://www.atc.org.yu/About_us/index.html.
[2] Document count as of mid October 2007.

women: English 4 – Serbian 6 documents; (4) Prostitution and Sex work: English 9 English – 12 Serbian documents; (5) Male activists' group: 1 English –5 Serbian documents and (6) Women's rights: 1 English –2 Serbian documents.
The guide through this library is based on the Serbian language version only.

Guide through ATC Library (Documents section)

The section Documents is a static html file and contains, as already mentioned, six sections. Documents can be accessed by clicking on each section (for example: Trgovina ljudima (=Trafficking in human beings)). All documents are available in full-text and free of charge and can be directly accessed on the sections page.

A first look at the documents provided within the sections indicates a lack of metadata, or in some cases incomplete/misleading metadata elements. For instance a document titled *"Labour market YU"* is actually *"Labour Market – vocational education and training assessment : Federal Republic of Yugoslavia : Serbia"* published in Torino, March 2001. Secondly, although it is the Serbian version of the site, a number of documents are provided in English without translation into Serbian (look at the picture on the left). Thus, there is a mixture of English and Serbian language materials assembled under the label Serbian.

Titles of documents provided within the various sections are not followed by any other bibliographic elements (author, editor, publishing date, publisher, etc.), thus the only way to find out more about it, is to open the entire document and inspect the details.

Although this library offers various types of publications, from international standards through researches to national action plans, as well as other topics, users searching through the different sections do not discover the exact nature of the work, whether it is a policy

paper, a research paper, a book or something else (due to the already mentioned non-existence of short descriptions of the contents of the documents).

The Documents section contains a number of unique and specific documents which can be useful for those interested in topics covering women's rights, trafficking in human beings and similar topics.

For example, in section „Trgovina ljudima“ (= trafficking in human beings) users may find a document titled „Balkan Web Research 2004“, which is actually an assessment of the situation in Albania, Bosnia and Herzegovina, Kosovo, Former Yugoslav Republic of Macedonia and Moldova regarding the trafficking in human beings. This document was realised by the International Organization for Migration in July 2004 under the title „Changing patterns and trends of trafficking in persons in the Balkan region“. The other example is in the section „Nasilje nad ženama“ (= violence against women) where users can find a document titled „Not a minute more“ which is publication of UNIFEM's document from 2003 with the title „Not a minute more – ending violence against women“.

A search feature is available for the entire website, but not specifically for the library section as such. This means that users may try to enter keywords related to the topic or subject of their interest, and might encounter difficulties in finding results. The result list will provide the users with all matches without any remarks, however, on which of the results represents a document within the virtual library. Thus, if, for example, „trgovina ljudima“ (=trafficking in human beings) is entered into the search box, the results will provide the number of titles holding the key words, but without specifying whether it is a document, news or something else (see the picture below).

Linking

The website of the Center contains the menu item LINKS holding links for a number of local, national, regional and international organisations related to the subject directly or indirectly.

By clicking on the left side of the site on the menu item Linkovi (=Links) one will be provided with a list of subjects. Each subject section contains a list of links for organisations related to the subject given in the name of the section (for example: ljudska prava = human rights, provides a list of links of organisations dealing with human rights). However, the list of links contains only a list of names of institutions/websites including their URL, without elaborating on it (see picture below).

Belgrade Center for Human Rights

The Belgrade Centre for Human Rights is a non-partisan, non-political and non-profit association of citizens concerned with the advancement of theory and practice of human rights. It assembles persons of various professions and backgrounds – jurists, attorneys, sociologists, economists, writers, teachers, students and entrepreneurs. They contribute to the mission of the Centre by their knowledge, experience and enthusiasm.

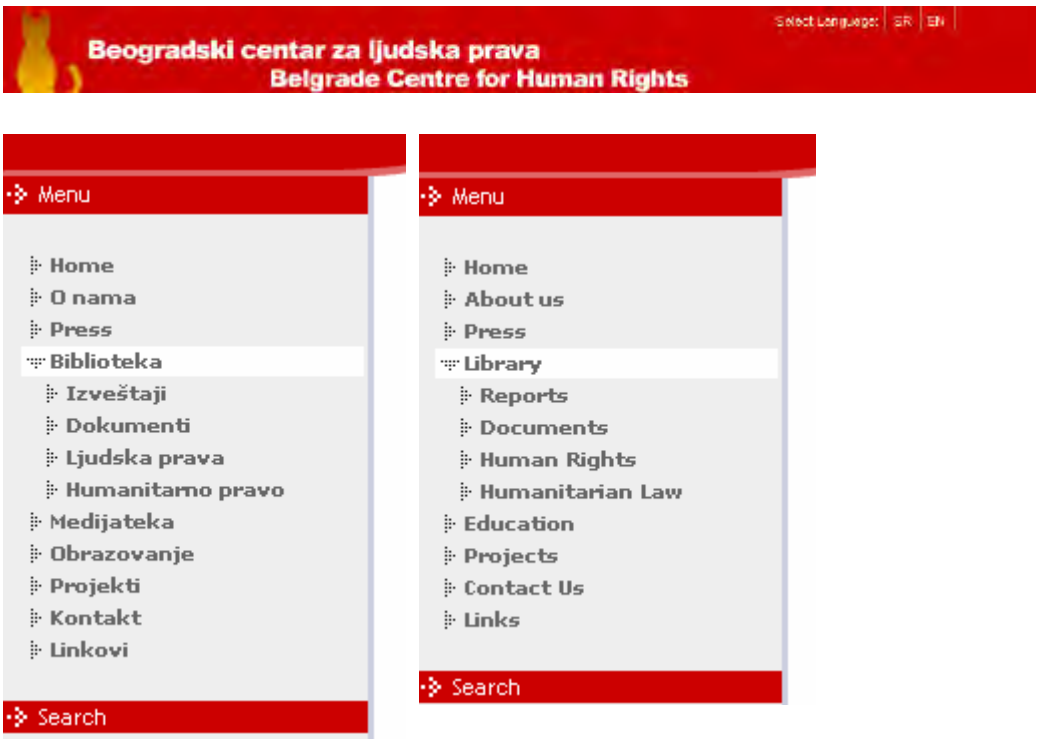
The Belgrade Centre was established in 1995 and has ever since been recognized as one of the most important and most influential non-governmental organizations in Serbia and Montenegro.

The principal goals of the Centre are advancement of knowledge in the field of human rights and humanitarian law, development of democracy, strengthening the rule of law and the civil society in Serbia and Montenegro and other countries in transition from authoritarianism to democracy. In the ten years of its existence the Centre has endeavoured to raise the consciousness of the citizens on the importance and dimensions of the idea of human rights and individual freedoms and to establish a favourable climate for their full respect and enjoyment.

BCHR has both a physical and an e-library. The physical library contains more than 2.800 items and is available to the public.

The Virtual Library is available from the homepage of Belgrade Center for Human Rights at http://www.bgcentar.org.yu. At the homepage you may either select the Serbian or the English language. The library offers the following four categories/sections in both languages:

- Reports
- Documents
- Human Rights
- Humanitarian Law



Reports

By clicking on 'Izveštaji' (= Reports) you will be able to view the annual reports with the title ***Human Rights in Serbia and Montenegro***. The table of contents appears in the main section of the website, while on the right hand side links to all published annual reports from 1998-2005 can be found. The report for 2006 is available on the homepage. Structure and content are the same both for the Serbian and the English version.

Documents

Although this section is maintained in both Serbian and English, it is not equal consistent. The section 'Dokumenti' (= Documents) in Serbian has six sections, while the English version has only three sections. See table below:

Main Section	Subsection	Main Section	Subsection
Medunarodni dokumenti o ljudskim pravima (=International Human Rights Documents) ✓	• UN Dokumenti • Dokumenti Saveta Evrope • Dokumenti OEBS • Dokumenti Medunarodne organizacije rada	International Documents ✓	• UN • CoE • OSCE (ILO documents are missing) ×
Dokumenti opšteg medunarodnog javnog prava (=General International Public Law Documents)		General International Public Law Documents (missing)	

✓		✗	
Odluke medunarodnih tela (= Decisions of International Bodies) ✓	• Evropski sud za ljudska prava • Ugovorna tela Ujedinjenih nacija	Decisions of International Bodies ✓	• ECtHR • UN
Nacionalno zakonodavstvo ✓		National Legislation ✓	
Komentari zakona ✓		Law Commentaries (missing) ✗	
Sudska praksa ✓		Case Law (missing) ✗	

Dokumenti (=Documents) contains translations of international and regional instruments, as well as decisions of the treaty bodies in the following sections:

International Human Rights Documents (treaties)

International Public Law Documents (statutes of international organizations, diplomatic and consular law documents, environmental law documents, international criminal law)

Decisions of International Bodies (Judgements of European Court of Human Rights, decisions of United Nations treaty bodies)

National Legislation

Legislation of Serbia (and Montenegro) is available here.

Commentaries of Laws

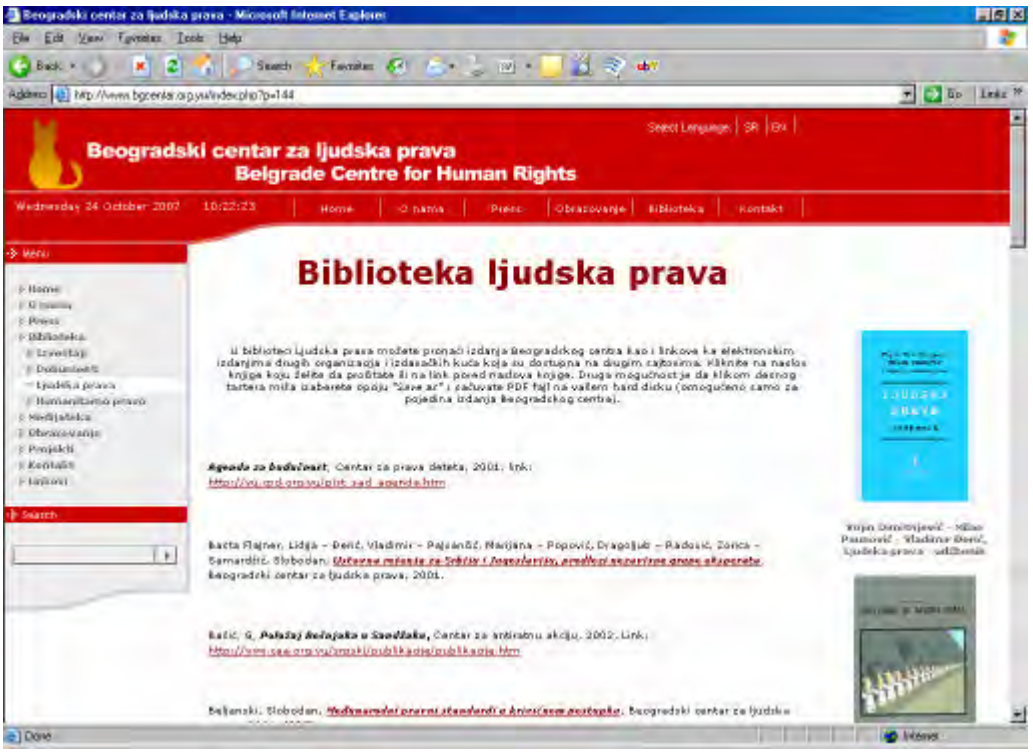
Critical overview and comments by BCHR members on Serbia (and Montenegro9 legislation with reccomendations for improvement..

Sudska praksa

In this section case law of domestic courts related to human rights is available.

Human Rights

This section contains books and manuals produced by the Belgrade Center for Human Rights and other institutions in the Serbian language. Currently there are some 25 items available within this section. An English version of this section is not available.



Humanitarian Law

This section is unavailable. At the serbian version the user comes across an UNDER CONSTRUCTION sign, while in the English version there is no such notification or other content available.

Constitutional Court of Bosnia and Herzegovina
(http://ww.ccbh.ba)

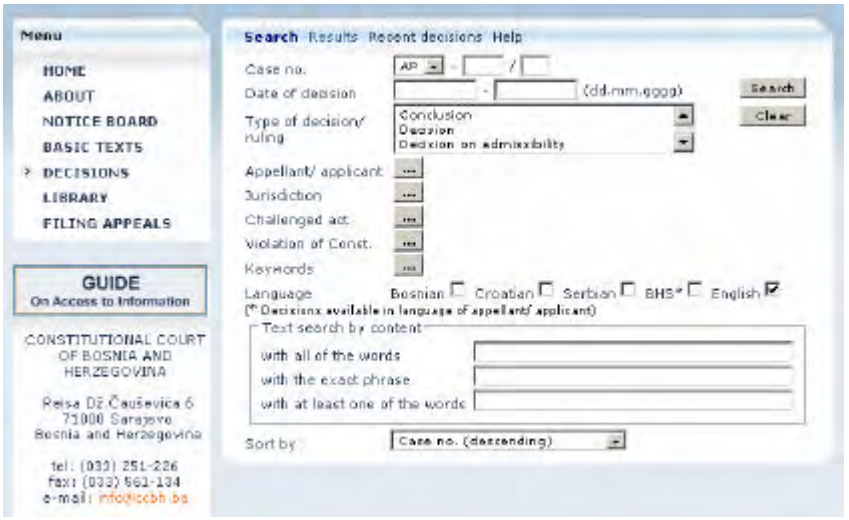
The position of the Constitutional Court is provided for in Article VI of the Constitution which defines not only its jurisdiction, but also provides for its organizational structure and its procedure as well as for the final and binding character of its decisions. Defining the normative requirements for progress towards a democratic political system and modifying the internal structure of the state, the Constitution updated in this way the constitutional position of the Constitutional Court and made it compatible with the standards of a constitutional judiciary – both as an independent 'guardian of the constitution' and as an institutional safeguard for the protection of human rights and freedoms as laid down not only in the provisions of Article II of the Constitution, but also in the instruments contained in Annex I thereto.[3]

The website of the Court exists in four language versions: Bosnian, Croatian, Serbian and English. Regarding the content of the website, all four versions hold the same information except in the section "Decisions" where there is a discrepancy in the number of decisions of the Court provided in the English version and those provided in the Bosnian, Croatian and Serbian versions (more details on this in continuation of the text).

The Court has a physical library, operating within the Centre offering Records, Documentations, Information and Publications of the Court. By clicking on the left side of the home page on the menu item LIBRARY, the user can immediately access the library section of the website which offers an online catalogue search through the content of the existing physical library of the Court by entering different features (author, title, publisher etc.) including key words.

[3] Information about Constitutional court of B&H taken from http://www.ccbh.ba/eng/article.php?pid=1179&kat=503&pkat=509.

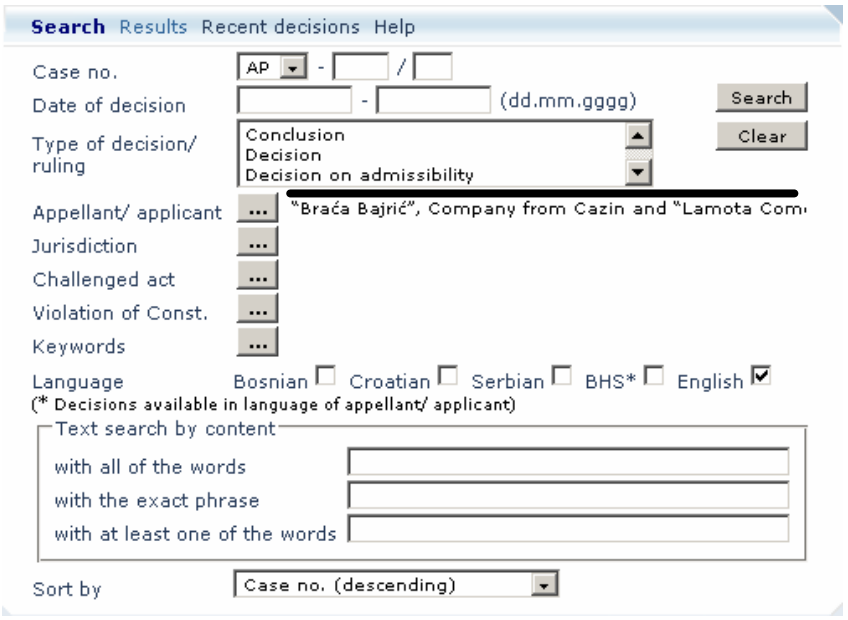
Library



The virtual library is actually consisting of decisions of the Court. We decided to describe this section despite the fact that this is not a digital library in the sense of offering materials like books, reports, manuals, etc. The reason for doing this is that decisions can be browsed by articles of the European Convention on Human Rights and Fundamental Freedoms and can be a valuable tool for Human Rights Education since these decisions can be used for case studies and workshops.

The collection can be accessed by clicking on the menu item DECISIONS on the left side of the homepage. A search tool for searching the specific decision will appear.

This search tool gives the possibility of searching through the decisions of the Court by various categories of search factors using either offered options, keywords etc. For example, by clicking on the option of search by "Appellant/applicant" a window will appear showing decisions sorted by appellants/applicants. The user can simply click on one of the desired decision and in the search section (picture left), the name of the chosen appellant/applicant will appear (see picture below).



Then all the user needs to do is to click on the button "Search" and the search engine will provide him/her with the requested decision, conclusion, etc. (see picture on the left).

Results appear in a table view providing the user with information about the requested document (as can be seen at the picture below) and, what is important, there are three types in which the document can be viewed (.pdf, .htm and .zip). It is also important to mention that not all of the decisions available by appellant/applicant are provided in all language versions. There are 296 decisions provided in English (and are entirely translated into English), 3008 in the Bosnian version, 3006 in Croatian and 3248 in Serbian (they are typed in Cyrillic).

Beside this way of searching by appellant/applicant, there are also other features offered in order to ease and enhance the search. A user can search for a decision by the number of the decision (if acquainted with it), jurisdiction, challenged act, violation of constitution, violation of a certain article of the European Convention on Human Rights and Fundamental Freedoms, keywords or by content of the decision. The user may select an option in order for results to appear in the chosen language(s).

The other offered feature for accessing the decisions of the Court is provided also within the section "Decisions" as the item "Recent decisions". By clicking on the item "Recent decisions" (right next to "Results") a table providing a list of recent decisions of the Court will appear (table contains the same columns as the table providing results of the search as shown in the previous picture). It has to be mentioned that there is a disproportion in the

display of recent decisions in English and other three versions (probably due to the fact that not all decisions are translated into English, as mentioned before). Thus, if the user clicks on the item “Recent decisions” in the English version and “Najnovije odluke” (= recent decisions) in the Bosnian version, he/she will not be provided with the same results (see pictures below and pay attention on the dates and numbers of decisions).

Search Results **Recent decisions** Help

Case no. / Type of decision/ ruling	Appellant/ applicant	Summary	Date / Info	.pdf	.htm	.zip
U-8/07	Udruženje za zaštitu ljudskih prava i sloboda «Sloga»		06.07.2007			
Decision on admissibility		Summary	Info			
U-7/07	Udruženje za zaštitu ljudskih prava i sloboda «Sloga»		06.07.2007			
Decision on admissibility		Summary	Info			
U-5/07	Čedomir Pejaković		06.07.2007			
Decision on admissibility		Summary	Info			
AP-681/07	Jasmina Kulić		06.07.2007			
Decision on admissibility		Summary	Info			
AP-892/06	Tuzlanska Banka D.D. Tuzla		06.07.2007			
Decision on admissibility		Summary	Info			
AP-855/06	Gordana Kojić		06.07.2007			
Decision on admissibility and merits		Summary	Info			
AP-90/06	Besim Bojadžija		06.07.2007			
Decision on admissibility and merits		Summary	Info			
AP-2313/05	Mugdin Herceg		06.07.2007			
Decision on admissibility and merits		Summary	Info			
AP-2281/05	Tihomir Gligorić i Stamenka Kozomara		06.07.2007			
Decision on admissibility and merits		Summary	Info			

Pretraga Rezultati **Najnovije odluke** Pomoć

Broj pr. / Vrsta odluke/ rješenja	Podnosilac apelacije/ zahtjeva	Sažetak / Info	Datum / Info	.pdf	.htm	.zip
AP-1943/07	Brano Vranćić		16.07.2007			
Odluka o dopustivosti		Sažetak	Info			
AP-1848/07	Sretko Škripina		16.07.2007			
Odluka o privremenoj mjeri		Sažetak	Info			
AP-1821/07	Rudolf Dobrik		16.07.2007			
Odluka o privremenoj mjeri		Sažetak	Info			
AP-1817/07	Mirko Kovačević		16.07.2007			
Odluka o privremenoj mjeri		Sažetak	Info			
AP-1812/07	Mijen Radonja		16.07.2007			
Odluka o privremenoj mjeri		Sažetak	Info			
AP-1780/07	Anis Bandić		16.07.2007			
Odluka o privremenoj mjeri		Sažetak	Info			
AP-1591/07	Kadrija Begić		16.07.2007			
Odluka o dopustivosti		Sažetak	Info			
AP-1135/07	Ekrem Taletović		16.07.2007			
Odluka o dopustivosti		Sažetak	Info			
AP-1115/07	Ahmad Čehajić i Zijad Redžić		16.07.2007			
Odluka o dopustivosti i meritumu		Sažetak	Info			
AP-1092/07	«Astra plan» d.o.o.		16.07.2007			
Odluka o dopustivosti		Sažetak	Info			
AP-862/07	Auto staklo centar «Novus»		16.07.2007			
Odluka o dopustivosti		Sažetak	Info			
AP-503/07	Mirjana Martinović		16.07.2007			
Odluka o dopustivosti		Sažetak	Info			
AP-324/07	„Skrlopromet" d.o.o. Visoko		16.07.2007			

For those having troubles in searching with this given search tool there is the item “Help” which enables the user to get all information on how to complete his/her search with this tool.

A very useful feature provided within the decision info is that information is also given on jurisprudence of other courts, especially the European Court of Human Rights, which enables interested practitioners to have an insight into the possibility of using the jurisprudence of other courts in completing their cases.

Linking

The website contains the item LINKS which holds links for a number of local, national and international institutions and organizations. By clicking on the item "Links" at the right upper side of the website, a list of links of institutions in Bosnia and Herzegovina will become visible. To see other links the user needs to click on one of the given categories at the right side of the window (Institutions in BiH, Justice system in BiH, International organizations and offices in BiH, International courts and associations of courts, Constitutional courts of other countries and courts of equal jurisprudence and other relevant links). All links are active.

Also by clicking on the category "Other relevant links" the user will be able to choose within four sub-categories: International Organizations, Useful databases, Human Rights and Justice System. The sub-category "Useful databases" contains very useful links to some databases containing articles and other publications in the field of human rights and law in general. Also, the sub-category "Human Rights" contains links to national and international organizations dealing with human rights issues.

Council of Europe Field Office Sarajevo, B&H
(Ured Vijeca Evrope u BiH, Sarajevo)

(http://www.coe.ba)

Based on Annex 6 (Agreement on Human Rights) to the General Framework Agreement for Peace in Bosnia and Herzegovina, done in Paris 14 December 1995 and tasked to contribute to its implementation together with other international organizations the Council of Europe decided to establish an office of the Secretariat in Bosnia and Herzegovina. The office was established in April 1996 in Sarajevo with the initial task, beside supporting the Council of Europe's efforts to contribute to the implementation of Annex 6, (especially to the establishment of the Human Rights Commission, to assist the ombudsperson for human rights of BiH, to appoint the judges under Annexes 4 and 6 to the Dayton Agreement), also to assist Bosnia and Herzegovina to meet the criteria for the accession to the Council of Europe membership following its application for membership dated on April 1995, and to disseminate information about the Council of Europe and promote its values and goals. An exchange of letters between the Secretary General and the Minister for Foreign Affairs of Bosnia and Herzegovina has resulted in an Agreement on the status of the Office of the Secretariat of the Council of Europe in Sarajevo, the Organization's officials posted or on mission in BiH as well as other personalities invited by the Council of Europe. Over the time the activities of the Council of Europe office, besides initial which were initially fulfilled, spread on almost all the Council of Europe fields of work.[4]

[4] Information about the Office taken from http://www.coe.ba/web/index.php?option=com_content&task=view&id=21&Itemid=39.

The website of the Office exists in two language versions: BHS and English. Regarding the content of the website both versions contain the same amount and type of information except for the "Archive" section where there is a slight disproportion regarding the content of the section (more details in continuation of the text).

The Office has a physical library which is presented at the website as a small specialized library "which includes mainly works on human rights issues, decisions of the European Court of Human Rights, documentation related to the CoE Parliamentary Assembly and Committee of Minister's sessions, as well as its own publications"[5]. There is no on-line catalogue specifically for search through bibliographic details of the Office's library, but there is an on-line web catalogue of the Council of Europe in general (WebCat).

[5] Taken from http://www.coe.ba/web/index.php?option=com_content&task=view&id=25&Itemid=43&lang=en.

Library

The virtual library of the Office is actually represented by the section "Archive". The virtual library can be accessed by clicking on the menu item ARCHIVE on the left side of the homepage.

The content of this section, which is divided into four sub-sections, will become visible: Conventions, Charters, Recommendations and Archive of CoE recent documents. What has to be noted at first place is that in this section there is an inconsistency between the content available in the English version and in the BHS version of the site. Firstly, the English version of the "Archive" section does have sub-sections listed, but only one of those is accessible by clicking on the provided hyperlink while in the BHS version of this section all four sub-sections are accessible.

Also, when a user enters the sub-section "Archive of CoE recent documents" in the English version of the site, the same documents that exist in the BHS version with titles written in that version and not in English, will appear. All documents provided in both versions are translated into BHS (including those appearing in the English version of the site). In the archive section, users can find relevant European conventions, charters, recommendations and other relevant documents of the CoE translated into BHS, which is valuable especially for those users from Bosnia and Herzegovina who do not speak commonly used languages.

Council of Europe Office in Belgrade, Serbia
(Kancelarija Saveta Evrope u Beogradu, Srbija)

(http://www.coe.org.yu)

The Council of Europe Office in Belgrade was opened by the Secretary General on 16 March 2001. The office has been established to act as a contact point for cooperation with the Federal Republic of Yugoslavia at that time, which has applied to join the Council of Europe, with work already underway on joint projects. Today, the Office is acting in close co-operation with the Government and relevant authorities of the Republic of Serbia in order to ensure and target Council of Europe advice and assistance more effectively in support of the process of reform, particularly in the promotion of democracy and good governance and the promotion and protection of human rights and the rule of law, with a view to the fulfilment of membership requirements.[6]

The website of the Office exists in two language versions: Serbian and English. Regarding the content of the site there is a slight difference between those two versions of the site with regard to information given at the home page (some news provided in the Serbian version are not provided in the English version), as well as in the Library section of the site.

[6] Information bout the Office taken from http://www.coe.org.yu/eng/articles/coe-office-in-belgrade/about-us/

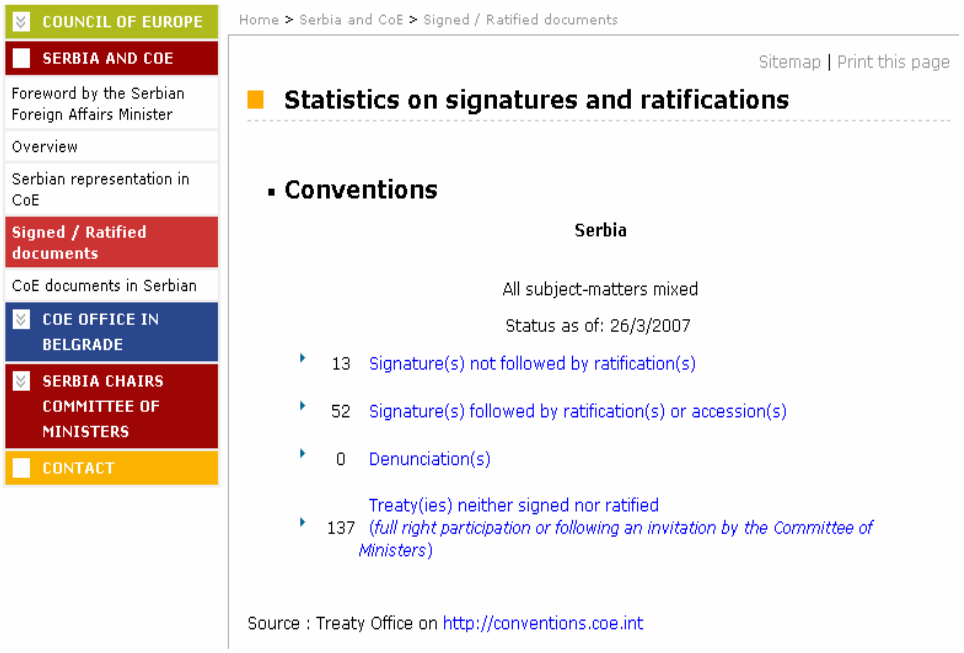
Library

The virtual library of the Office is accessible by clicking on the item LIBRARY at the right upper side of the main page. A page containing all relevant CoE documents will become visible, including conventions, reports, presentations, especially those related to Serbia.

It has to be mentioned that there is a difference in the number of documents in the Serbian and the English version. The Serbian version contains 51 documents while the English version holds 55 documents. All documents contained in the Serbian version are translated into Serbian.

There is no description of the content of documents contained in the library and titles of some documents may not be clear to all users, especially to those not acquainted with the subject.
Besides the mentioned option for entering the library page, there is also another given option to access the library section by clicking on “Documents A-Z index” item at the right side of the menu.

Also, within the library section there is an option to see documents sorted by date starting from the latest by clicking on the item “Latest documents” where there is also a discrepancy between the English and the Serbian version of the site. Although there is an item “Signed/Ratified Documents” within the library section, the user will find no documents there when clicking on it. There is, however, another way to access those documents. By clicking on the left side of the home page on menu item “Signed/Ratified Documents”, hyperlinked statistics of number of signatures and ratifications for Serbia will appear. The user can click on those hyperlinks which will lead him/her to the CoE page showing all relevant statistics and data about the document and the possibility to see that document in word or html format in full text.



Linking

The website contains the menu item „Links“. By clicking on this menu item on the left side of the website a small list of four links leading to CoE Committee of Ministers will appear, i.e. the Ministry of Foreign Affairs of the Republic of Serbia and a link for chairmanship of Serbia at the Committee of Ministers.

DADALOS, International UNESCO Education Server for Civic, Peace and Human Rights Education, Sarajevo, B&H
http://www.dadalos.org

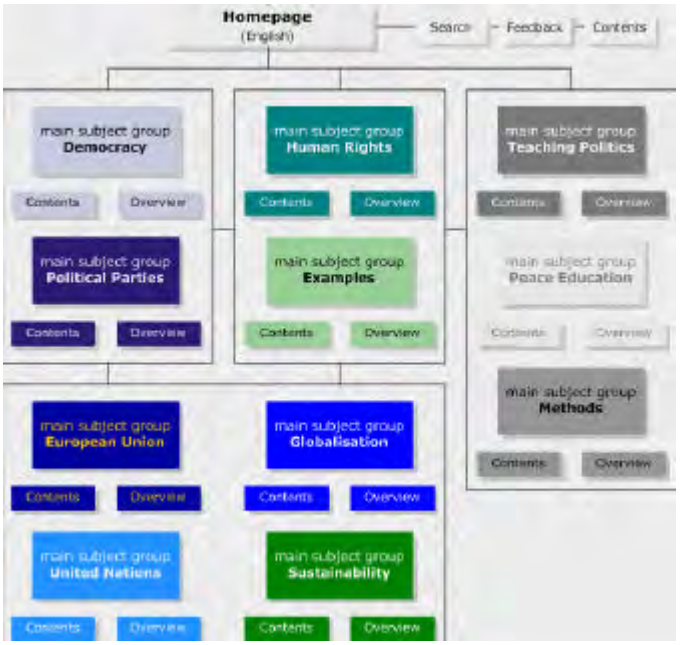
Dadalos aims to contribute to the building of a culture of peace, democracy and active citizenship through "**Education for Democratic Citizenship**". Although the UNESCO Education Server Programme - comprising this web-site -has the production of D@dalos CD-ROMs and teacher training as their main project, they also carry through other projects.[7]

The website is created as an education server and the homepage is provided in English but all other contents (especially those referring to the library) are provided in Bosnian, Bulgarian, German, English, Croatian, Macedonian, Romanian, Albanian and Serbian language. By clicking on one of the provided language options the requested language version of the education server will appear.

[7] Information about Dadalos taken from http://www.dadalos.org/about_us/about_dadalos.htm and adjusted by the author

Library

The virtual library is actually represented by the entire content of the website through online accessible human rights education tools and documents. On the left side of each language version homepage there are menu items listed as categories of subjects for education (Human Rights, Examples, Democracy, Parties, European Union, United Nations, Globalisation, Sustainability, Teaching Politics, Peace Education and Methods).



All documents are provided in an online format and none of them exists in downloadable form. An easy way to access each of the education sections provided is either by clicking

directly on that section menu item or clicking on the option “Site Map” which shows a diagram of the content of the site (see picture above).

For example, by clicking on the item “Human Rights” (either within the menu or on sitemap) (as can be seen on picture below) a section referring to human rights will appear. It provides

relevant texts on human rights set up in 5 basic courses categories and one section for teachers. By clicking on the menu item “Contents” on the left side of this page the content of this entire section appears, so that users can easily see what’s interesting for him/her and access the desired part of the section directly through the provided links.

The documents provided here are very useful for anyone dealing with human rights education and also for those wanting to find out more about human rights.

Linking

There is no specific section “Links” existing within the website but under each section there is a menu item “Link list” provided on the left side of the menu (except for sections “Teaching politics” and “Methods”).

For example, by clicking on the section “Human Rights” and then on the menu item “Link list” within this section, a list of links provided in table view with a short description of each institution/organisation will appear (see picture above).

Note: The same concept is applied to all sections within the website (Human Rights, Examples, Democracy, Parties, European Union, United Nations, Globalisation, Sustainability, Teaching Politics, Peace Education and Methods).

Helsinki Committee for Human Rights in Bosnia and Herzegovina
(Helsinški komitet za ljudska prava u Bosni i Hercegovini)

http://www.bh-hchr.org

The Helsinki Committee for Human Rights in Bosnia and Herzegovina was founded on 11 February 1995. The Committee was established following the principles laid down in the Statute of the International Helsinki Federation. It is an independent, non-governmental and non-profit organization. The aim of the Committee is the protection and promotion of human rights in Bosnia and Herzegovina. Therefore, the Committee is particularly engaged in the following activities:

- promotion of human rights;
- systematic follow-up of the state of human rights in BiH;
- reacting against violation of human rights;
- providing professional legal assistance to citizens whose rights have been endangered;
- giving suggestions and proposals to legislative bodies in order to make the new and existing laws comply with international standards in the field of human rights;
- publishing of regular and periodical reports and written documents relating to human rights;
- presentation of human rights' issues through media;
- organizing public debates on human rights' issues;
- gaining insight into and publishing reports on the position of ethnic and religious minorities, state of prisons, functioning of legislative power and police forces;
- monitoring in the field of information, freedom of expression and freedom of media as well as systematic detection of the language of hatred in the media in BiH;
- promotion of contacts and cooperation with kindred world organizations, particularly with National Helsinki Committees and International Helsinki Federation and involvement of Helsinki Committee in activities relating to protection of human rights outside BiH.[8]

[8] Information about the Committe taken from http://www.bh-hchr.org/aboutus.htm.

The website of the Committee exists in two language versions: Bosnian and English. There is a difference between these two versions regarding the number of documents available in the documents section (more on this in continuation of the text).

Library

The virtual library of the Committee is actually represented by the section DOCUMENTS. By clicking on the left side of the website on the menu item "Documents" immediately a list of international documents will appear (conventions and other relevant documents of international human rights standards). All documents are provided in downloadable form and each document title is hyperlinked so that a user can open a document by clicking on the title. Note must be taken that there is a difference between the English and the Bosnian version of this section regarding the number of documents provided – the Bosnian version contains 22 documents and the English version contains 16 documents.

Documents provided in this section represent essentials of human rights standards set up at the international level and could be useful for all those interested in finding out more on the

content of those standards (especially since there is translation in Bosnian language so that those who do not know English can get acquainted with the content).

Beside this section, there is also the section "REPORTS" providing annual human rights reports for Bosnia and Herzegovina made by the Committee. There is no option for download of these reports but the user can see them on-line directly in this section. By clicking on the provided hyperlink of one of the reports a full text of that report will appear on the screen.

Linking

The website contains the menu item "Links". By clicking on this item on the left side of the website a list of links divided into several categories will appear: Human Rights Institutions, NGO's in Bosnia and Herzegovina, State Institutions in B&H, International Organisations in B&H and Additional Resources. Each of these categories holds links to relevant institutions dealing with human rights.

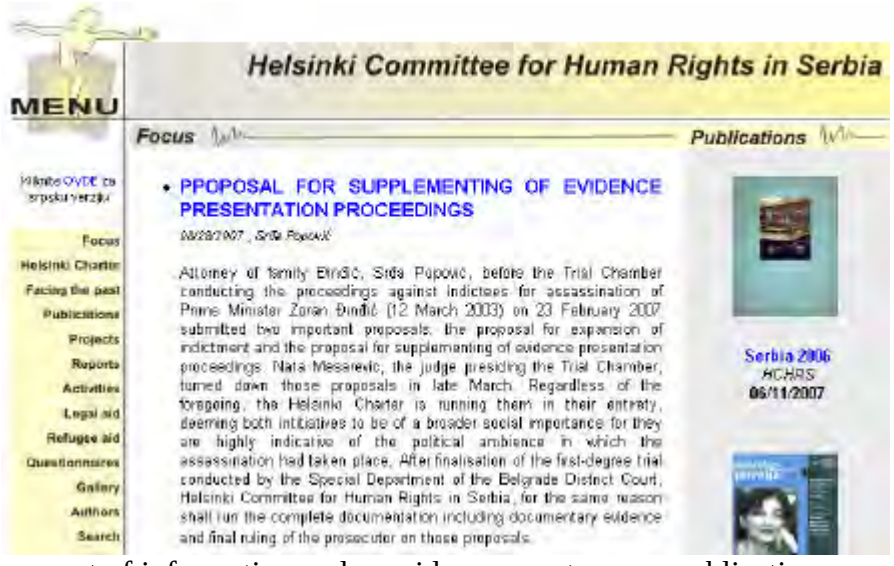
Note must be taken that the names of institutions and organisations for which links are provided are given in Bosnian language (those that are placed in B&H) and only international institutions and organisations are presented in English.

Also, there is a difference between the English and the Bosnian versions of the website regarding the content of the "Links" section. The Bosnian version, unlike the English one, contains an additional part of links especially dedicated to human rights. As can be seen on the picture on the right the Bosnian version of this section firstly shows "Ljudska prava na Webu" (= human rights on the web) with short descriptions of documents for which a link is provided. For example, "Opšta deklaracija o ljudskim pravima" (= Universal Declaration of Human Rights) leads to the UN website where the user can access the full version of this document.

Helsinki Committee for Human Rights in Serbia
(Helsinški odbor za ljudska prava u Srbiji)

(http://www.helsinki.org.yu)

The Helsinki Committee for Human Rights in Serbia (HCHRS) was established in September 1994. Although the constitutional and legal human rights guarantees in Serbia are in accordance with the internationally accepted standards, the actual state of human rights has been more than disturbing. Therefore, the Helsinki Committee for Human Rights in Serbia appears as a professional organisation working on the promotion of the idea of the rule of law and protection of human rights. The Helsinki Committee for Human Rights in Serbia is a full member of the International Helsinki Federation for Human Rights (IHF) seated in Vienna, Austria (http://www.ihf-hr.org/). IHF has consultative status with the United Nations and the Council of Europe. The IHF is a unique community of human rights NGOs in 37 countries of the OSCE, working together internationally to insist on compliance with human rights standards. The network of Helsinki Committees is dedicated to monitoring all forms of human rights abuses in the OSCE region, mobilising international pressure for local change and supporting the role of civil society in protecting human rights. The IHF's website offers access to news about human rights, press releases and IHF statements, and is also the gateway to all Helsinki Committees and cooperating organisations.[9]



The website of the Committee exists in two language versions: Serbian and English. Regarding the content of the site there is a slight difference between these two versions; each one contains the same amount of information and provides access to same publications except for those written only

[9] Information about the Committe taken from http://www.helsinki.org.yu/about.php?lang=en

in one language, but there is a note on that beside such a document and an additional sub-section in the Serbian version in the section “Publications” (see details in continuation of the text).

Library

The virtual library of the Committee is placed in several different sections (there is no specific library section on the website). One section containing library materials is the section REPORTS. By clicking on the left side of the website on the menu item “Reports” a section containing reports appears on the state of human rights in Serbia published by the Helsinki Committee for Human Rights in Serbia (picture above). Each report starting with the one for the year 2001 is available in .pdf or .doc format and free of charge. It has to be noted that all reports are available in both languages and that there are bibliographic data or at least short description on each report placed under the title of the same.

The other section containing library materials is the section on PUBLICATIONS. By clicking on the left side on the menu item “Publications” several sub-sections with description provided for all except one will appear (Chronicles). There are five sub-sections: Helsinki Charter, Helsinki Files, Chronicles, Documents and Other Publications (see picture on the right). In each section there are documents provided with description (most of them) and given in some downloadable format such as .pdf and .doc.

Between the English and the Serbian version of the site regarding the content of the section "Publications" is a slight difference since there is one more sub-section "Ogledi" in the Serbian version which provides documents in downloadable format, but only in Serbian.

Documents provided in these two sections that can be considered as the virtual library of the Committee provide useful information to those interested in the state of human rights in Serbia and can provide them with significant data on this subject (especially annual reports on human rights in Serbia).

Linking

The website contains the menu item "Other links" which provides a link for only one website but by clicking on that link an error occurs because the hyperlink path is apparently not placed properly. Besides this menu item, there are also links (leading to websites of Human Rights Lawyers, Hague Tribunal and other relevant institutions) provided below the menu bar and those links work properly.

Human Rights Centre Zagreb, Croatia
http://www.human-rights.hr/centar.htm

The Human Rights Center was established in January 2003 as a Technical Cooperation Project between the United Nations Office of the High Commissioner for Human Rights (UNOHCHR) and the Government of the Republic of Croatia. After functioning as a part of the UN system for two and a half years, the HRC was transformed into a national human rights institution. HRC was registered as a public institution on August 1, 2005 with the goal of independently promoting human rights in the Republic of Croatia. The HRC offers the first experience of close cooperation between government officials, the academia, national human rights institutions, NGOs and others in activities related to the protection and promotion of human rights in Croatia. The main HRC activities are implemented within two departments: Information and Research Department and Programs and Activities Department, as well as through the first specialised human rights library in Croatia.[10]

The website exists in two language versions: English and Croatian. Regarding the content of the website there are certain differences between those two versions especially with regard to the number of documents contained in the library sections (for there are several sections that contain documents that can be considered as library materials).

[10] Information about the Centre taken from http://www.human-rights.hr/english/centar.htm

Library

The library of the Center is represented by the section "LIBRARY" and also by other sections such as "Documents" and "Laws". By clicking on the menu item "Library" on the upper side of the website a list of sub-sections will appear within the library, one of them being "Digital library" (picture to the right). By clicking on the item "Digital library" the user will be provided with a list of documents organised in categories (civil society, discrimination, different groups of rights etc.).

Within each group there are hyperlinked titles of documents listed which are relevant for that category (for example in category "Discrimination" there are various documents, especially declarations and covenants referring to the issue of discrimination).

The documents provided are not all in a downloadable format. Most of the documents are actually taken over from other relevant sites (such as UN and similar) and by clicking on the title of any Declaration (for

example) that document in htm format will immediately appear. Only those documents next to which it says .pdf or .doc are downloadable.

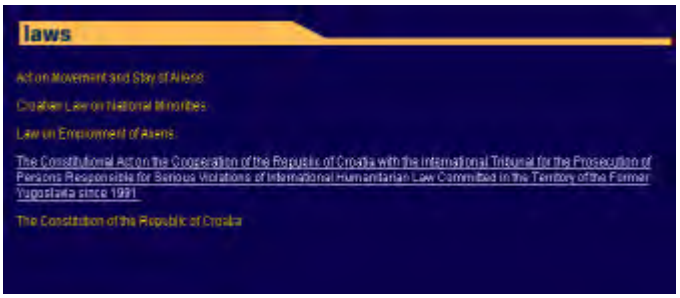
It has to be noted that there are differences in the number of documents provided in the English and the Croatian version of the site. The English version contains 91 documents and the Croatian version contains 154 documents. Also, a remark must be added with regard to documents contained in the library in both versions as in the Croatian version, since international documents are not provided in Croatian but in English so a person without the knowledge of the English language might not be able to use that document at all.

Within the "Library" section there is an option of search for existing documents in the virtual or the physical library of the Centre through an online catalogue by clicking on the item "e-catalogue".

Besides the library section, the section "Documents" also provides relevant documents with regard to human rights with special attention on the state of human rights in Croatia. By clicking on the menu item "Documents" on the left side of the website a list of documents divided into categories with regard to which institution/organisation has published them will appear. Again, similarly as in section "Library", in this section not all documents are provided in a downloadable format, but only those tagged as such. Others are provided as links to documents on official websites of the institutions/organisations that have published them. Also there is (again) a difference between the English and the Croatian version of the site with regard to the number of documents provided: the English version has 115 documents and the Croatian version has 197 documents.

Among these useful documents users can find shadow reports on the status of human rights in Croatia, cases referring to Croatia before the ICTY etc.

It has to be mentioned, however, that documents in the Croatian version of the website are not at all translated into Croatian, but left in English making it again problematic for non-English speaking person.



There is a third section which is useful and can be regarded as part of the virtual library of the Center. By clicking on the menu item "Laws" on the left side of the homepage a section containing laws that are in force in Croatia will appear.

In this section, as well as in the previous mentioned ones, there is an inconsistency between the English and the Croatian version regarding the content of the section. In the English version there are 5 links provided for access to legal acts of Croatia which are unavailable because the hyperlink connection is not well provided so a user cannot access those documents. The Croatian version contains 54 laws (including amendments and changes) which are all provided as online accessible documents without the option for download in .pdf or .doc format.

Linking

The website contains a section "Links". By clicking on the menu item "Links" on the left side of the homepage a list of links divided into categories will

appear. These links lead to websites of institutions and organisations in Croatia, as well as UN, EU, USA and other. All links are working properly.

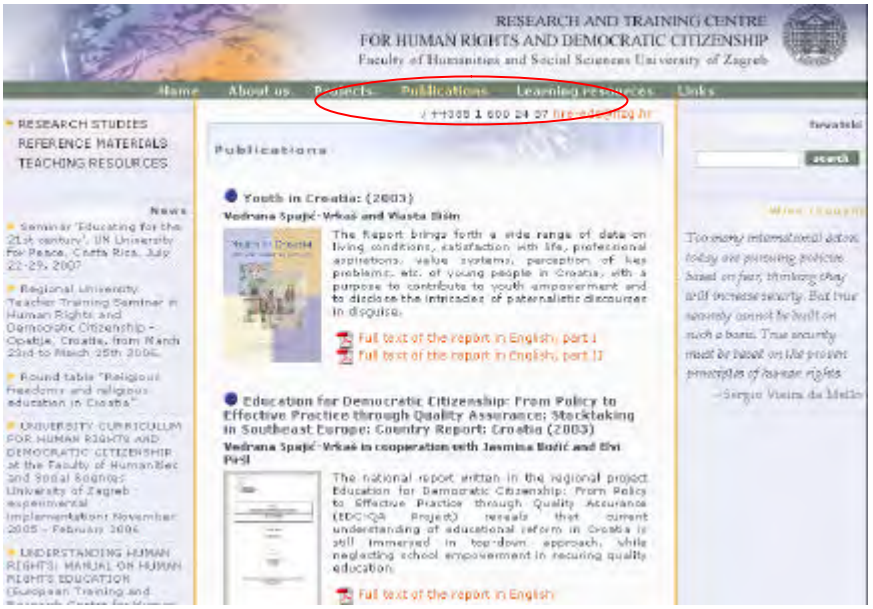
Research and Training Centre for Human Rights and Democratic Citizenship, Faculty of Philosophy Zagreb Learning Resources, Croatia
http://www.ffzg.hr/hre-edc/en/index.php?mmlID=/60/

The Research and Training Centre for Human Rights and Democratic Citizenship is a self-sustaining unit of the Faculty of Philosophy of the University of Zagreb. It aims at promoting interdisciplinary research and training in education for human rights, democratic citizenship, cultural pluralism and peace at all levels of the Croatian education. The tasks are carried out in co-operation with similar institutions from Croatia and abroad, including intergovernmental and non-governmental organisations. The Centre was established in 2001 on the basis of decision of the Faculty Council and the approval by the Senate of the University of Zagreb. It became operational in 2002 as a Focal Point of the Project on Human Rights University Centres Network in South Eastern Europe (HRC-NET in SEE) that is being co-ordinated by the European Training and Research Centre for Human Rights and Democracy Graz through the support of the Ministry of Foreign Affairs of the Republic of Austria and the European Union.[11]

The website of the Centre exists in two language versions: English and Croatian. There are differences between these two versions with regard to the content of the library-related sections (detailed description will be provided in continuation of the text).

[11] Information about the Centre taken from http://www.ffzg.hr/hre-edc/en/index.php?mmlID=/56/&PHPSESSID=abad4b37fa4f8e55ff6367647e16d7a8.

Library



The virtual library of the Centre is represented by two sections: Publications and Learning resources. By clicking on the menu item "Publications" a list of research studies that can be downloaded in this section in .pdf format will appear. There are three subsections within this section: research studies, reference materials and teaching resources. Each section contains documents available in .pdf format. For each document there is bibliographic data on author(s) and a short description of the content of the document provided. In this section, there is no difference between the English and the Croatian version regarding the number of documents contained in the section – there are 15 documents in both versions.

Documents provided in this section are useful for everyone interested in human rights education as they provide tools and teaching methods for teaching human rights. Also, for all those interested in human rights education in Croatia, there are valuable reports in this section.

A problem with this section is that documents contained in both versions do not necessarily fit to that language version. For example, a document in the Croatian version of the site can be downloaded only in English (there is no translation of the same provided) and similarly, there are documents in the English version of the site that are provided only in Croatian (without translation into English).

The other library section is "Learning resources". By clicking on this menu item a notification that this part of the site is under construction appears. There are, however, two subsections

items on the left side: the “Right & Freedoms” section and the “Education & Training” section.

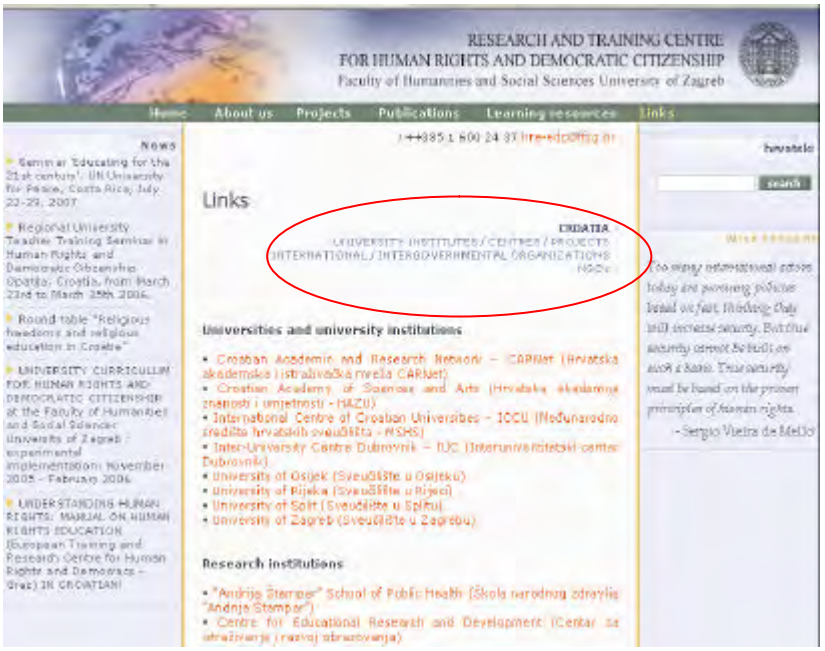
By clicking on the “Rights & Freedoms” section, the subsection category “General Human Rights Issues” with the following sub-categories will appear: Instruments and Documents; Case Law; Reports, Studies and Articles; Bibliography; Organisations; and Teaching/Learning Manuals (see picture below). The subsection categories within the “Rights and Freedoms” subsection are divided into various categories of rights (child’s rights, non-discrimination, religious rights, etc.) and each one of these categories has its sub-categories, as already described before, for “General Human Rights Issues”.

The main problem with this section is that not all of the categories contain documents. Some of the categories are empty and some are not updated (some dead links). Additionally, links provided in the Croatian version are leading to documents in English, thus a non-English speaking user might not be able to benefit from that document.

The other subsection “Education & Training” has more documents in the Croatian version than in the English version. Some of the categories in this subsection are empty and contain no data.

Documents that are provided in this section can be very useful for human rights education practitioners, for example, the document on UN Human Rights Training Methodology.

Linking



The website contains the menu item LINKS. By clicking on this menu item a list of links to institutions and organisations divided into categories will appear. Additionally, there are listed categories indicating whether the institution is in Croatia, or whether it is a University, an International Organisation or an NGO. The links chosen in the random selection all function properly and there is no inconsistency between the two versions of the website with regard of the content of the section.

The Gate: Virtual Gate to Human Rights in Bosnia and Herzegovina
http://www.ljudskaprava.ba

The main aim of this collaborative project of INFOHOUSE and the Human Rights Centre of the University of Sarajevo is to provide a unique web portal - virtual single entry point - on Human Rights in Bosnia and Herzegovina related information, documents and raw data to target groups and broad audience.

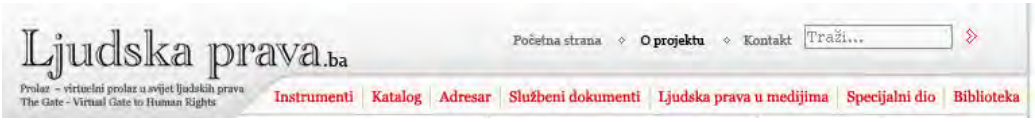
Library

The *Virtual Gate for Human Rights* offers access to several information categories that are broadly recognised to be crucial for every researcher of the Bosnian and regional human rights situation:

- National and international legislation - state, entity and cantonal laws, the list and full text of treaties and conventions ratified and signed by BH
- The list of human rights, classified in UN Classification manner

- The list of governmental and non-governmental organisations dedicated to the protection of human rights (domestic and international organizations based in Bosnia) with contact details
- The reports, decisions, documents, official letters, statistics related to all human rights done by relevant domestic and international government and non-governmental organizations/institutions, and widely respected individuals,
- Human rights news and actions,
- Articles on human rights issues,
- Issue-specific information (e.g. women's rights, minorities' rights…).

The menu of the different sections is available in the upper part of the page:



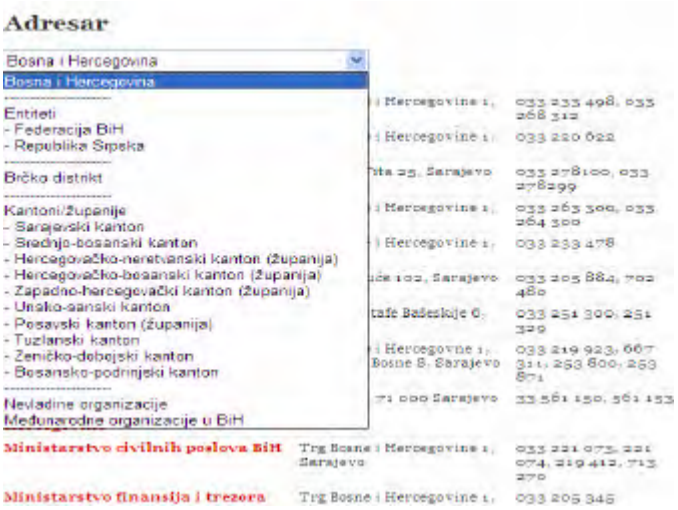
The first two sections are directories with subsections, and they contain links to full text documents, but without metadata.

In the main directory, a geographic selection is offered and users can select the different levels (national, regional, worldwide, or instruments divided by topics). After selecting these levels, a list of available documents appears. The problems with these documents are that only the title is available, without the date, which might be problem regarding legal texts, since a lot of laws are frequently changing.

Katalog (= Catalogue) offers a wide variety of documents subdivided by topic:

The principle of access is same as in the Instruments section, and the same problem appears due to the lack of metadata.

The next section, Address Book is excellent in terms of data display and content. Both governmental institutions and NGO's dealing in full mandate or in part with human rights issues are listed here.



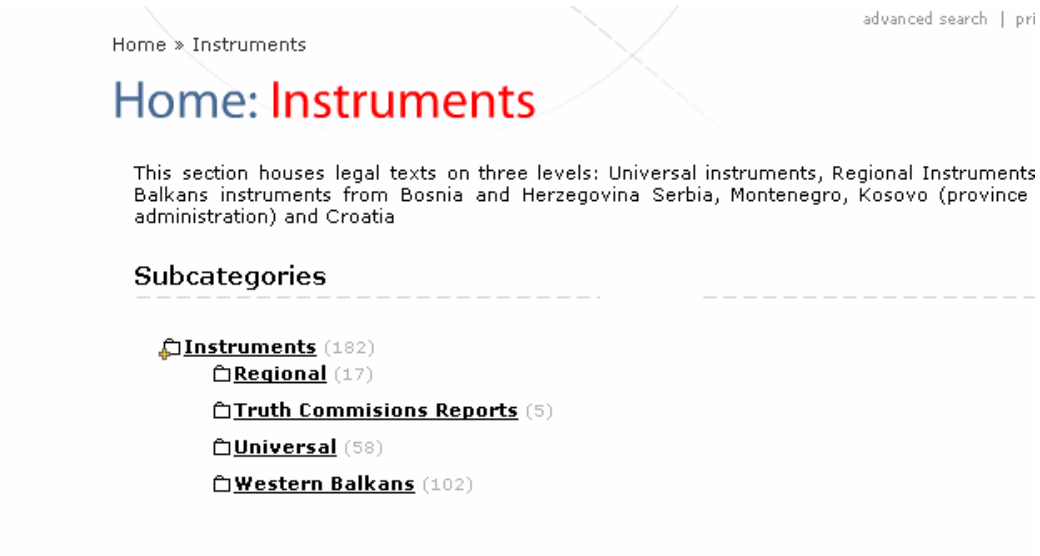
Transitional Justice Portal
http://www.tjt.undp.org.yu

In order to provide policymakers in the region with the tools to address post-conflict related issues and to consolidate the wealth of experience available both globally and locally, UNDP Serbia established a Transitional Justice Policy Support and Resource Service (PSRS), an active service instrument providing policy advice, expert referrals, collecting and disseminating information, analyses and syntheses. PSRS is an open-source software system including a web based reference database, the inter-active query system, a database of individuals and organizations active in the field, and capabilities for disseminating newsletters according to registered users' preferences. This service aims to facilitate the transfer of knowledge and expertise through a cross-institutional process for addressing complex societal challenges, and concurrently reinforce regional coordination. Activities are structured to support and encourage the formation of policies aimed at alleviating the long-standing legacies of the conflicts in the region through feasible strategies for multi-stakeholder consensus building. Users are able to choose between the four pillars of transitional justice (war crimes prosecutions, reparations policies, institutional reform and truth seeking mechanisms) - in order to focus on those issues that are most pertinent to their work.

Library
Instruments

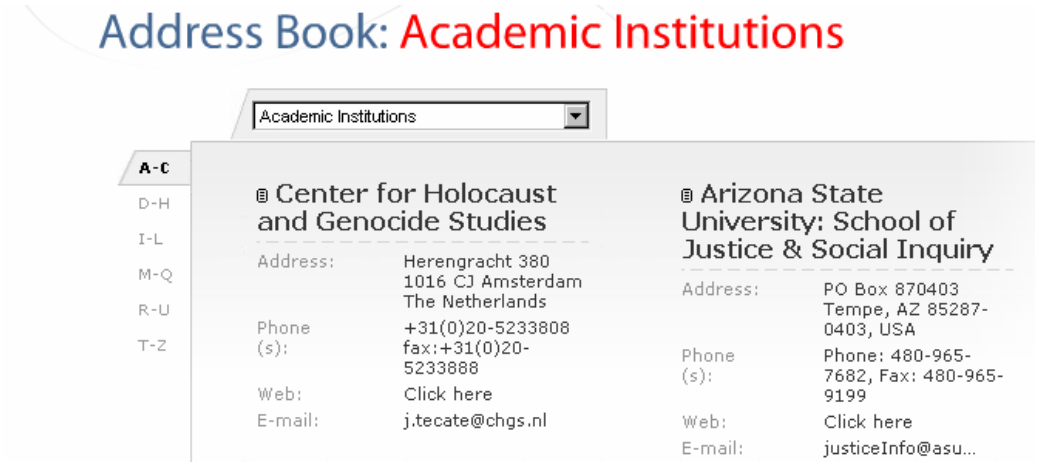
This section houses legal texts on three levels: International instruments (UDHR, ICCPR, ICESCR, etc.), Regional Instruments (ECHR, etc), and National Legislation from Bosnia and

Herzegovina (including Federation of BiH, Republika Srpska and District Brcko, Serbia, Montenegro, Kosovo and Croatia)



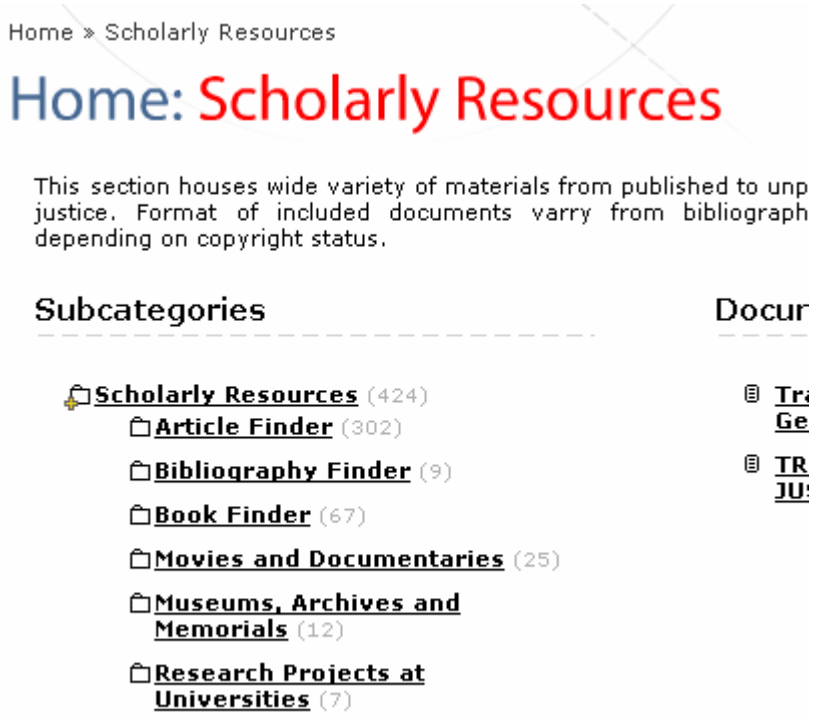
Address Book

This section consists of a directory of relevant institutions dealing in part or in full mandate with transitional justice issues. Address Book Structure: Academic Institutions, International Criminal Courts and Tribunals, International Oganisations and Networks, Special Courts, Truth Commisions, Western Balkans



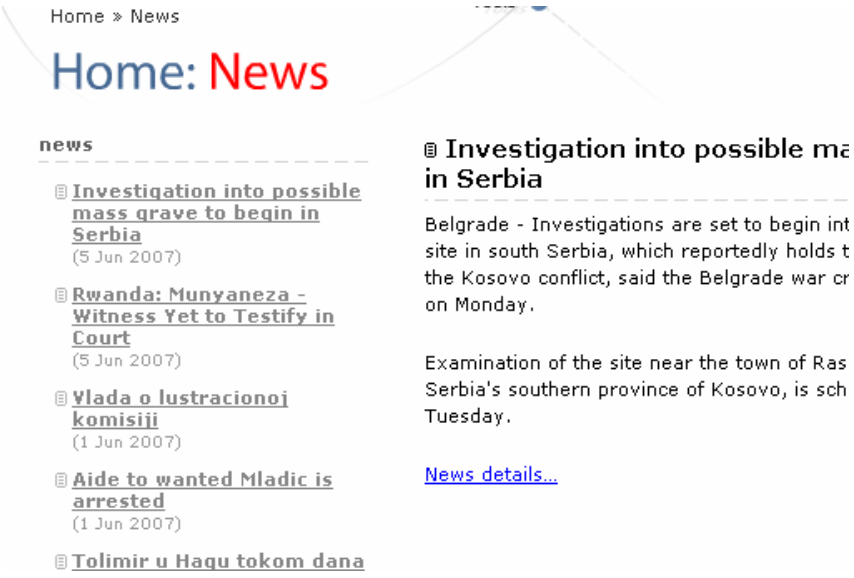
Scholarly Resources

This section offers a wide variety of materials from published to unpublished materials relating to transitional justice. The formats of included documents vary from bibliographic entry, abstracts to text documents depending on the copyright status.



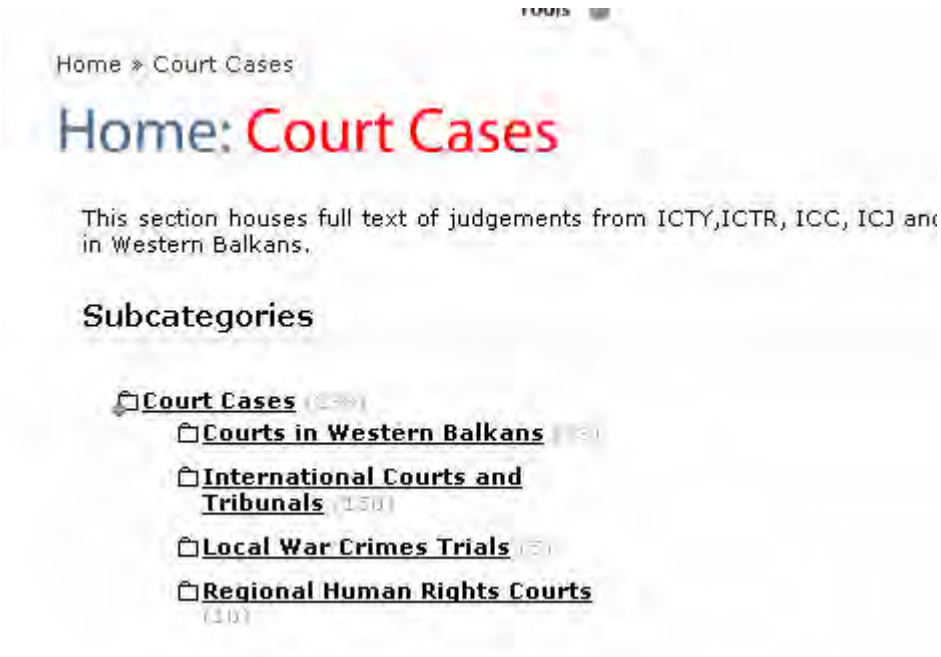
News

This section houses news gathered through several sources.



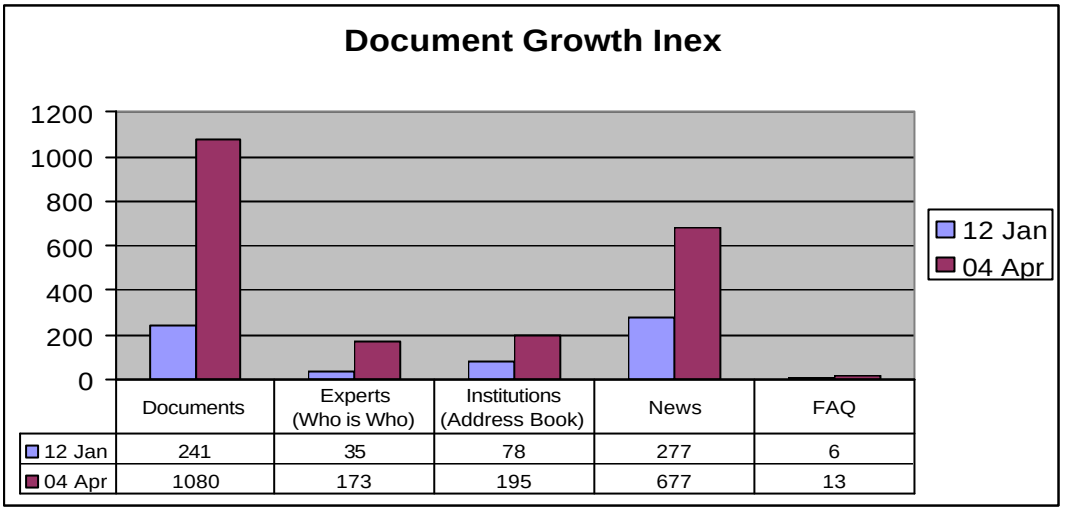
Court Cases

This section offers the full text of judgements from ICTY, other international judicial bodies, and a summary of cases before courts in the Western Balkans.



Other sections within this portal include: Databases and Data Analyses, Tools (sets of tools for improvement of efficiency of all sectors dealing with transitional justice issues, for instance, HURIDOCS tools) and FAQ.

The number of documents deposited within this portal can be viewed in the graph below (based on availability of data):

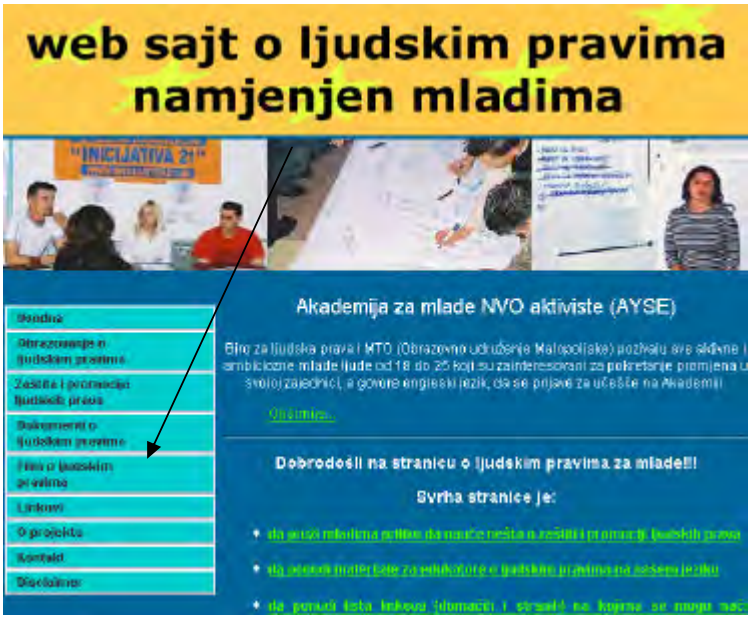


	Documents	Experts (Who is Who)	Institutions (Address Book)	News	FAQ
12 Jan	241	35	78	277	6
04 Apr	1080	173	195	677	13

Web sajt o ljudskim pravima namijenjen mladima, BiH
(= Web site on human rights for youth, B&H)
(http://www.ljudskaprava.com)

This website is the outcome of the first training part of the project „Training on human rights for young volunteers from Tuzla Canton“. The aim was to develop a website which will help to educate youth on human rights by using the approach that is familiar to young people. The page is based on experiences of the organisation in educating youth from this region on human rights and available educational materials. The basic idea of the site came during the practical part of the training where participants had the opportunity to suggest the content and the ways of presenting those contents. This is considered as a great advantage of this website because it is shaped by experiences of young people that have gone through training on human rights. This fact will contribute to the better understanding of topics related to human rights and bringing them closer to young people. Also, one of the intentions was to create a source of information for those that already (or intend to) deal with educating youth on human rights (in schools, non-governmental organisations, youth clubs,...).

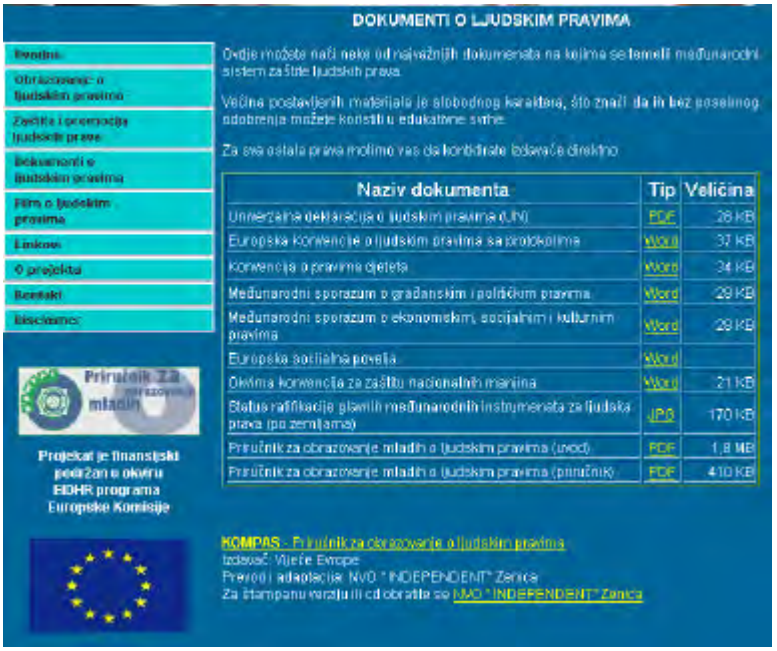
The purpose of the website is to be useful for young people (and also to older ones) interested in human rights in any context, to provide them with useful sources of information, themes, documents, and all this structured in a way that the needed information can be found very easily. Having in mind the fact that there is not a large number of websites of such a content on the internet in Bosnian/Croatian/Serbian, we believe that this page will in large measure contribute to the promotion of human rights and education on human rights in our country.[12]



On the website there exists a small library of documents on human rights. The library can be accessed from the home page

[12] Information about the website taken from http://www.ljudskaprava.com/index.html.

at http://www.ljudskaprava.com and by clicking on the left side of the menu item DOKUMENTI O LJUDSKIM PRAVIMA (= Human rights documents).
A table of documents will be visible, arranged in three columns where the first column represents the title of the document, the second the type of file (is it .pdf or .doc file) and the third the size of the document in KB).



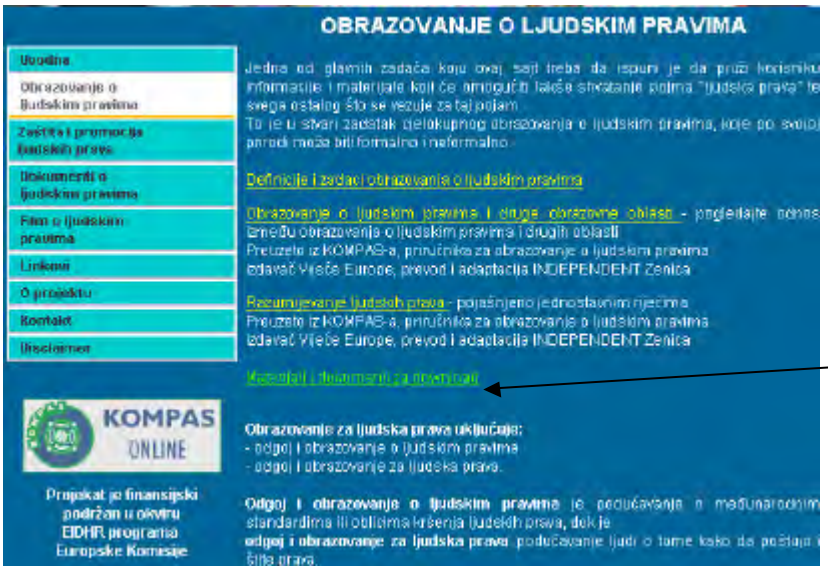
Library

The library is a static html file and holds 10 documents essential for basic knowledge on human rights. Documents provided in this library are essential conventions and a manual for educating youths on the subject of human rights. All documents are available in full text and free of charge and accessible directly at the section „Dokumenti o ljudskim pravima“ (=human rights documents).

For example, a very useful document for teaching human rights is „Prirucnik za obrazovanje mladih o ljudskim pravima“ (= Manual for educating youth about human rights) which provides a guide for teachers, lecturers and others on how to teach about human rights.
It should be noted that the entire website is in Bosnian and that all documents provided are translated into the Bosnian language.

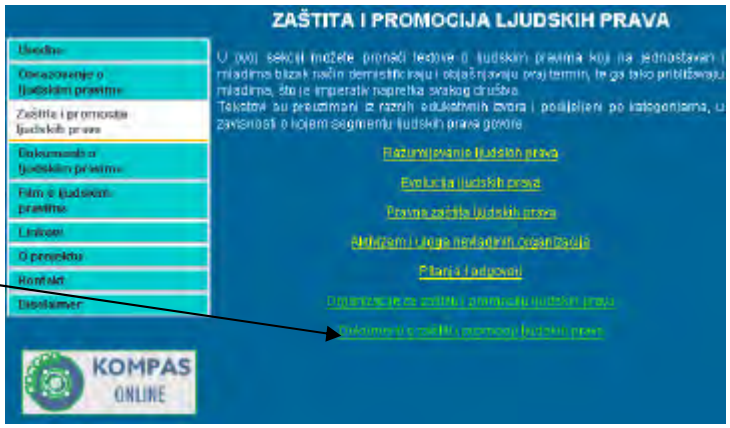
The library section does not provide the possibility of searching through the library content (which is understandable considering the number of documents in library, but can be a

problem if the library expands) and also there is no search box or any other search tool provided within the entire website, so the only possibility is browsing.

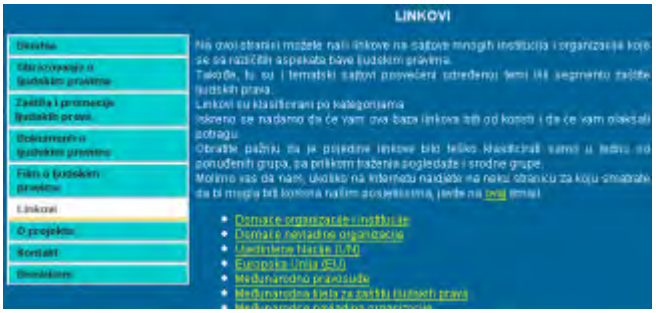


For example, if a user clicks on the menu item „Obrazovanje o ljudskim pravima“ (= education on human rights) a page concerning the topic will be visible and within the same there is a link „Materijali i dokumenti za download“ (= materials and documents for download) which leads to the library section.

Similarly to the previous example: if a user clicks on the menu item „Zaštita i promocija ljudskih prava“ (= human rights protection and promotion) he/she will find a link „Dokumenti o zaštiti i promociji ljudskih prava“ (= Documents on human rights protection and promotion) leading to the library section.



Linking



The website contains a menu item LINKOVI (= links) which holds links for a number of local, national, regional and international organisations related to human rights directly or indirectly. By clicking on the mentioned menu item, the user will be provided with a list of links classified in categories (local NGOs, international NGOs, UN, EU etc.) and there is also a thematic classification of links (human rights in

general, humanitarian law, right to social protection etc.). It must be noted, however, that not all links are still active, therefore a user might encounter problems while clicking on certain links to some institutions provided in the list. For example, by clicking on the link for Human Rights Centre, University of Sarajevo the user will not be able to enter the requested website for there has been a change of the URL (the URL provided at this website http://www.sarajevo.see-hrc.net/ is no longer active).

Repositories of Human Rights Information and Documentation in Western Europe: Findings and Guide

Veronika Bauer

1. Introduction

In the course of research the European Training and Research Centre for Human Rights (ETC) analysed 12 digital repositories/libraries of human rights institutions. Those institutions were:

1. Academic Info Human Rights Library
2. Austrian Institute for Human Rights
3. European Training- and Research Centre for Human Rights and Democracy
4. German Institute for Human Rights, Berlin
5. Human Rights Education Associates
6. Human Rights Impact Resource Centre
7. Human Rights Tools
8. Institute for Human Rights, ? bo Akademi, Finland
9. Ludwig-Boltzmann Institute of Human Rights
10. Netherlands Institute of Human Rights, Utrecht
11. OSCE POLIS library
12. Raoul Wallenberg Institute, Lund, Sweden

In the following chapter the main findings concerning those digital libraries will be presented in a comparative manner.

The term digital libraries is used as an umbrella term for all kind of electronic collections of human rights education materials including but not limited to: aggregated databases, virtual guides, virtual libraries, directories, virtual classrooms, ebraries, cybraries, hybrid libraries, - all forms of collections of digital content that may be locally held or accessed remotely via computer networks in the field of human rights education. Accessibility issues will be analysed for the broad public, which might want to get informed on human rights education.

Information was retrieved by using two questionnaires, which were developed by the Human Rights Centre of the University of Sarajevo. One questionnaire, the 'Content Management Questionnaire' comprising 53 questions on different issues, e.g. scope and content of the library, classification and cataloguing or links, was used by ETC researches to closely analyse the institutions mention above and their digital repositories/libraries.

Generally speaking the variety of the digital libraries analysed is broad. The aim of research was thus to identify good and 'not-so good' practices on how to set up and sustain an online resource for human rights (education) material. The libraries/depositories chosen of course do not provide a holistic overview of all the repositories existing in Western Europe. But they were chosen to be valid examples to be comparators to those repositories in South Eastern Europe.

2. Comparative study of findings of all digital libraries in Western Europe

In this part the findings of the analysis of the 12 human rights institutions according to the two questionnaires described above shall be presented. Those findings will be presented along the lines of the questions posed in the Content Management Questionnaire. The second questionnaire, the 'Organisational Survey' was only answered by 5 institutions, namely the ETC, the Austrian Institute, Åbo Institute, the Raoul Wallenberg Institute and OSCE Polis. Those answers will also be included into this comparative summary and the answered questionnaires will be attached to this article.

The institutions analysed belong to two different categories. On the one hand the online content of human rights organisations or institutes, e.g. Ludwig Boltzmann Institute, Åbo Human Rights Institute, Raoul Wallenberg Institute or ETC was researched. On the other hand online platforms set up for information on human rights only, e.g. Academic Info Human Rights Library or Human Rights Tools were also included into research, as this comparison promised to be an interesting one to see the different ways of tackling the issue of providing online information in the area of human rights (education).

I. Access to digital library

Generally speaking it can be said that all the digital 'libraries' analysed were (quite) easily accessible via the main page of the human rights institutions or even more directly via search engines. Most of the main homepages of the institutions featured a specific link or section named 'library'. Only few, e.g. Åbo Institute naming it 'Documentation', chose a different approach to naming their digital collection/library. Still it can be stated that the visibility of the online digital libraries was clear on all the pages. All pages analysed featured an English language version. If the starting page was not automatically displayed in English, this language version was quite easily accessible by clicking either on a British flag or on an 'English version' button somewhere on the starting page.

Regarding the set-up of the page, i.e. whether it is static or designed by using CMS it has to be stated, that most of the pages were only static versions. The ETC and the Human Rights Impact Resource Centre feature a dynamic website, both using the programme TYPO 3. Polis uses a tailor-made CMS for the website.

II. Scope and Content

What does the collection contain by type?

With this section of the questionnaire the set-up of each digital library was intended to be analysed in detail. We tried to answer questions regarding the type of material available, the scope, the size and the timeliness of the collection.

Regarding the types of material the collections contain there is a large variety between the different organisations. Some, e.g. ETC or Boltzmann Institute mainly offer a reference catalogue of their physical libraries at the institutes and therewith provide an online search tool for this physical library. Furthermore they offer some online available material in a section separate from the library, entitled 'publications'. The Austrian Institute of Human Rights and the German Institute for Human Rights also provide a reference catalogue but furthermore feature a section linking to free online journals and periodicals.

The Åbo Institute of Human Rights offers a wide variety of sources on its library page. On the one hand it offers a reference catalogue of its own library (database Findoc) and of Åbo University library (database Alma); on the other hand they have Hurlist, a tool to search in three human rights libraries (Netherland Institute of Human Rights, German Institute and

Åbo) as well as Dombase, a database of Finish case law pertaining to human rights. In a separate section entitled "Publications" Åbo Institute offers a list of publication, a link to publications being sold and finally a list of publications which are available online in .pdf format.

The SIM Documentation Centre of the Netherlands Institute of Human Rights comprises a library and a case law section. In the library section subsections on books, serials, ratification and instruments exist. The sections on books and journals are mainly reference catalogues but also link to external resources, the section on instruments features online versions of the offered material.

The Raoul Wallenberg Institute Library offers extensive resources on human rights. In the Libris database a reference catalogue exists, but also a large variety of other databases is offered. Furthermore there is a list on electronic journals, of which some are freely accessible online. There is also a variety of search engines and gateways offered, e.g. the Minnesota human rights library or HURISEARCH. Furthermore UN databases and links to international courts are offered on the page. Although the page did not seem to be well structured on the first sight it offered the largest variety of information on the topic.

The website of the Academic Info Human Rights Library mainly contains a link list of human rights organizations, as also the Human Rights Tools page does, which furthermore entails some basic information on the topic.

The HREA site offers over 2.000 full-text guides, curricula, textbooks and other documents on human rights and human rights education. It's 'resource center' is subdivided in the sections library, forums, databases and links. Especially the library and the databases sections gave a good amount of information. The Human Rights Impact Resource Centre offers an 8 steps programme on Human Rights Impact Assessment which is followed by links, tools and material and a separate section on publications.

Finally the OSCE Polis Website, created and supported by a community of policing experts provides a variety of information, especially useful for practical human rights work. Most of the material available is not accessible for the wide public but restricted to for OSCE staff,

which reduces the overall usefulness of this website for the 'ordinary' researcher or interested public.

What does the collection contain by content?

Regarding the content all of the collections or libraries offer a large variety of information on different topics. For example the ETC, the Ludwig Boltzmann Institute, the Austrian Institute, the German Institute and the Raoul Wallenberg Institute offer information on general human rights, on children's rights, human rights of women, humanitarian law, intellectual property, minorities, refugees, terrorism, etc, so a large part of areas of interest in the field of human rights. This is also true for the SIM Database of the Netherlands Institute.

The Academic Info Human Rights Library mainly includes information on different human rights organizations, like AI, UN, etc. The HREA also offered general information on human rights topics, like e.g. democracy, corruption, workers' rights, etc. but furthermore featured links on topics like curricula development and methodology as well as a comprehensive listing of Human Rights Courses and Programmes. The Human Rights Impact Resource Centre contains a platform where a large variety of information on theories, methods and experiences on Human Rights Impact Assessment can be accessed. OSCE Polis contains information on contains information going way beyond the area of human rights, namely boarder policing, capacity building, police reform or management.

Size of the collections and coverage of the area of human rights

Regarding the size of the collections the actual size of most of the collections is quite hard to assess, because only few of the analysed institutions offer exact numbers of material available. Most of the institutions seem to offer a huge number of references and material, which is available. Regarding numbers, the Åbo Institute states that it offers over 33.000 references, the SIM Collection of the Netherlands Institute lists more than 5.500 records on books and the ETC and the HREA state that the have around 2.000 references. The Human Rights Tool page holds over 300 references according to its own statement. All this information was retrieved from the websites directly; on the other pages no exact information on the size of the collection was given.

It can be stated that all of the libraries researched give a good overview on the area of human rights, but the scope of the sites differs. Especially the Raoul Wallenberg Institute gives an

excellent overview and provides a large amount of information. Åbo, ETC, German Institute, HREA, the Boltzmann Institute and the Austrian Institute also give a fairly good overview, the only pity is, that hardly any full-text material is available and mainly reference catalogues are offered.

Some of the libraries also cover other areas apart from the area of human rights. For example, the ETC offers information on human security, globalisation, South-Easter Europe, etc. Polis offers plenty of information outside of the core area of human rights; like mentioned above this includes information on border policing, capacity building, etc.

Type and format of the information available?

For example the ETC, the Findoc and Alma catalogues of the Åbo Institute, the Ludwig Boltzmann Institute, the Austrian Institute of Human Rights and the Netherlands Institute of Human Rights mainly offer references to their library. This is also true for the German Institute, which also offers additional free abstracts or full-text of some journals. All of these libraries include short abstracts describing the books or journals. The Academic Info Human Rights Library only offers links to external resources followed by short explanatory descriptions.

Full text documents are available on the HREA website, on the Human Rights Impact Resource Centre website, the OSCE Polis website as well as the Raoul Wallenberg Institute of Human Rights. Furthermore Åbo Institute offers a variety of full texts mainly in the Publications section.

Most of the information, especially in the reference catalogues is in .html. Most of the full-text material is offered in .pdf.

Timeliness of the website

Regarding the regular update of the pages it has to be stated that only a small part of the websites offers a clearly shown date on which the website has been updated. Only the Åbo Institute, the Netherlands Institute, the Austrian Institute of Human rights and the Raoul Wallenberg clearly displayed the date of the last update on the website. The Academic Info Human Rights Library does not state the exact date but the month of the last update.

Regarding the primary date of establishment of the website, only the Academic Info Human Rights Library and the OSCE Polis website clearly state the date of first publishing of the site.

Classification and cataloguing

It can be stated, that all the pages have a classification of material by type and/or by subject heading, except the Academic Info Human Rights Library. Because of this subdivision of content the identification and locating of relevant material is quite easy manageable for the user.

Preliminary Conclusion

In the views of the authors of this paper only the Raoul Wallenberg Institute offers an excellent level of information on the area of human rights. All the other collections offer a fairly good overview putting the emphasis on different areas. For example the Boltzmann Institute, the ETC, the Austrian and the German Institute as well as the Netherlands Institute offer a good overview on existing literature in the area while e.g. the page of the Human Rights Impact Assessment Centre gives a coherent overview on the specific area of human rights impact assessment.

III. Linking

All of the websites provide links to other organizations and collections, either directly in the library or on a separate section called "Links" on the main page. When research was conducted the internal and external links tried out were all active and working, and no problems or malfunctions occurred. What has to be stated is, that on the Academic Info Human Rights Library and on the ETC webpage the links are not too well organized and do not follow a coherent structure in the view of the researchers.

IV. Navigation

Regarding navigation it has to be stated that generally on all homepages the menu items make sense. A sitemap is only available on some homepages; these are the Academic Info Human Rights Library, the German Institute, the HREA, the Human Rights Impact Resource Centre, the Netherlands Institute of Human Rights and the OSCE Polis page. The ETC indicates a

sitemap but clicking on it only displays on single item stating “deutsch” so it is not useful at all. The other libraries investigated do not feature a sitemap.

A help chart was only found on the page of the Netherlands Institute of Human Rights and on no other site investigated.

It can be generally stated that on all the pages the information is easy to find. Also the same basic format and set up is consistently used throughout the sites.

V. Search option

Every page contains a search option; only the Raoul Wallenberg Institutes’s page does not feature a general search option but includes a search option in the subsections on the Libris Database. A browsing option was not contained in any of the pages. Only the Netherlands Institute of Human Rights offers a browsing option, but it is hard to find, as it is a sub-point of the help option of the page.

Regarding the download of files no problems were encountered during research. In the entire search queries conducted during research each library was analysed by starting 5-10 search queries.

VI. Visual appearance

All the pages feature a coherent format which is consistently used all over the site. All the digital collections analysed were directly accessible via the main pages of the institutes in question. In general there was no advertisements etc on the webpages, just the Academic Info Human Rights Library has distracting elements like banners and pop-up windows on the site, which do not have any connection to the area of human rights. During the ongoing research the speed on all the websites for loading items and search results was pretty fast and not subject to any problems.

VII. Feedback/Assistance

There were no actual feedback mechanisms identified on the pages in question. But most of the institutions offered contact details to where questions and investigations can be sent to. The HREA offers a FAQs section to clarify questions.

VIII. Browser compatibility

All the institutes and digital collections in question were 'visited' in three different browsers, the Internet Explorer, Netscape and Mozilla Firefox. There were no problems identified with any of those browsers.

IX. Usability

Some tiny problems regarding usability occurred during research. For example at the HREA page the search function did not function during one of the visits of the researchers. The Netherlands Institute had some dead links throughout the webpage. The OSCE Polis website was only partly accessible, as most parts were restricted for OSCE staff.

X. Site Maintenance

So-called organizational surveys[1] were sent out to all 12 digital repositories analysed within Western Europe. Of those 12 addressees only 5 answered the questionnaire, namely the ETC, the Raoul Wallenberg Institute, the Institute of Human Rights at Åbo Akademi, the Austrian Human Rights Institute and Polis.

The questionnaire asked among other questions for information about the number of persons maintaining the website and about statistical data. The websites of Åbo Akademi, Raoul Wallenberg Institute and the Austrian Human Rights Institute were updated and maintained by one person each. Polis has three persons working on the site, ETC two. Regarding statistical data only Åbo Akademi, the Austrian Institute and Polis provided information. Åbo Akademi stated, that in 2007 236 downloads were conducted from the site. The Austrian Institute listed numbers for search requests during 2007; from January to September 2007 there were 180.000 visits. Polis stated that in 2007 there were 10.420 downloads and 15.940 serach requests until 19.9.2007 when the questionnaire was submitted.

[1] Which are attached to this article.

Preliminary Conclusions

What can be clearly stated, is, that there is a large variety and a large scale of material available online in the area of human rights (education). In the research team's point of view the Raoul Wallenberg Institute's library, which offers an excellent resource centre in the area of human rights, is the most convincing repository analysed in the course of research in Western Europe. It provides well organised and frequently updated relevant information on human rights. Another good repository is the SIM Documentation Centre of the Netherland Institute on Human Rights, which also gives a good and broad insight in human rights, but the set-up and structure of this repository can not be seen as user friendly and easy to handle. The other repositories also partly deem as a good starting point for getting information and gaining knowledge on human rights. Only the Academic Info Human Rights Library did not convince the research team, as its set-up was not user friendly and also the non-subject related advertisements on the site were disturbing.

3. Guides through libraries

Table of Contents

Academic Info Human Rights Library 84
Austrian Human Rights Institute 87
European Training and Research Centre on Human Rights and Democracy 90
German Institute for Human Rights 94
Human Rights Education Associates - The Electronic Resource Centre for Human Rights Education 100
Human Rights Impact Resource Centre 106
Human Rights Tools 110
Institute for Human Rights, Åbo Akademi 113
Ludwig-Boltzmann Institute of Human Rights 118
Netherlands Institute of Human Rights, Utrecht 122
OSCE Polis 127
Raoul Wallenberg Institute 132

Academic Info Human Rights Library

http://www.academicinfo.net/humanlibrary.html

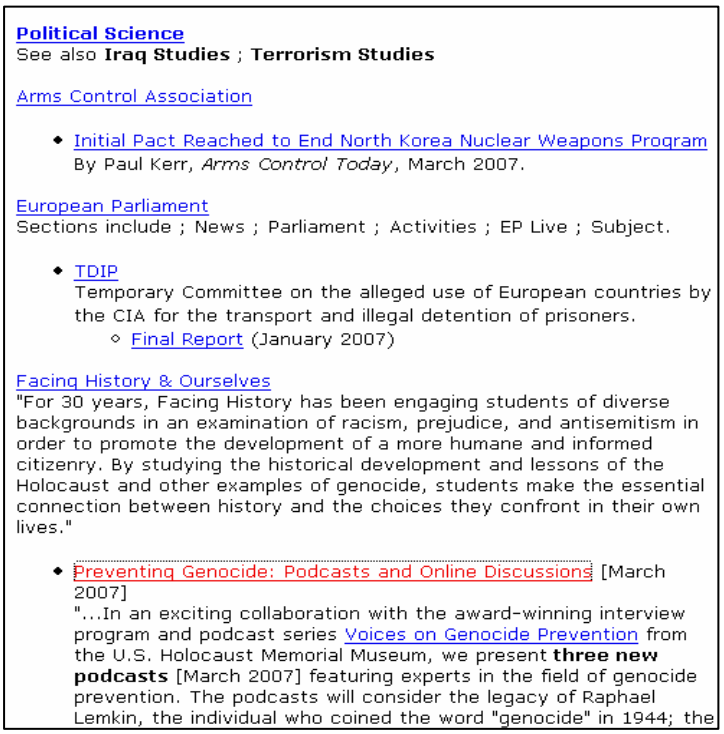
Academic Info is an online subject directory of over 25,000 hand-picked educational resources for high school and college students as well as a directory of online degree programmes and admissions test preparation resources (SAT, GRE, LSAT, MCAT, GMAT, USMLE, TOEFL). It also offers timely news and analysis of critical events including the Iraq War, Afghanistan Reconstruction, Hurricane Katrina recovery, the genocide in the Sudan, and the War on Terrorism.[2]

Library

Within the wide range of categories listed in Academic Info directory there is a digital library on human rights. The content of this library is listed at the main page of the human rights digital library bellow ads. As can be seen on the picture on the left, the content is listed by the names of institutions/cases relating to human rights in some segments of their work in alphabetical order. A user can click on any of the listed parts of the content for which links are provided and this immediately will lead to the website of the relevant institution or organisation.

[2] Information about Academic Info taken from http://www.academicinfo.us/.

Since this is a large directory, it provides a search tool so a user can easily search through this digital library to find a specific document.



By clicking on the menu item "Search" a search box will appear. For example, users can enter the keywords "human rights" in the search box and after clicking on the "Start Search" button the search results page with information on the number of documents found and a list of documents found will appear. Taken as an example, if we click on "Academic Info – What's New in April 2007" a list of categories, showing actualities in human rights issues by various subjects, will appear. Each contains a short explanation of the document so a user can judge the relevance of the same.

Since the library contains a large scale of data and links to various institutions, it is a bit difficult for a user who is not quite familiar with the subject to immediately find useful

documents because the search tool requires keywords as specified as possible in order to retrieve adequate results.

Documents that are available in this library are provided either as full text on-line accessible documents or as downloadable ones in .pdf or .doc format. But most of the documents are actually placed on websites of the institutions/organisations which published them.

Austrian Human Rights Institute
http://www.menschenrechte.ac.at/

The Austrian Human Rights Institute operates as a public service association, members of which are the *Republic of Austria*, the *Province of Salzburg* and the *Catholic University Foundation, Salzburg*.

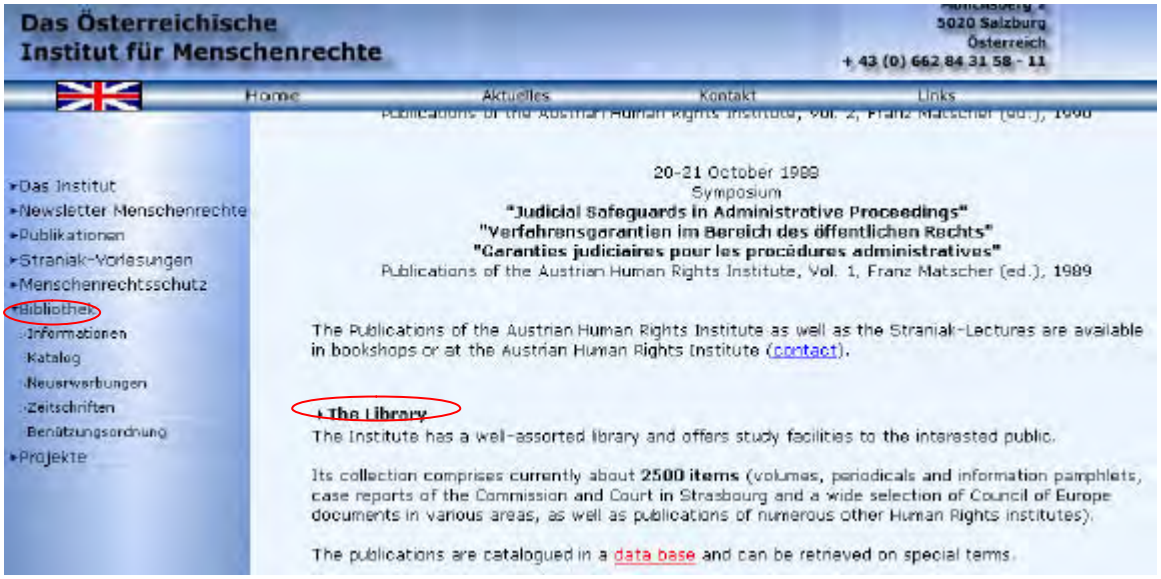
Those supporting the Institute financially may become *supporting members*. *Corresponding members* are persons who have made outstanding achievements in the Institute's field of work while *honorary membership* may be awarded to persons who have rendered special service to the Institute.

The *General Assembly* comprises the members of the association. The *Executive Board* is composed of the Federal Minister for Science and Research, the Provincial Governor of Salzburg and the President of the Catholic University Foundation, one further representative for each appointed by the board members, and in addition the President of the International Research Centre for Fundamental Issues of Science and the Directors of the Institute. The *Supervisory Committee* consists of two auditors appointed by the General Assembly. The Institute is advised by an *Academic Council* of reputed academics and professionals from Austria and abroad.[3]

The website of the Institute exists in two language versions: German and English. There is inconsistency between these two versions regarding the content of the website. The English one provides less information in each section than the German one.

[3] Information about the Institute taken from http://www.menschenrechte.ac.at/.

Library



The Institute has a physical library and an on-line catalogue provided at the website so a user can search within the catalogue the content of the library. By clicking on the item "The Library" (English version) information about the Institute's library will appear as well as a link to the on-line catalogue for search through the library's database. The only trouble with this search option is that it is possible only in German, so non-German speaking users cannot actually efficiently search through the content of the library.

The search available in German can be either by author, title or by topics. This search provides only an insight in collections contained within the physical library of the Institute. The library has no on-line documents available for download.

Linking

The website contains the menu item “Links” but this is only available in German. By clicking on this menu item a list of links to institutions and organisations mostly (but not necessary) related to human rights and divided in categories will appear.

European Training and Research Centre on Human Rights and Democracy
http://www.etc-graz.at

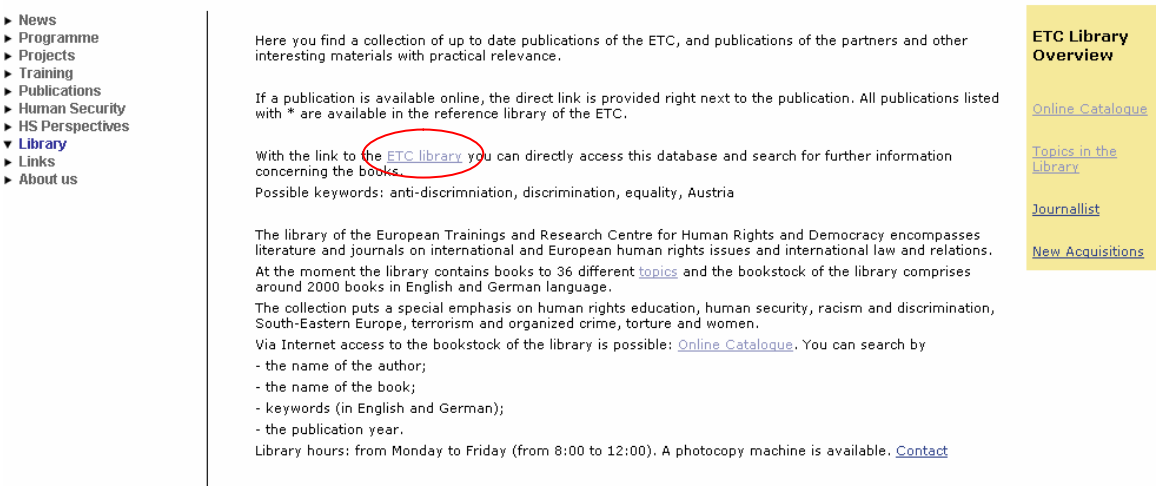
The ETC has been set up as a non-profit association and started its work in October 1999. Its premises in Graz have been opened on the occasion of the Human Rights Day on the 10th of December 2000 (Inauguration). Its main aim is to conduct research and training programmes in the fields of human rights, democracy and the rule of law in close co-operation with the University of Graz. Special emphasis is put on training programmes for civil servants, the police, army, as well as for members of international organisations and NGOs in Austria and abroad. New innovative teaching methods are applied in "train the trainers programmes". Simultaneously, basic research is conducted with a particular research focus on South Eastern Europe.[4]

The website exists in two language versions: German and English. First difference between these two versions can be noted immediately at the homepage (in both versions) where there are more news provided in the German than in the English version. Regarding the other contents of the website, especially virtual library contents, there are no inconsistencies between the two versions. Inconsistencies only appear in the "Publications" section (details on this in continuation of the text).

[4] Information about the Centre taken from http://www.etc-graz.at/typo3/index.php?id=646.

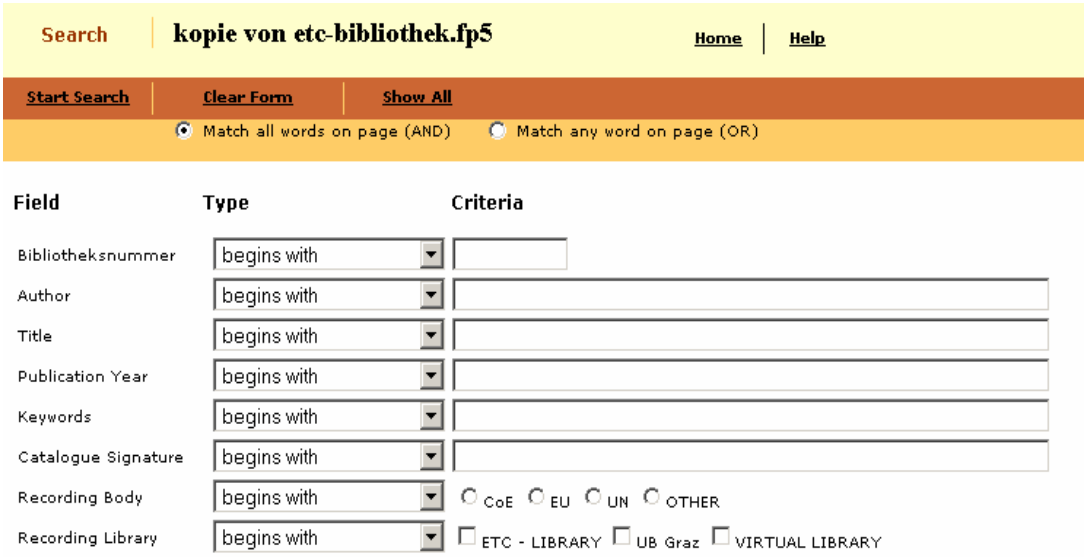
Library

The website provides the possibility to see the catalogue of the Centre's physical library. Also the Centre has a virtual library which is represented by the menu item "Publications". By clicking on the menu item "Library" a section containing relevant information about the library collection and search options within the provided on-line catalogue appears.



By clicking on any of the provided links "ETC Library" or "Online Catalogue" a search tool providing the possibility to search through the library content by library number of the document, author, title, publication year, keywords, catalogue signature, recording body and recording library (see the picture below) will appear.

Also, there is the possibility to see the entire content of the database without searching by using the search tool is provided (this is useful in case a user is not familiar with the bibliographic data relevant to the document). The user can directly access the entire content by clicking on the item "Show All". A list of documents in a table view with all bibliographic data previously mentioned and with a note indicating, whether they only exist in physical form or whether there is the possibility to download them in some electronic format (i.e. are they contained in the virtual library) will appear.



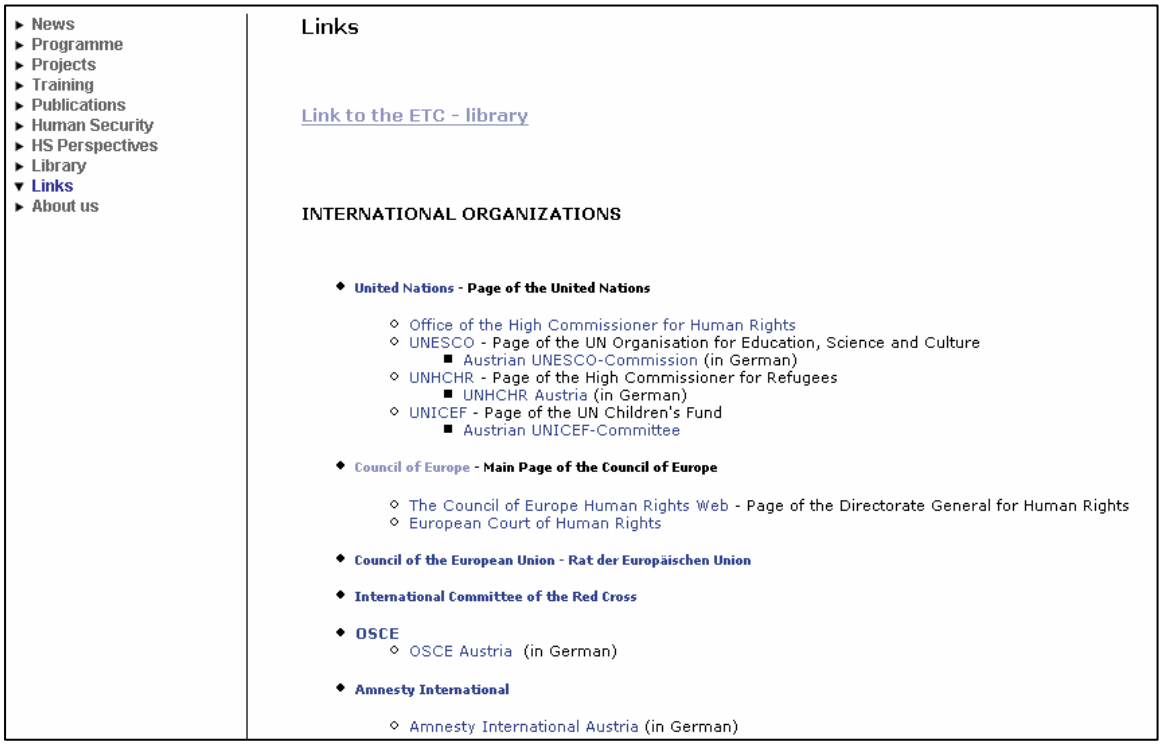
Beside this specific "Library" section, there is also number of provided documents within the "Publications" section. By clicking on the menu item "Publications" a list of subsections (Manual "Understanding Human Rights", Annual Report, Newsletter, Occasional Papers and Comments) will appear. Note must be taken that the German version provides one more subsection "Broschüren" which does not exist in the English version.

For example, by clicking on the "Occasional Papers" subsection a list of papers such as studies, expertises and other academia papers relating to some human rights issue will appear. All documents provided in the "Publications" section are provided in downloadable format (mainly in .pdf).

All documents provided within the virtual and physical library of the Centre are related to human rights issues and therefore represent a quite useful tool in human rights education. For example, the Manual "Understanding Human Rights" provided on-line at the website (go to

"Publications" section, subsection "Manual Understanding Human Rights" then to category "Training Materials") is especially useful for everybody dealing with human rights education as it provides all relevant information on human rights with methods for teaching human rights. Furthermore additional materials for working on the manual are provided in this section.

Linking



The website contains a menu item "Links". By clicking on this item a list of links to websites of institutions/organisations related in any way with human rights issues, divided by categories, will appear. Links are leading to international and national institutions dealing with human rights as well as to human rights centres in SEE. All links are available and easily accessible.

German Institute for Human Rights
http://www.institut-fuer-menschenrechte.de

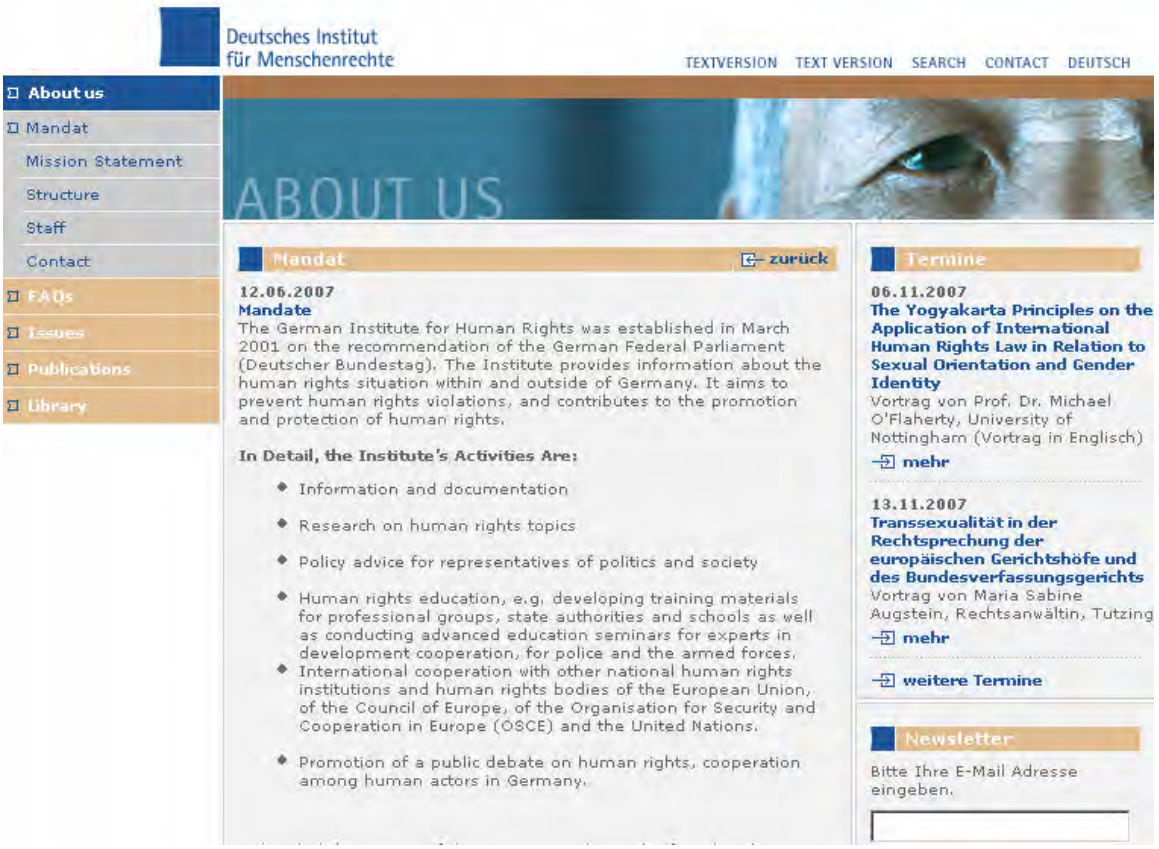
The German Institute for Human Rights was established in March 2001 on the recommendation of the German Federal Parliament (Deutscher Bundestag). The Institute provides information about the human rights situation within and outside of Germany. It aims to prevent human rights violations, and contributes to the promotion and protection of human rights.

In detail, the Institute's activities are:

- Information and documentation
- Research on human rights topics
- Policy advice for representatives of politics and society
- Human rights education, e.g. developing training materials for professional groups, state authorities and schools as well as conducting advanced education seminars for experts in development cooperation, for police and the armed forces.
- International cooperation with other national human rights institutions and human rights bodies of the European Union, of the Council of Europe, of the Organisation for Security and Cooperation in Europe (OSCE) and the United Nations.
- Promotion of a public debate on human rights, cooperation among human actors in Germany.[5]

The website of the Institute exists in two language versions: German and English. Comparing the content of these two versions it has to be noted that there is inconsistency in it. For example, a first look at homepage in both versions shows that the English homepage is less updated than the German one.

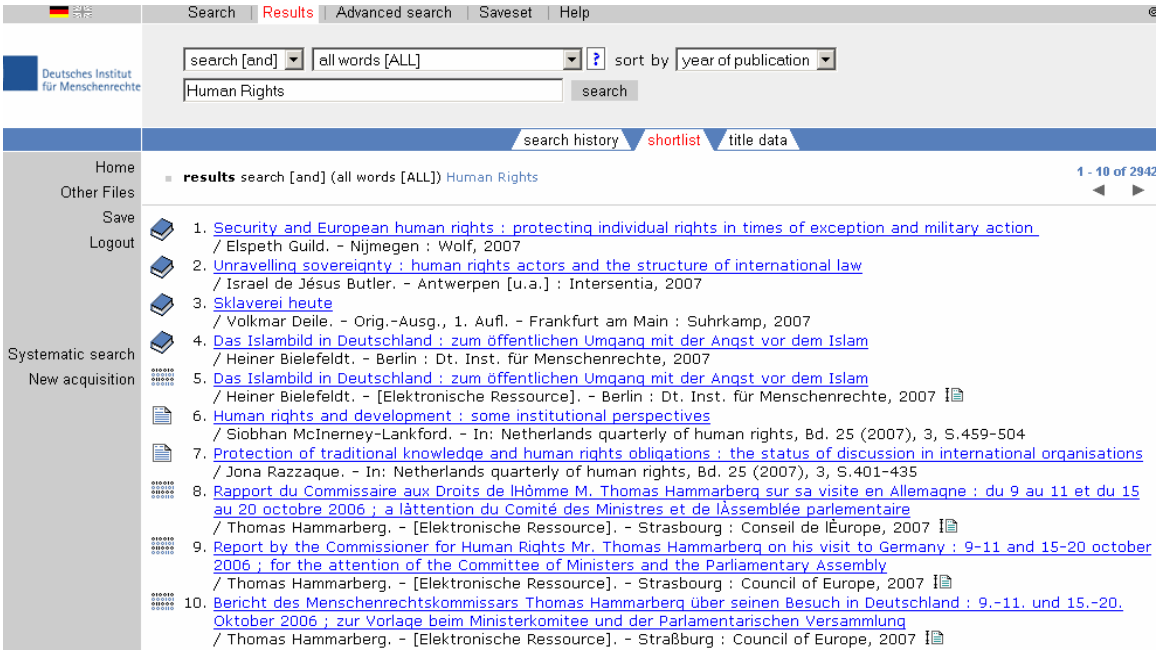
[5] Information about the Institute taken from http://www.institut-fuer-menschenrechte.de/webcom/show_article.php/_c-635/_nr-1/_lkm-653/i.html.

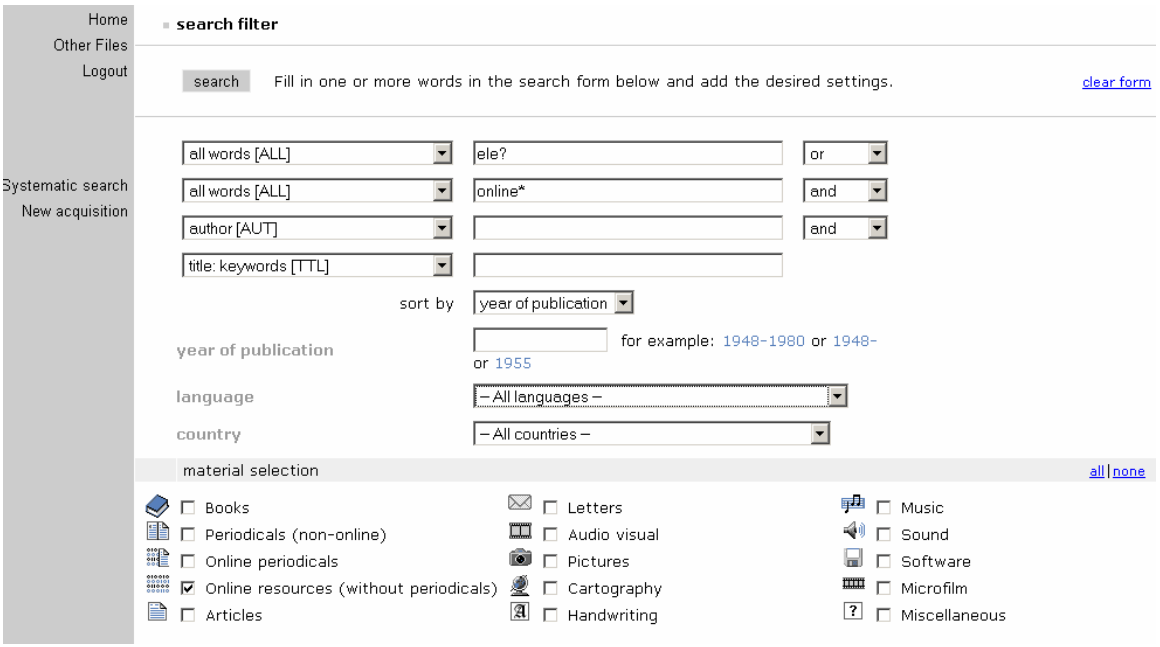


Library

The institute has a physical library and the website contains the section “Library” which provides access to the on-line catalogue to search through the library collection. Also, besides the subsection “On-line catalogue” this section contains other subsections “Electronic publications”, “Periodicals”, “Current Contents” and “New Acquisitions”. By clicking on the menu item “Library” a description of the content with links provided for each above mentioned subsection will appear (see picture below).

The on-line catalogue can be accessed by clicking on the provided link for this subsection and a search tool for searching through the library collection will appear. The search tool gives the possibility to search by keywords, or to go to advanced search and filter the search by selecting a specific language and requiring a specific format of the document (should it be a document available on-line or any, even physical one). For example, by entering the key words "Human Rights" in the search box and clicking on "search" a list of results with links to the document (if it is accessible in some on-line form) and bibliographic details (author, year, publisher; see the picture below) will appear.





The advanced search is much more appropriate for users wishing to access specific documents in specified language and on-line form. As can be seen at the picture above, the advanced search tool allows for the options for choosing in which form the document should be (book, periodical, on-line resources etc.), in which language and other choices for the user.

Also, if a user is only interested in on-line available electronic publications there is an option for search only through that part of the catalogue. By clicking on the item "Electronic publications" provided within the "Library section" immediately the same search box as previously mentioned, with the difference, that the results will only be for on-line available electronic publications, will appear. Again, a user can filter the search results with desired features by going to advanced search.

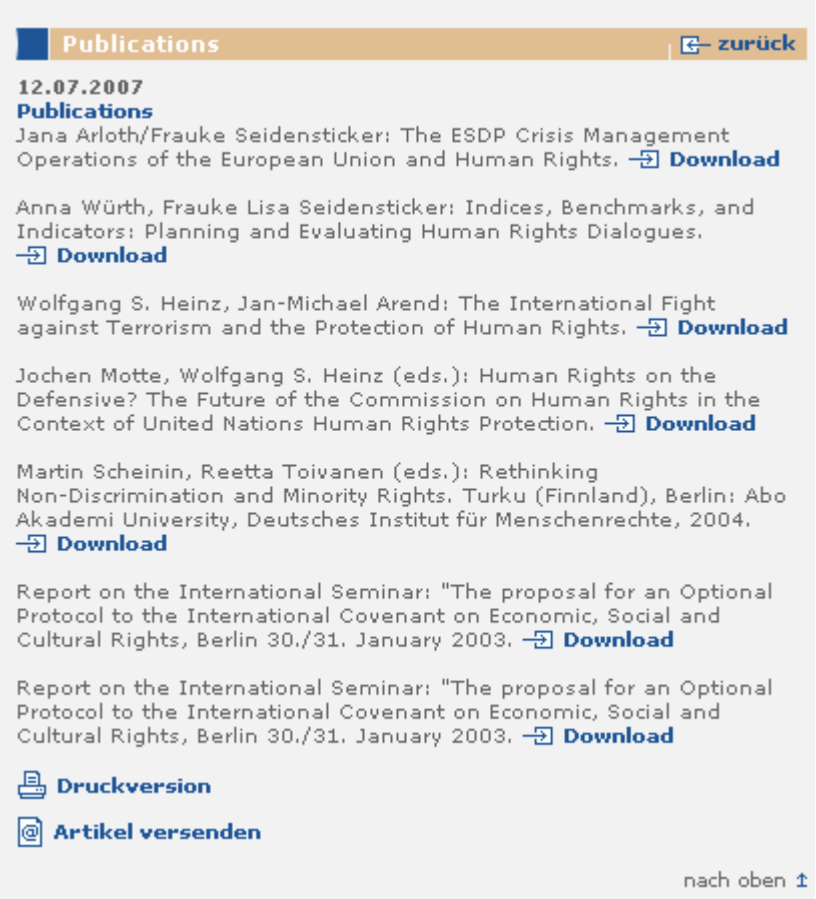
The library section contains a subsection "Periodicals" which offers links to various periodicals relating to human rights issues in different languages.

Subsections "Current contents" and "New Acquisitions" provide results in German only. Within this section there is an inconsistency between the German and the English version since the German version provides more options and information regarding the available documents and related materials. The German version provides much more links to various search tools, on-line databases and catalogues, lists of collections etc. than the English one. Non-German speakers cannot actually access all the contents of the library section because of the mentioned inconsistency.

It has to be mentioned that this sections provides the possibility to use the HURIDOCS search tool to search through websites of 3000 human rights organisations. By clicking on the item "HURIDOCS" on the right side of the section page immediately the HURIDOCS website will open, where the user can use the HuriSearch tool to search desired websites.

The other part of what might be considered as a library section is the section "Publications". By clicking on the menu item "Publications" immediately a list of subsections will appear, those subsections differ comparing the English and the German version. English version offers three subsections (see picture above): Annual reports, further English publications and German publications. Subsection "Annual reports" provides access to annual human rights reports of the Institute, written bilingually (English and German) and are provided in .pdf downloadable format.

By clicking on the "Further English publications" subsection immediately a list of publications with bibliographic details for each document and download option for each will appear. There are only seven documents are provided in the English version while the German has around 60 downloadable documents divided into categories such as studies, essays etc. By clicking on the subsection "German publications" immediately a list of the above mentioned categories leading to documents in German will appear



Linking

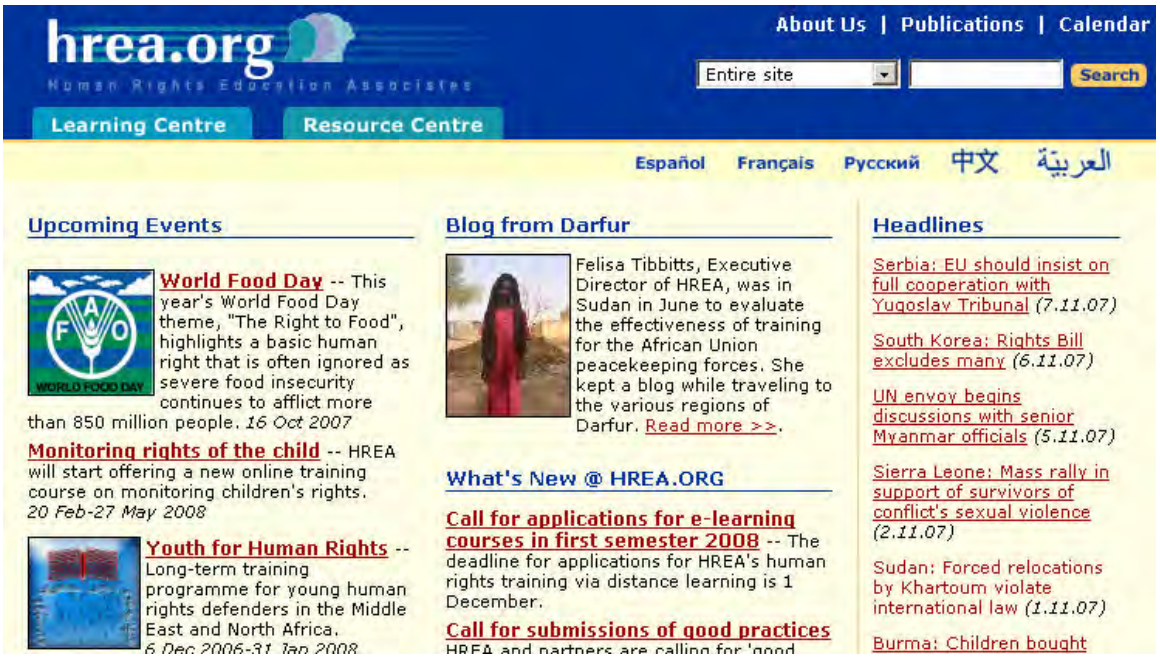
The German version of the website contains a "Links" section while the English one does not. By clicking on the menu item "Links" in the German version immediately a list of categories with links to various organisations and institutions dealing with human rights in any way will appear. But also a drop-down menu with three categories "Organisationen", "NHRI" and "Deutschland" will appear, providing another set of links within these categories.

Human Rights Education Associates - The Electronic Resource Centre for Human Rights Education
http://www.hrea.org

Human Rights Education Associates (HREA) is an international non-governmental organisation that supports human rights learning; the training of activists and professionals; the development of educational materials and programming; and community-building through on-line technologies. HREA is dedicated to quality education and training to promote understanding, attitudes and actions to protect human rights, and to foster the development of peaceable, free and just communities.

HREA works with individuals, non-governmental organisations, inter-governmental organisations and governments interested in implementing human rights education programmes. The services provided by HREA are:

- assistance in curriculum and materials development;
- training of professional groups;
- research and evaluation;
- clearinghouse of education and training materials;
- networking human rights advocates and educators.[6]



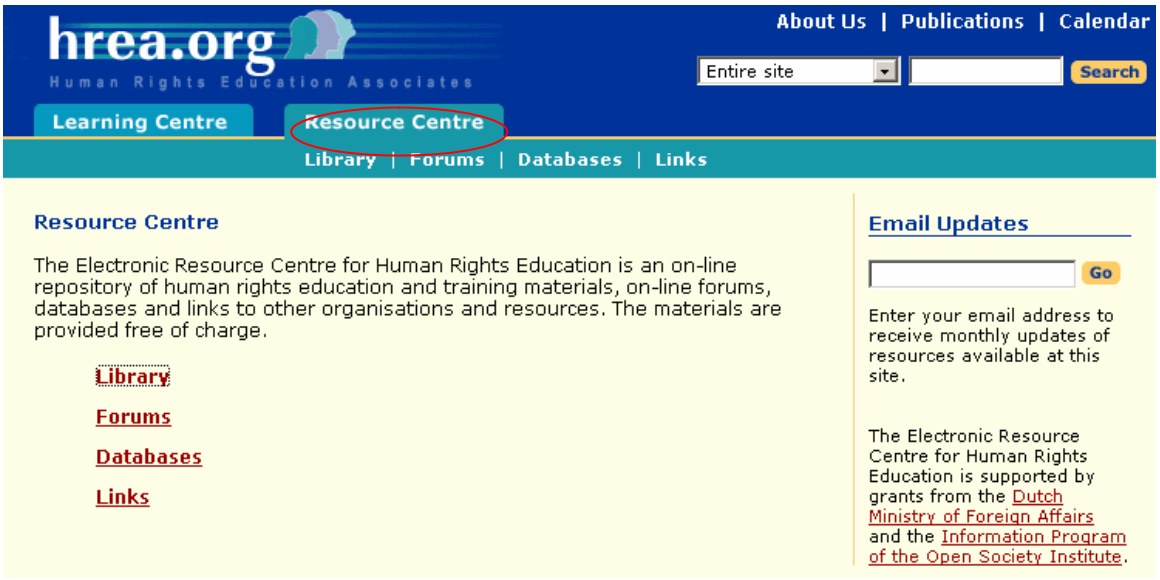
The website exists in 6 language versions: English, French, Spanish, Russian, Chinese and Arabic. For the purposes of this guide only the English version will be described, while a

[6] Information about HREA tajen from http://www.hrea.org/abouthrea.html.

quick overview of the French and Spanish version shows that there is a mismatch in the publications section regarding the number of documents provided as well as categories existing within the section.

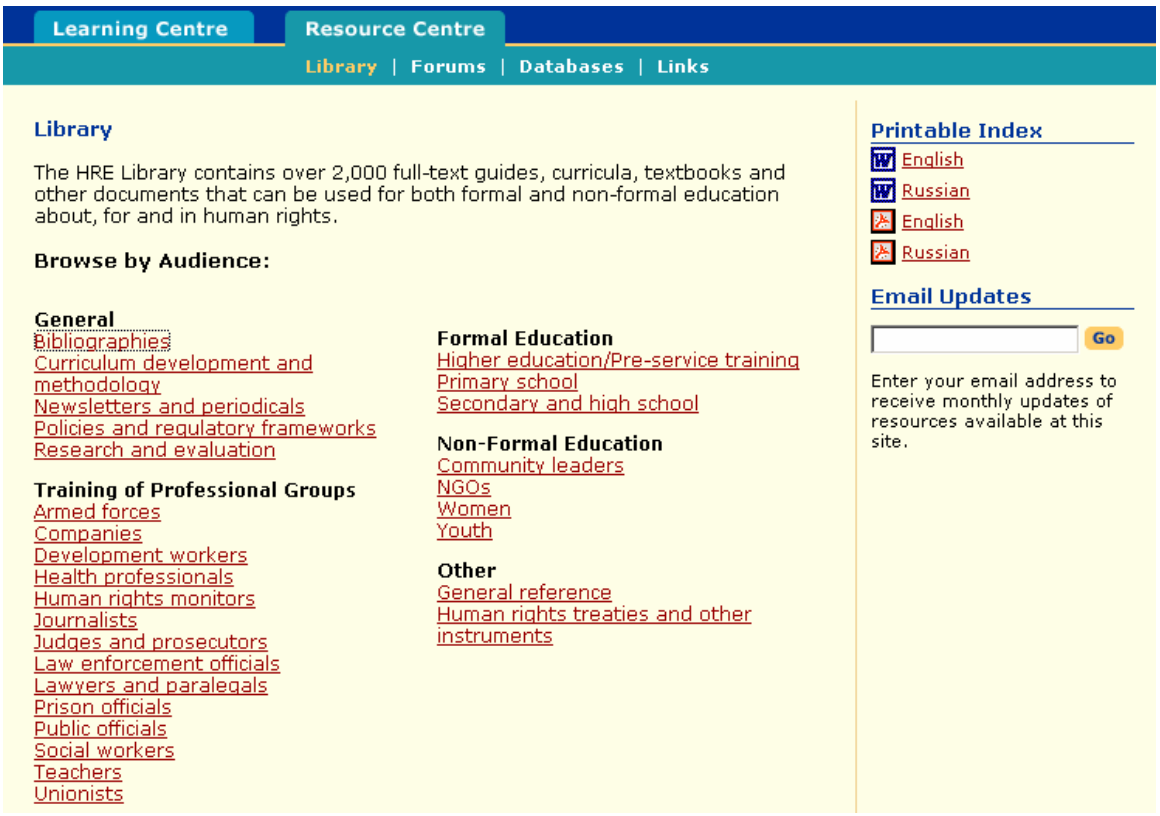
Library

The website contains a virtual library which can be accessed through the "Resource Centre" section.



The "Resource Centre" section contains four subsections: Library, Forums, Databases and Links. By clicking on the item "Library" immediately a list of subsections with provided categories will appear , each leading to relevant documents which can be browsed by criteria of the targeted audience (e.g.: General, Training of Professional Groups, Formal Education, Non-formal Education and Other).

By clicking on any of the categories within the mentioned subsections immediately a list of documents contained in that category will appear. To see bibliographic data related to the document the user has to click on the document and immediately will access the desired data. Within this data a downloadable format of the document is available, so that the user can easily download the document.



For example, by clicking on the category "Human rights monitors" within the subsection "Training of Professional Groups" immediately a list of documents available for the desired target group considered to be relevant for them (see picture below) will appear.

The user can click on the first document, for example, and will access immediately its bibliographic data (as shown on the following picture) and a link to the full-text of the document downloadable in .pdf format.

Title	**Where's the Money Going? Monitoring government and donor budgets**
Author(s)	
Publisher	Save the Children
Place of publication	London
Year of publication	2004
ISBN/ISSN	-
Language(s)	English
Keywords	good practices, development workers, NGO staff, children's rights, human rights monitoring, rights of the child, rights-based programming, Ghana, India, Mozambique, Nepal, Wales
Description	Over the last 10 years, budget monitoring and analysis has grown enormously in popularity as a tool for holding government to account at all levels – from the national to the grassroots. Equally, budget monitoring can be a tool for monitoring the activities of donors – holding them to commitments or exposing gaps between their advice or conditionalities and their own practice. Save the Children UK has a long track record of lobbying for improved services for children around the world and of working with the public sector to improve implementation, accessibility and relevance of services. As public expenditure is central to providing key services for protecting children's rights and wellbeing, several Save the Children UK programmes are carrying out budget monitoring activities. This publication draws together lessons from this widely varied work. This 30-page paper presents various case studies Ghana, India, Mozambique, South America and Wales.
URL(s)	http://www.crin.org/docs/resources/publications/hrbap/Wheresthemoney.pdf *English*

By clicking on the subsection "Databases" within the "Resource Centre" the user will be provided with a list of four databases (Directory of Organisations, Human Rights Courses and Programmes, Annotated Bibliography and Global Directory of Human Rights Educators) which can be accessed by clicking on the provided links.

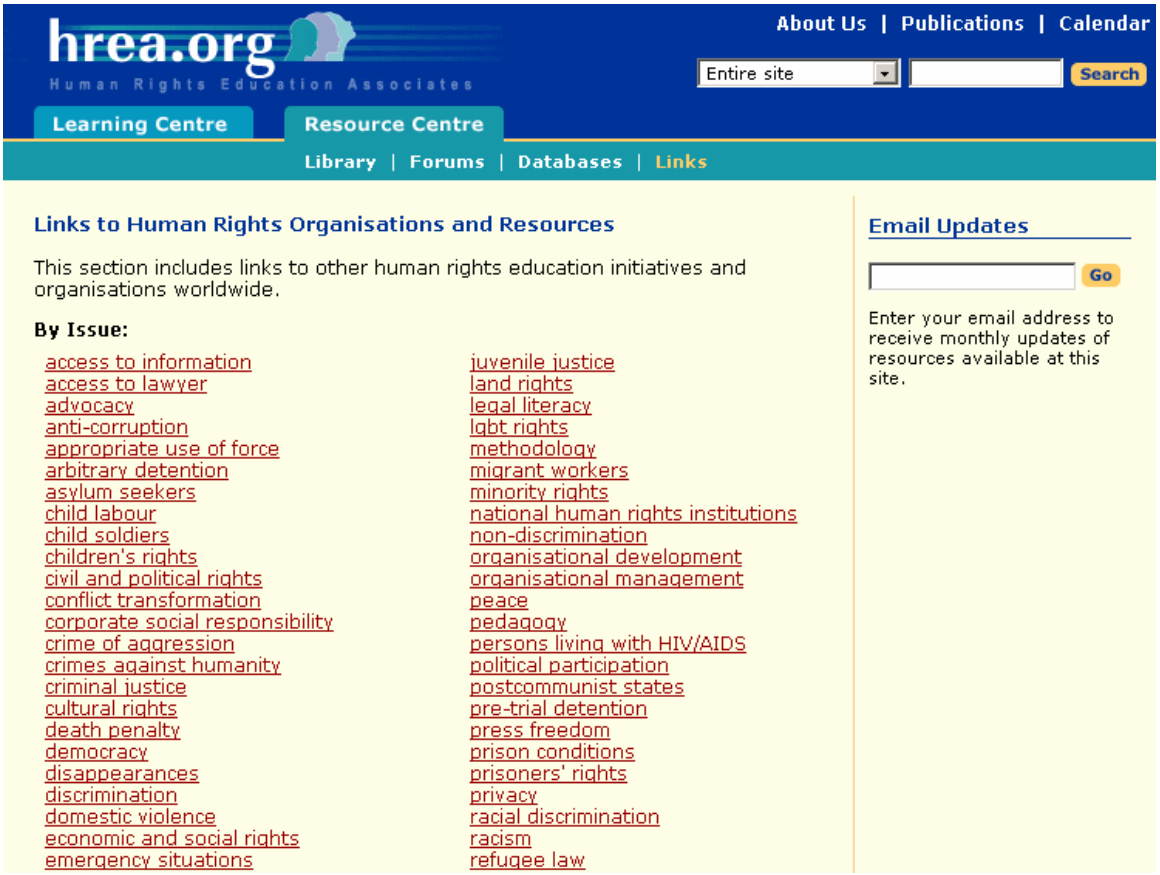
Another part of the HREA virtual library is the "Publications" section, which can be accessed by clicking on the item "Publications" on the right upper side of the website. In the English version this section contains five subsections: Education and training materials, programme development, research and evaluation, recent articles, papers and presentations, and lesson plans, hand outs, training modules. All these subsections are listed at the section page and offer list of publications with short bibliographic data (author/editor/publisher, year and number of pages). By clicking on any of the listed documents the user will immediately access the summary of the content of the document and bibliographic data with a link to the full-text download in .pdf or .doc format.

Within this section the user can also access on-line and full-text downloadable annual reports of HREA (although the latest one is the one of 2003) by clicking on the item "Annual Reports". The other section which provides on-line material is section "Newsletter" where a user can easily check out published newsletters of HREA and get an insight into the work of HREA.

All documents provided in the HREA virtual library are quite useful both for human rights teachers and practitioners as well as for all those wanting to explore and learn about human rights.

Linking

Within the section "Resource Centre" the website contains the subsection "Links". By clicking on the item "Links" immediately a list of links leading to websites of human rights organisations and resources divided into categories by two criteria will appear: by issue and by region. By clicking on, for example, "advocacy" item immediately a list of links for organisations dealing with advocating human rights will appear.


hrea.org
Human Rights Education Associates
About Us | Publications | Calendar
Entire site
Search
Learning Centre
Resource Centre
Library | Forums | Databases | Links
Links to Human Rights Organisations and Resources
This section includes links to other human rights education initiatives and organisations worldwide.
By Issue:
access to information
access to lawyer
advocacy
anti-corruption
appropriate use of force
arbitrary detention
asylum seekers
child labour
child soldiers
children's rights
civil and political rights
conflict transformation
corporate social responsibility
crime of aggression
crimes against humanity
criminal justice
cultural rights
death penalty
democracy
disappearances
discrimination
domestic violence
economic and social rights
emergency situations
juvenile justice
land rights
legal literacy
lgbt rights
methodology
migrant workers
minority rights
national human rights institutions
non-discrimination
organisational development
organisational management
peace
pedagogy
persons living with HIV/AIDS
political participation
postcommunist states
pre-trial detention
press freedom
prison conditions
prisoners' rights
privacy
racial discrimination
racism
refugee law
Email Updates
Go
Enter your email address to receive monthly updates of resources available at this site.

Human Rights Impact Resource Centre

http://www.humanrightsimpact.org

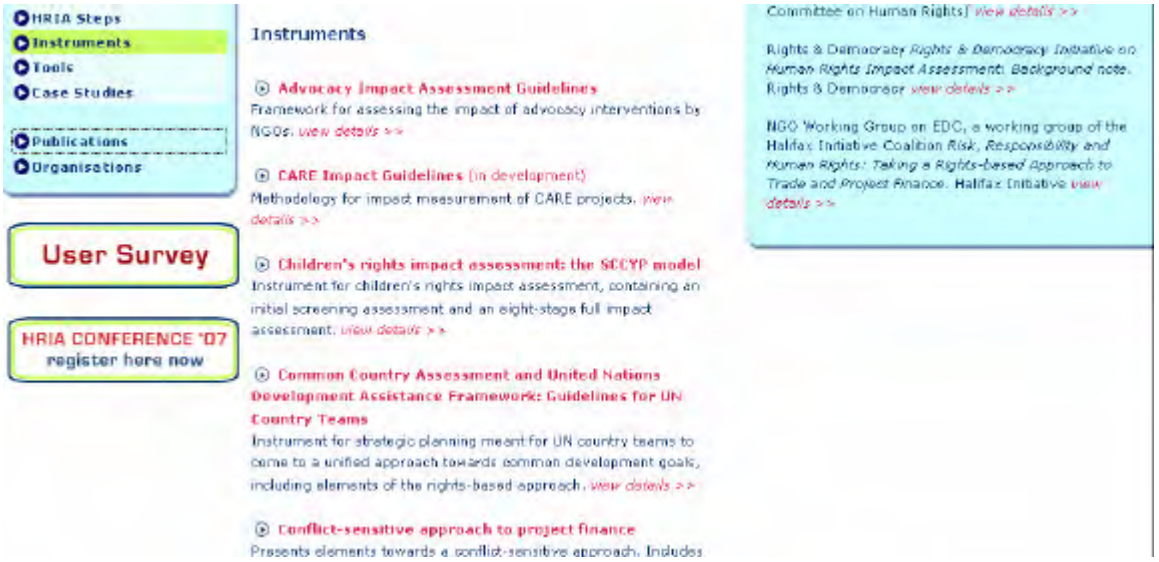
The Human Rights Impact Resource Centre (HRIRC) is an online database developed by *Aim for human rights*. It brings together a wide range of information and documentation on **Human Rights Impact Assessment (HRIA)**. Measuring human rights has become an issue of growing interest to policy makers, non-governmental organisations (NGO's) and academics. There is a growing amount of information available and it is often dispersed and difficult to find. The HRIRC aims to fill this gap.[7]

The website exists only in English version. It has no specific library section, but since it is an online database, it has library materials available online within various sections.

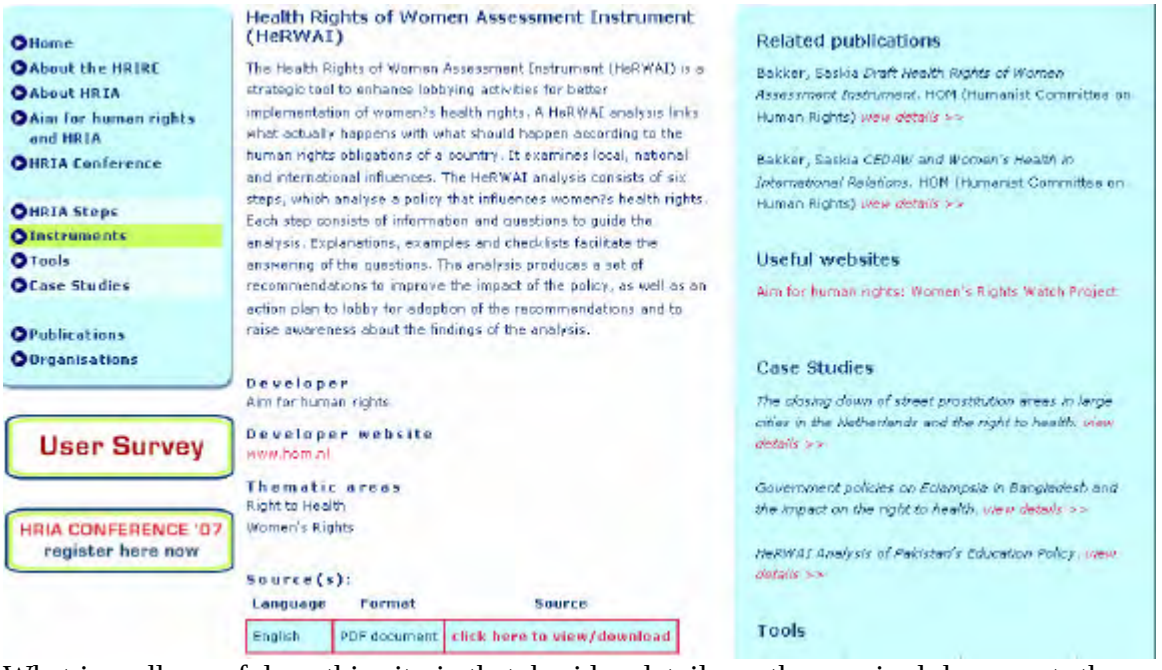
[7] Information about the Centre taken from http://www.humanrightsimpact.org/.

Library

The virtual library exists in several sections: Instruments, Tools, Case Studies and Publications. By clicking on the menu item "Instruments" immediately a list of documents which can be used as instruments in human rights impact assessment (see picture below) will appear. Each document is described with one sentence and for further details on the document and its availability the user has to use the "view details" link. For example, the user can click on



"view details" for "Health Rights of Women Assessment Instrument" and immediately a more detailed description of the document (see picture below) will appear, providing an option for download in .pdf format (some of the documents are provided in .doc format).

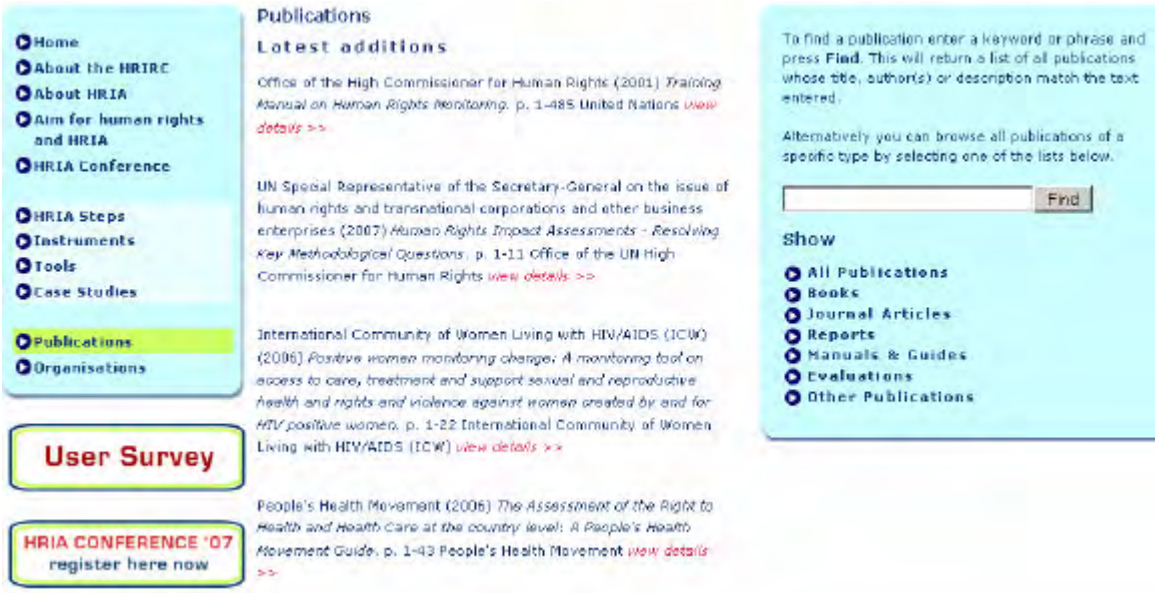


What is really useful on this site is that, besides details on the required document, the user is also provided with information on related publications, useful websites dealing with the

required subject, case studies on mentioned subjects and tools which can be used in relation to this (see the right side of the picture above).

A similar approach is used for two other sections: Tools and Case Studies, where there is only a difference in the "Tools" section where there is no additional information provided like related publications etc. The "Tools" section provides the possibility to search for a specific tool document by using the search box on the right side of the displayed "Tools" page. For example, if the user enters the keywords "Women's rights" in the search box immediately a result page showing only those tools documents relating to women's rights will appear. The same approach is valid for the section "Case Studies".

The website contains also a section "Publications" which provides access to either abstracts or full-text documents of relevant publications relating to human rights issues. By clicking on the menu item "Publications" immediately a list of latest added documents with short description of each will appear, with an additional link "view details" for further information on that publication (see picture below).



The description and availability information on the documents is provided in same the way as it is in other previously described sections.

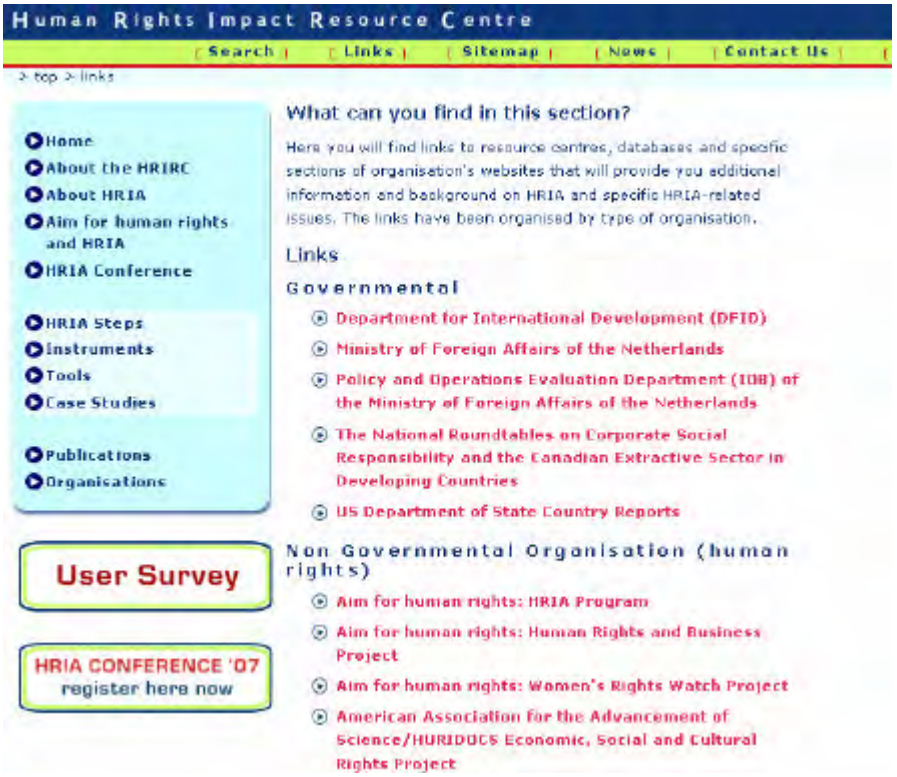
On the right side of this section page there are several subsections listed (All Publications, Books, Journal Articles, Reports, Manuals & Guides, Evaluations, and Other Publications) which are narrowing the search if a user just wants a specific type of publication. By clicking on any of these subsections immediately a list of specific publications shown in the same way

as in other sections will appear. The principle of getting details on required publication is the same as previously mentioned.

Not all documents are available for full-text download, but there is a link for institution that published the document and for terms of download/order.

The site also provides the possibility of search by clicking the item “Search” and immediately a search boxes for search by using key words will appear. Also, within the search section there is the option for search by using the HuriSearch tool (which was described before).

Linking



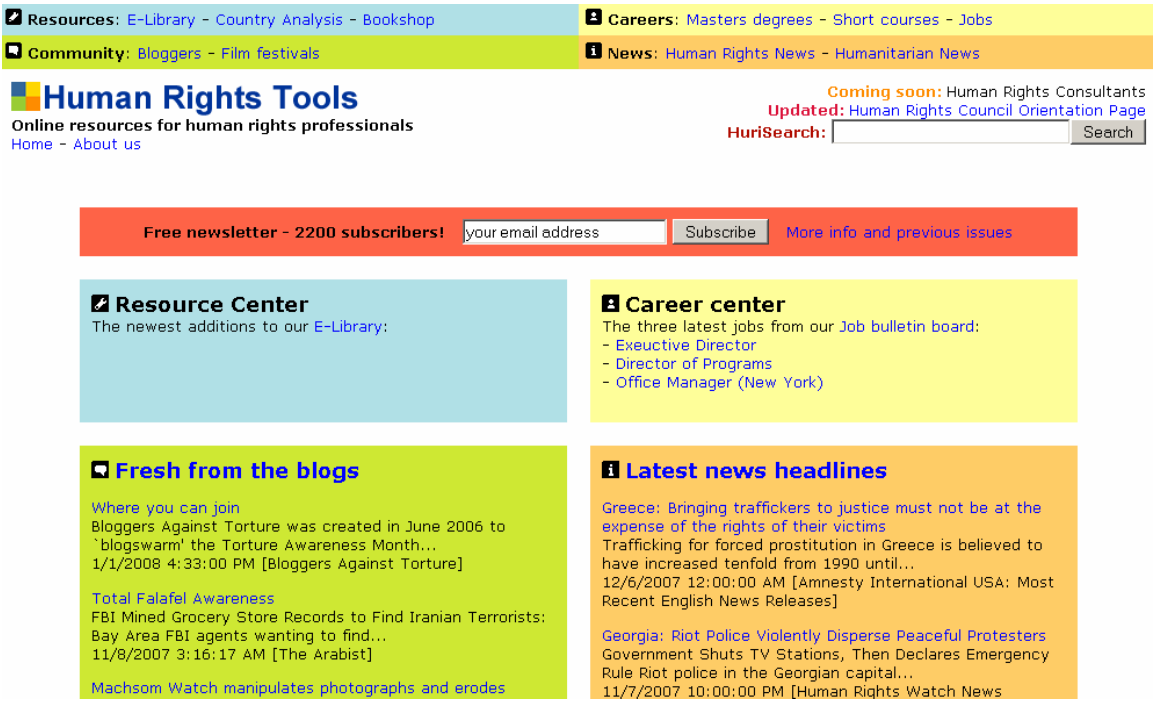
The website contains the item “Links” which leads to a list of links to various organisations and centres dealing with human rights impact issues. Links are divided into categories: Governmental, Non Governmental Organisations (Human Rights), International Organisation, Intergovernmental, Consultancy, Company, Academic, Others and NGO Coalition. By clicking on any of the links immediately a page containing a direct link to that organisation with short explanation on what does that organisation do in its activities,etc. will appear.

Human Rights Tools
http://www.humanrightstools.org

Human Rights Tools is non-profit organisation established under Article 60 and subsequent articles of the Swiss Civil Code. It was founded on 10 March 2006.

This site is primarily aimed at human rights activists - persons monitoring the respect of human rights and advocating for positive change. Persons who are passionate about quality human rights work, have a thirst to continually deepen their knowledge, and are looking for a collection of top reference material.

After several years of searching the internet, the founders of the website gradually discovered and assembled a collection of human rights tools and resources - and all of them were offered by their developers to other human rights workers.[8]



Library

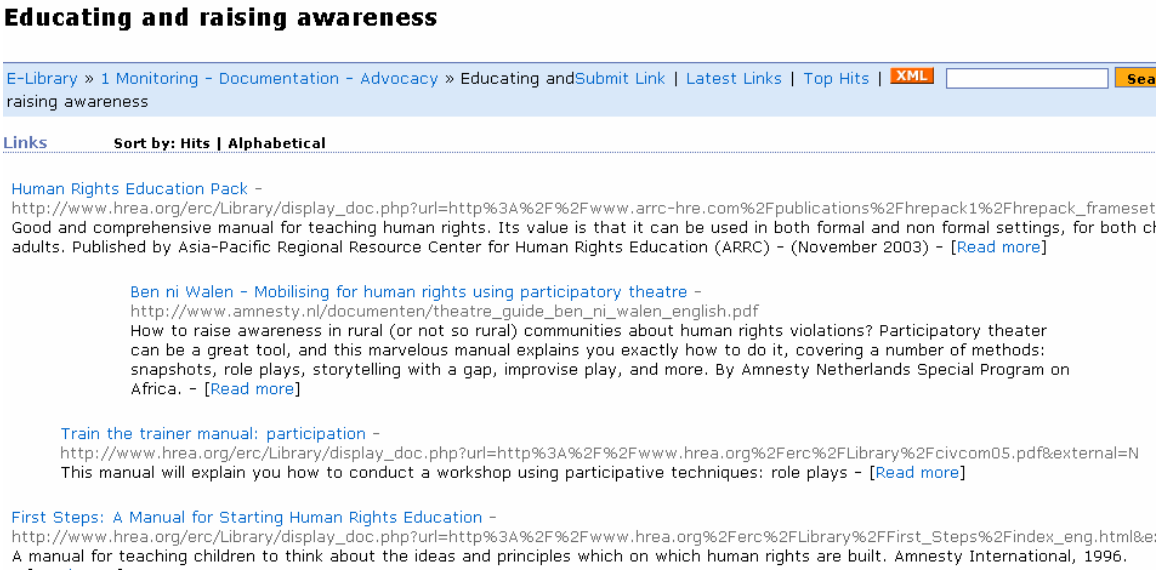
The website contains a virtual library which can be accessed by clicking on the "E-Library"

[8] Information about the Human Rights Tools taken from http://humanrightstools.org/about.htm.

item on the upper left side of the main page.

The e-library section contains six subsections: monitoring-documentation-advocacy, using the law, specific issues and population groups, tech for human rights, humanitarian protection and planning and managing.

By clicking on, for example, first subsection (Monitoring – Documentation – Advocacy) immediately a list of categories contained within this subsection (see picture on the right) will appear. In order to get an insight into documents contained in each category, the user can follow the provided links. For example, by clicking on the category "educating and raising awareness" immediately a list of documents, available either in online (.html) format or on some website or in downloadable (.pdf) format, will appear. For each version of the document there is a link provided for access to the document. Also, each of the listed documents has a short description and explanation in which purposes can be adequately used.



Linking

The website does not contain a specific section “Links” but within the “Resources” on the upper left side of the main page there is a link for “Country Analysis”. By clicking on this

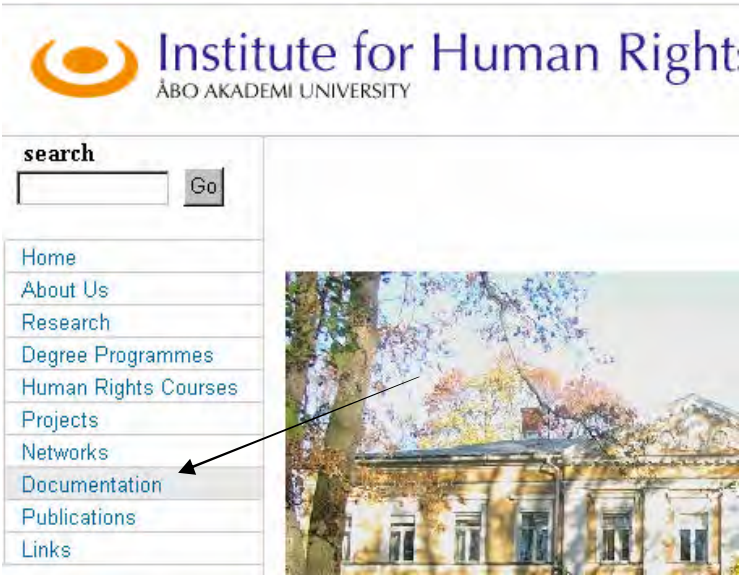
item immediately a list of links provided in a table view (see picture above) will appear, showing three categories: Human rights problems, context and environment and regional news and websites. All links within this section provide facts, studies and other relevant information relating to specific countries which can be used in country analysis. This is especially useful for researchers because it enables them to find relevant online information while conducting a research or study on the human rights situation in a specific country.

Institute for Human Rights, Åbo Akademi

http://www.Åbo.fi/instut/imr

The Institute for Human Rights was founded in 1985 as an integrated unit of the Åbo Akademi University and its Department of Law. The activities of the Institute are financed partly through the University budget (Ministry of Education), partly through external funding on a project basis. Among the main sources of project funding are the Finnish Ministry for Foreign Affairs, the Finnish Ministry of Education, the Academy of Finland, the European Commission and the Council of Europe.

The aim of the Institute is to promote research, provide education and disseminate information relating to the protection of human rights. The Institute assists various outside institutions, including other universities, government authorities and mass media in human rights research, policy-making and dissemination of human rights information.[9]



The library of the Institute holds a large collection of human rights literature. The library database (FINDOC) contains over 33,000 entries and is available on the WWW on the Internet, free of charge. The library can be accessed from home page of the Institute at http://www.Åbo.fi/instut/imr and by clicking on the left side menu item DOCUMENTATION.

A list of libraries that hold human rights related material (within and outside of the institute), and available databases will be visible. The Institute offers access to four databases. Two databases are created and maintained at the Institute. The first is FINDOC which is the Institute's own reference database of literature on human rights containing more than 33.000

[9] Information about institute tkaken from http://web.abo.fi/instut/imr/about/about.htm.

items, and the second, DOMBASE is a database of Finnish case law pertaining to human rights. HURLIS is a tool for simultaneous searching of three databases: FINDOC, SIMDOC (Books Database of The Netherlands Institute of Human Rights) and the Online catalogue of German Institute for Human Rights. The Institute also offers a link to ALMA which is the database of Åbo Akademi University library collections.

FINDOC

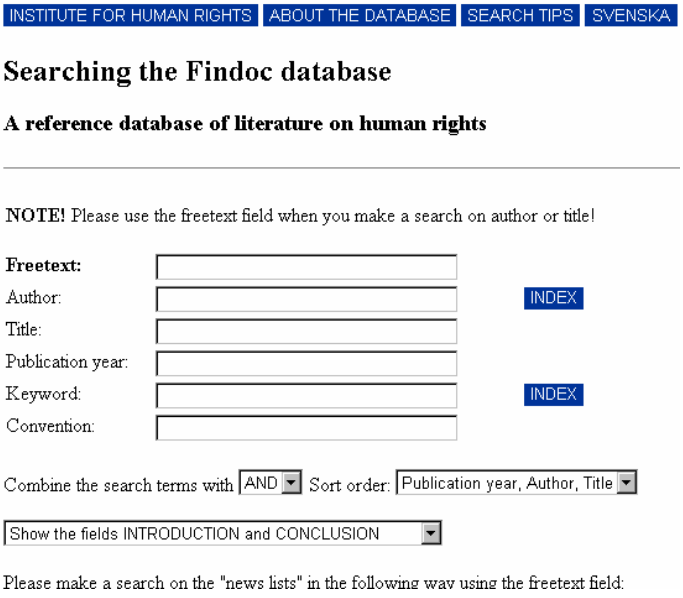
The Institute for Human Rights is the documentation centre in Finland for literature on human rights. The documentation for the FINDOC database was started in 1988 according to HURIDOCS (Human Rights Information and Documentation System) standards. FINDOC is implemented as a TRIP database. TRIP is a free-text database system, also called an information retrieval system. Data in a TRIP database are stored in a free form and every word and phrase in the database is searchable. The database covers materials from 1966 onwards: monographs, articles and seminar reports concerning human rights.

At present there are about 33.000 references in the database, of which about 10.000 are monographs and 17.000 are articles in periodicals and edited monographs.

The database is updated daily. Indexing is done in Swedish, English, and Finnish. Contents and/or abstract for publications and abstract for articles have been scanned into the database. In addition, relevant declarations and concentions are registered for each article and monograph.[10]

By selecting the link FINDOC on documentation page, search screen is opened:

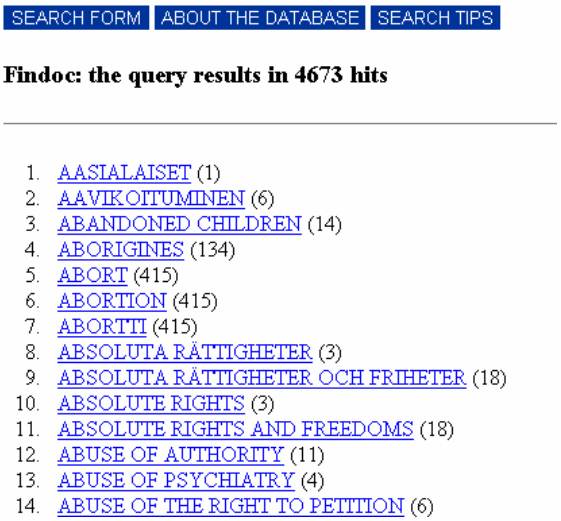
[10] http://web.Åbo.fi/instut/imr/findocen.htm.



This is a bibliographic database and does not offer online access to the full text of the source. In order to get access to the material located with this catalogue you need to contact:

Ms. Eva Höglund
Acting Information Specialist
phone: +358-(0)2-215-4325
fax: +358-(0)2-215-4699
E-mail: eva.hoglund@Åbo.fi

An excellent feature of this database is KEYWORD search possiblity with list of keywords used with indicator how many documents are available under each keyword:

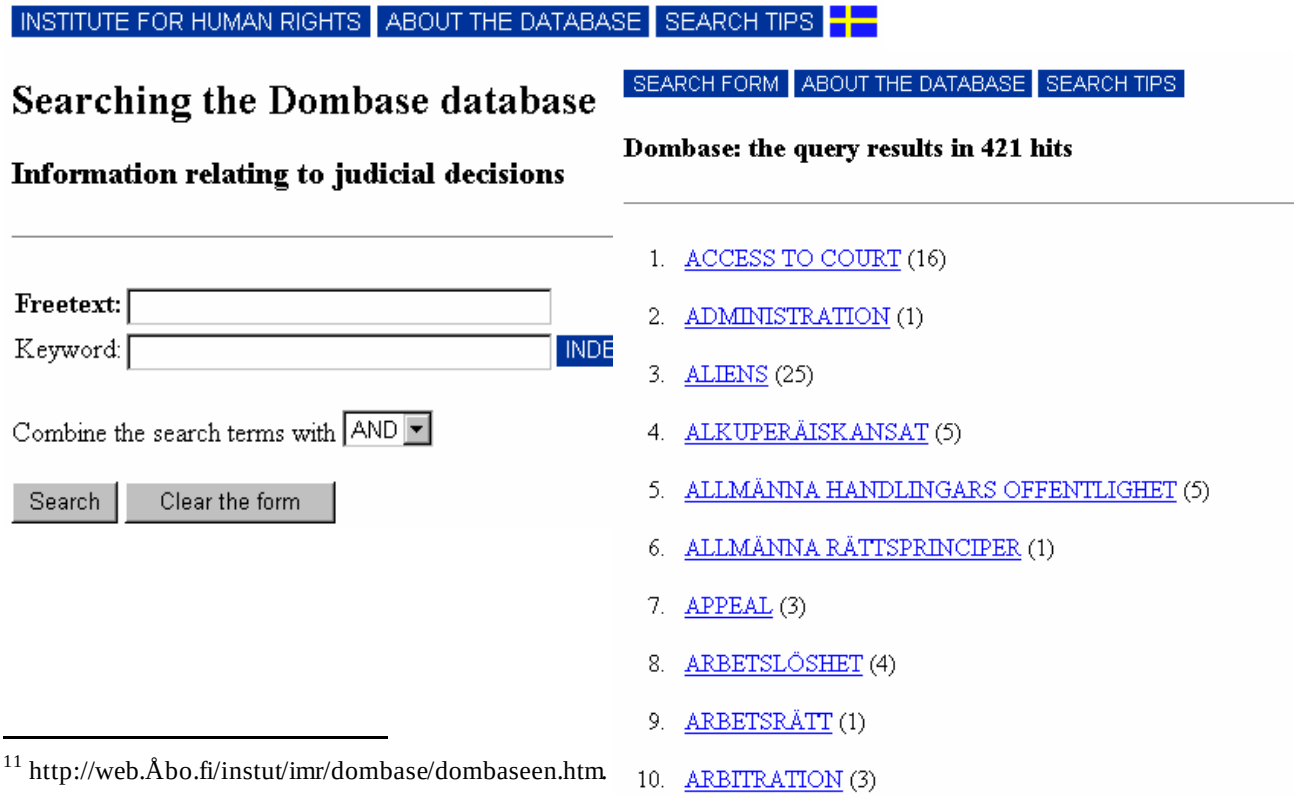


DOMBASE

The database DOMBASE contains English summaries of selected Finnish court decisions that include references to international human rights treaties or the Bill of Rights of the Finnish Constitution Act.

The material in DOMBASE is based on the annual reports on national case law submitted by the Institute for Human Rights as a national correspondent to the Council of Europe. Therefore, a good part of the cases in the database refers to the European Convention on Human Rights. In addition, there are cases with references to human rights conventions of the United Nations, such as the Covenant on Civil and Political Rights, the Convention on the Elimination of All Forms of Discrimination against Women and the Convention on the Rights of the Child.

DOMBASE is not exhaustive. It mainly contains cases which have been easily available, that is, have been originally included in other freely accessible databases or sources. Most cases in the database are from the year 1990 onwards, but some cases from 1974 to 1990 have also been included. Finland ratified the European Convention on Human Rights in 1990. Before 1990, references to international human rights treaties were rare in Finnish court decisions.[11] Searching is possible by using freetext, or by selection of predetermined keywords.



[11] http://web.Åbo.fi/instut/imr/dombase/dombaseen.htm

deprivation of liberty, aliens, compensation,
frihetsberövande, utlänningar, skadestånd,
vapaudenriisto, ulkomaalaiset, vahingonkorvaus,

Relevant legal provisions

Aliens Act; section 2-1-3 of the Act on County Administrative Courts; section 3-1 of the Administrative Appeals Act

= utlänningslag; lag om länsrätter 2 § 1 mom. 3 punkten; lag om ändringssökande i förvaltningsärenden 3 § 1 mom.

= ulkomaalaislaki; lääninoikeuslaki 2 § 1 mom. 3 kohta; laki muutoksenhausta hallintoasioissa 3 § 1 mom.

CCPR-2

Abstract

On 2 April 1990, the Human Rights Committee had found a violation by Finland of Article 2 of the CCPR in the Torres case (Cor
No.291/1988).Mr.Torres had not been able to have the legality of his deprivation of liberty determined by a court without delay.T
Rights Committee stated that Finland therefore should compensate Mr.Torres for the violation of his rights.In his application to the
Interior, Mr.Torres requested that Finland pay him the sum of FIM 50.000 plus an annual 16 % interest rate since 10.1.1988.

In its decision, the Ministry of the Interior stated that Mr.Torres had not been able to have the legality of the deprivation of his liber
by a court on the basis of the provisions of the Aliens' Act in force at the time of the deprivation of his liberty.Therefore the Ministr
Interior, while rejecting most of the demands and taking into account Article 2 of the CCPR, decided to award Mr.Torres the sum
as compensation.The Ministry noted that the relevant provisions of the Aliens' Act had subsequently been amended by Act 408/19

Ludwig-Boltzmann Institute of Human Rights
http://www.univie.ac.at/bim

The Ludwig Boltzmann Institute of Human Rights (BIM) is an **independent academic human rights research and service institution**. The Institute was founded in 1992 by *Felix Ermacora* (1923-1995), *Manfred Nowak* and *Hannes Tretter* under the umbrella of the Ludwig Boltzmann Association, a leading Austrian research association named after the physicist and philosopher Ludwig Boltzmann (1844-1906). The Institute is currently co-directed by *Hannes Tretter* (academic and administrative director), *Manfred Nowak* (academic director), and *Fiona Steinert* (executive director).

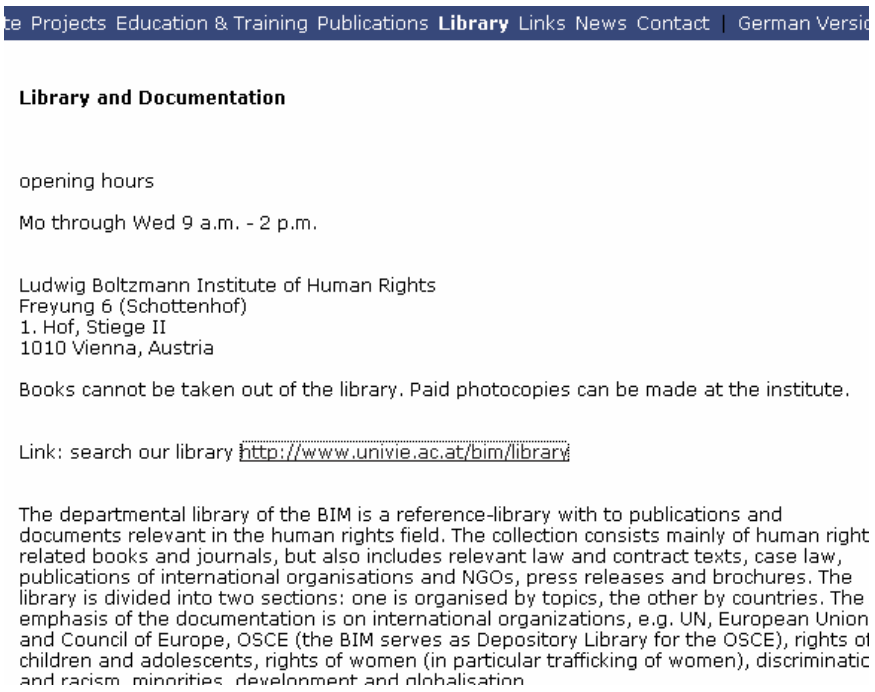
The primary focus of BIM is on **research activities in the field of human rights**, on the national, European and the international level. BIM staff is also engaged extensively in human rights **teaching and training**. It is BIM's main objective to offer a **link between academic research and legal practise**. Therefore, a considerable amount of work is devoted to empirical research and project implementation. Through **co-operation with international, European and national institutions** – like UN, OSCE, CoE, EU, ICTY, Austrian and foreign ministries – as well as other human rights research institutes and NGOs, BIM strives to provide relevant studies, analysis and data on human rights issues in areas such as international, European and national law, politics, education and the media.[12]

The website exists in two language versions: German and English. There is no inconsistency between these two versions regarding the content of the library section.

[12] Information about the Institute taken from http://www.univie.ac.at/bim/ .

Library

The Institute only has a physical library and no online materials are available. The library section provided on the website only enables search through the catalogue of the existing physical library. By clicking on the menu item “Library” immediately a description of the library collections with a link to search through the library catalogue will appear.



By clicking on the provided link for search through the catalogue (http://www.univie.ac.at/bim/library/) immediately the online database with enabled search by using key words and option for choosing the language and type of media will appear. The only trouble with this catalogue is that the search query is provided only in German, so a non-German speaking users have to fill in the search boxes by following his/her logic.

The documents listed as search results are only available in physical form and there is no online available document. The search results provide bibliographic data on each document found but in German only.

Linking

The website contains the menu item “Links”. By clicking on this menu item immediately a list of links divided in two groups will appear: Austria and International. Both groups contain useful links leading to institutions/organisations dealing with human rights issues.

Ludwig Boltzmann Institut für Menschenrechte (BIM)

Home The Institute Projects Education & Training Publications Library **Links** News Contact | German Version

Links \

Links

Austria

amnesty international österreich
asylkoordination österreich
asylum-online Austria
beratungszentrum für migranten und migrantinnen
bizeps - behindertenberatungszentrum/zentrum für selbstbestimmtes leben
bruno kreisky stiftung für verdienste um die menschenrechte
deserteurs- und flüchtlingsberatung
europäisches trainings- und forschungszentrum für menschenrechte und demokratie (ETC)
evangelischer flüchtlingsdienst österreich
eza
friedenszentrum burg schlaining
gesellschaft für bedrohte völker österreich
helping hands
homosexuelle initiative wien
initiative minderheiten
international helsinki federation for human rights
katholische sozialakademie österreich
kein mensch ist illegal
klagsverband zur durchsetzung der rechte von diskriminierungsopfern
marcus omofuma / seibane wague
menschenrechtsbeirat
österreichische entwicklungszusammenarbeit (eza - recherche)
oneworld.at
österreichische forschungsstiftung für entwicklungshilfe (öfse)
österreichische hochschülerInnenschaft - referat für menschenrechte und gesellschaftspolitik

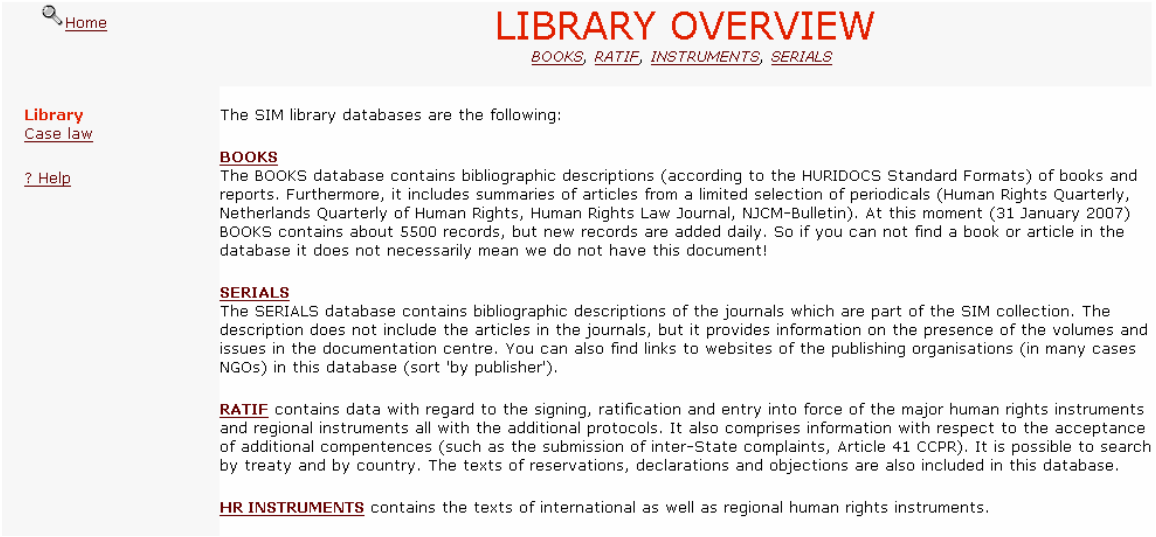
Netherlands Institute of Human Rights, Utrecht
http://sim.law.uu.nl/SIM/Dochome.nsf?Open

The Netherlands Institute of Human Rights (SIM) was established in 1981. The institute aims to serve as a centre for human rights studies. It conducts and promotes research projects, and collects relevant documentation on international human rights issues with an aim to enhance and distribute the knowledge on human rights procedures and practices.[13]

Library

The Institute has databases divided in two sections: Library and Case Law. The library section is accessible either by clicking on the item “Library” on the left side of the website or by clicking on the link “Library” within the description of the content of the databases (see picture above) as well as by clicking on the item provided on the page.
By clicking on either one of these links immediately a library overview containing information about the content of this database will appear.

[13] Information about the Institute taken from http://www.uu.nl/uupublish/homerechtsgeleer/onderzoek/onderzoekscholen/sim/english/general/20496main.html .



The Institute's library contains four sections: Books, Ratif, Instruments and Serials. By clicking on item "BOOKS" immediately a database of books contained in the library ordered in alphabetical order, with the possibility of searching through the same, will appear. If e.g. the user wants to see details on books under the letter "A" (by author name) than the click on the "Expand" item provides details on the author, title and the year. For further bibliographic description of the book, the user needs to click on the author and immediately all bibliographic data on the required book will appear.

Users can also view books ordered by title, generic unit, local index and country.

By clicking on "Search this database" the user will be provided with a simple search tool. The easiest way to do the search is by entering keywords in the provided search box. Also, there is a possibility to narrow the search by going to the "Go to field search" link which provides the possibility of search by title, author and other bibliographic data.

Books contained in this database are only available in physical, not electronic, format.

The library database "Serials" which is accessible by clicking on the item "SERIALS" within the library section provides the same view of alphabetic order of periodicals and newsletters

which can be ordered by title, country, publisher or by key word. This database functions in the same way as the previously described one ("Expand", "Search this database" and other features are the same). By clicking on any of the provided links for some serial immediately bibliographic data for that serial and a link leading to publisher's website will appear. For example, by clicking on "Americas" (order by country) and on provided link "IIHR: newsletter of the Inter-American Institute of Human R…" immediately bibliographic data for that newsletter (see picture below) and a link leading to IIHR's website will appear.

Bibliographic level:	s
Recording body:	SIM
Title:	IIHR : newsletter of the Inter-American Institute of Human Rights = IIDH : boletin informativo del Instituto Interamericano de Derechos Humanos
Previous title:	Newsletter IIHR [P]
Continued as:	
Place of publication:	San Jose
Publisher:	Inter-American Institute of Human Rights = Instituto Interamericano de Derechos Humanos
E-mail:	uinformacion@iidh.ed.cr
Note:	http://www.iidh.ed.cr
ISSN:	
Document symbol:	
Started:	00-12-91, vol. 7, no. 27
Ceased:	
Last Issue:	00-04-2006, no. 93
Language:	ENG / SPA
Index:	Human Rights / International Law
Local index:	Human Rights / International Law
Geographical terms:	AMERICAS / CENTRAL AMERICA / SOUTH AMERICA
Geographical codes:	6000 / 6200 / 6400

The library section "Ratif" contains data on the status of ratifications of international documents ordered by country. By clicking on one of the provided countries the user will immediately access detailed information on which documents have been ratified by that country. Documents are divided in "United Nations" and "European Union" documents. By clicking on one of these two categories immediately a list of documents with date of ratification and entry into force including note on reservations if any (see picture below) will appear. Each treaty can be accessed for a full text version by clicking on the title of the treaty.

ALBANIA

Huridocs GeoCode: **8011**

Last Modified: 05-11-2007

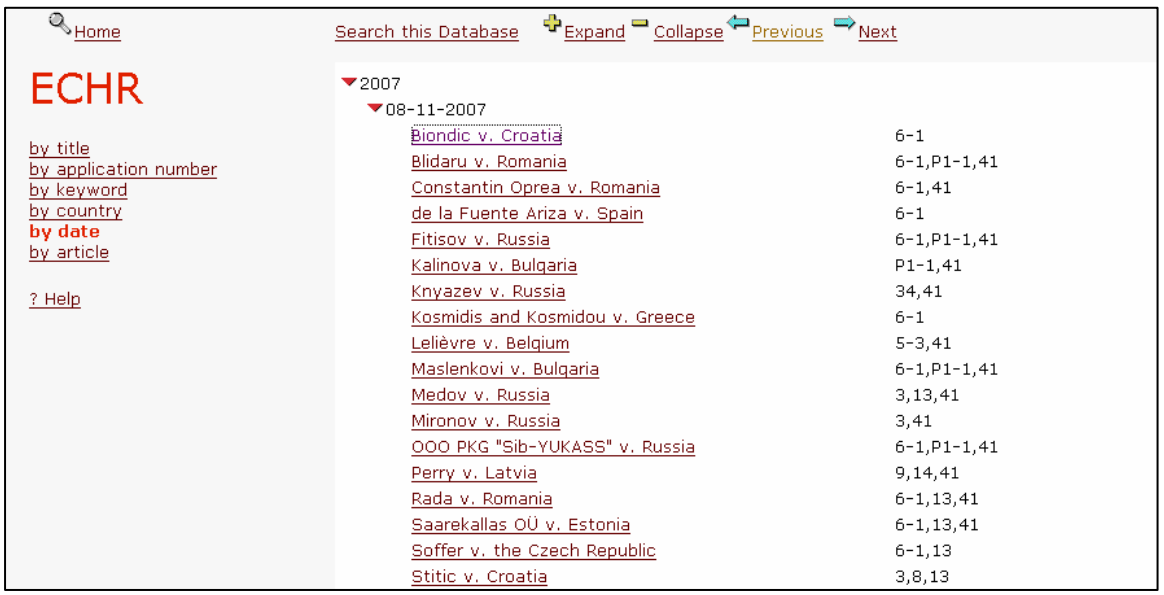
United Nations

Treaty	Date Signature	Date Ratification	Entry into Force	Reservations/Declarations	Denunciation
Genocide:		12-05-1955 (a)	10-08-1955	R	
CCPR:		04-10-1991 (a)	04-01-1992		
CCPR Article 41:					
CCPR OP 1:		04-10-2007 (a)	04-01-2008		
CCPR OP 2:		17-10-2007 (a)	17-01-2008		
CESCR:		04-10-1991 (a)	04-01-1992		
CERD:		11-05-1994 (a)	10-06-1994		
CERD Article 14					
CEDAW:		11-05-1994 (a)	10-06-1994		
CEDAW OP:		23-06-2003 (a)	23-09-2003		
CAT:		11-05-1994 (a)	10-06-1994		
CAT Article 21:					
CAT Article 22:					
CAT Article 28:					
CAT OP:		01-10-2003 (a)	22-06-2006		
CRC:	26-01-1990	27-02-1992	28-03-1992		
CRC OP AC:					
CRC OP SC:					

By clicking on item “Instruments” within the library section immediately will appear a list of human rights documents ordered either by treaty or by organisation. The access and search is the same as in previously described sections. Also, by clicking on the

desired treaty the user will be provided with possibility to see each article of the treaty separately. But also, there is a link provided for the full text of the treaty on the website of the relevant organisation.

Another section of the Institute website is the “Case Law” section which provides an insight in the case law of human rights treaties monitoring bodies, courts, tribunals and committees. By clicking on the provided link for ECHR case law immediately a list of ECHR judgements ordered by date (user can choose if judgements will appear by title, application number, keyword, country, date or article) will appear. By clicking on “Expand” and on the desired date immediately a list of judgements reached on that date (see picture below) will appear.



For example, by clicking on the case “Biondic v. Croatia” immediately details of the case (including application number, respondent, date of judgement etc.) and summary of the judgement (see picture below) will appear.

Publication:	[not yet received]		
Title:	Biondic v. Croatia		
Application No:	38355/05		
Respondent:	Croatia		
Referred by:			
Date of reference by Commission:			
Date of reference by State:			
Date of Judgment:	08-11-2007		
Articles:	6-1	Conclusion:	Violation of article 6-1
Keywords:	ACCESS TO COURT		

Summary:

(Press release)

The applicant is a Croatian national who lives in Velika Gorica (Croatia). Ms Biondic's husband, A.B., died in October 1997. In the ensuing inheritance proceedings, a decision of 10 November 1997 by Velika Gorica Municipal Court declared the applicant and her daughter to be A.B.'s only heirs and distributed h estate between them in equal parts. On 29 November 1997, K.D. brought civil proceedings against Ms Biondic and her daughter in which he alleged that he was A.B.'s illegitimate son and sought one third of the estate. The applicant, who claimed that she had had no knowledge of K.D.'s existence prior to that, brought a counterclaim requesting that K.D. be declared unsuitable to inherit and that personal property acquired during her marriage be excluded from the joint property. In May 1999 the Municipal Court upheld K.D.'s claim and dismissed the applicant's counterclaim on the ground that she had failed to file a request during the inheritance proceedings for exemption of her personal property and that she was bound by the decision of 10 November which had been final. The applicant's claims were rejected on appeal for the same reasons and were, ultimately, also dismissed by the Supreme and Constitutional Courts.

Relying, in particular, on Article 6 § 1 (right to a fair hearing), Ms Biondic complained that she had had no access to a court to claim that her personal property be separated from her and her late husband's joint property.

The Court noted that the lower courts' decisions had contravened the Supreme Court's practice, which, in previous cases, had found that decisions in inheritance

OSCE Polis
http://polis.osce.org

During the last decade the OSCE has accumulated a wide range of knowledge and experience in the field of police and law enforcement related assistance. The lessons learned and examples of good practice gained from the OSCE field operations in the four South-Eastern European states of Croatia, Serbia, Montenegro and the former Yugoslav Republic of Macedonia need to be preserved, stored and shared so that institutional knowledge can further benefit the OSCE and its participating States.

POLIS is a knowledge management tool created in response to the needs of the OSCE field operations staff involved in law enforcement activities and provides:

- Information Management - a repository of information on all policing-related activities previously or presently being undertaken in OSCE field operations. It identifies lessons learned, good practice and external sources of specialized knowledge;
- People Management - a database of international law enforcement experts available for short-term assignments, needs assessments, new mission start-up planning or inspections;
- Resource Management - a portal of all law enforcement assistance programmes or projects currently implemented or being planned, with details of financial or other resource requirements, to be accessed by the OSCE delegations or other international donors, helping to avoid duplication.

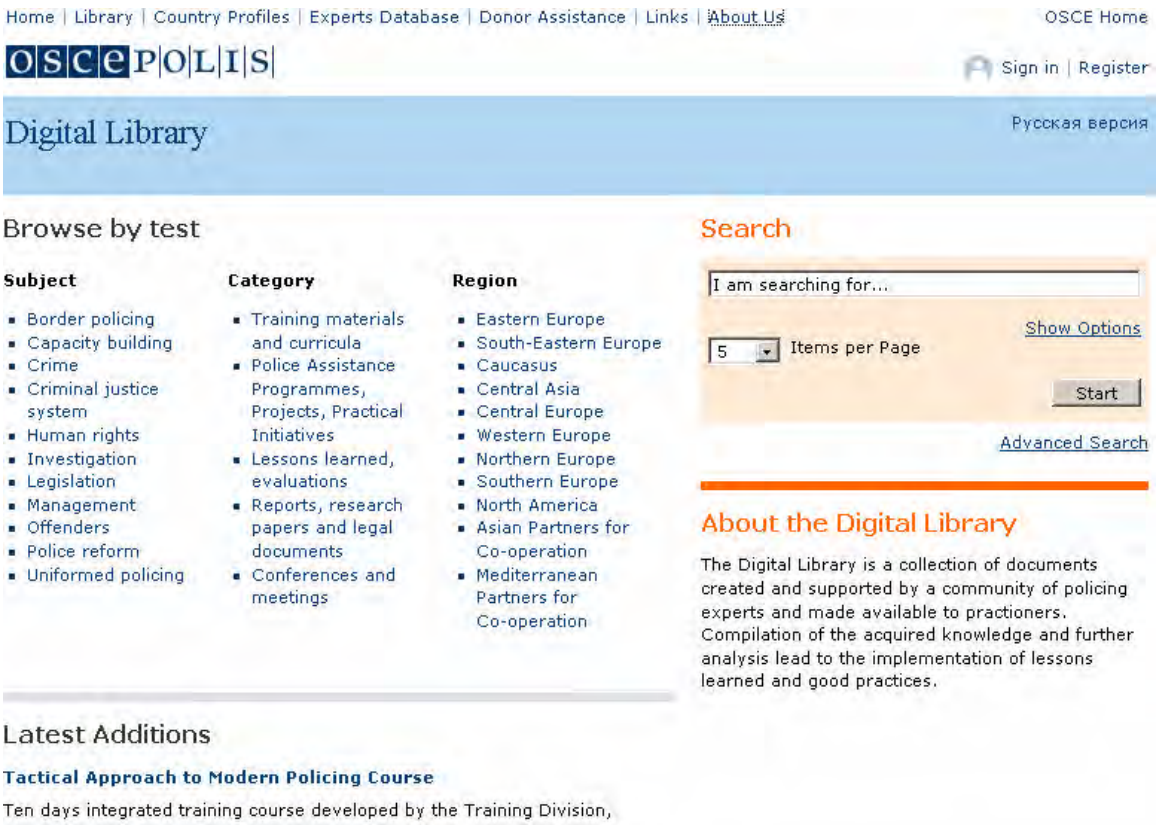
POLIS is an on-line resource centre for police and law enforcement officers, policy analysts, policy makers, evaluation experts, and donors in the field of policing and rule of law, helping them to plan reforms and access feedback on existing initiatives.[14]

The website exists in two language versions: English and Russian. The content of the website is the same in both versions except with regard to the language in which the documents are provided for; most of the documents are provided in English no matter in which language version of the website the user is searching for documents.

Library

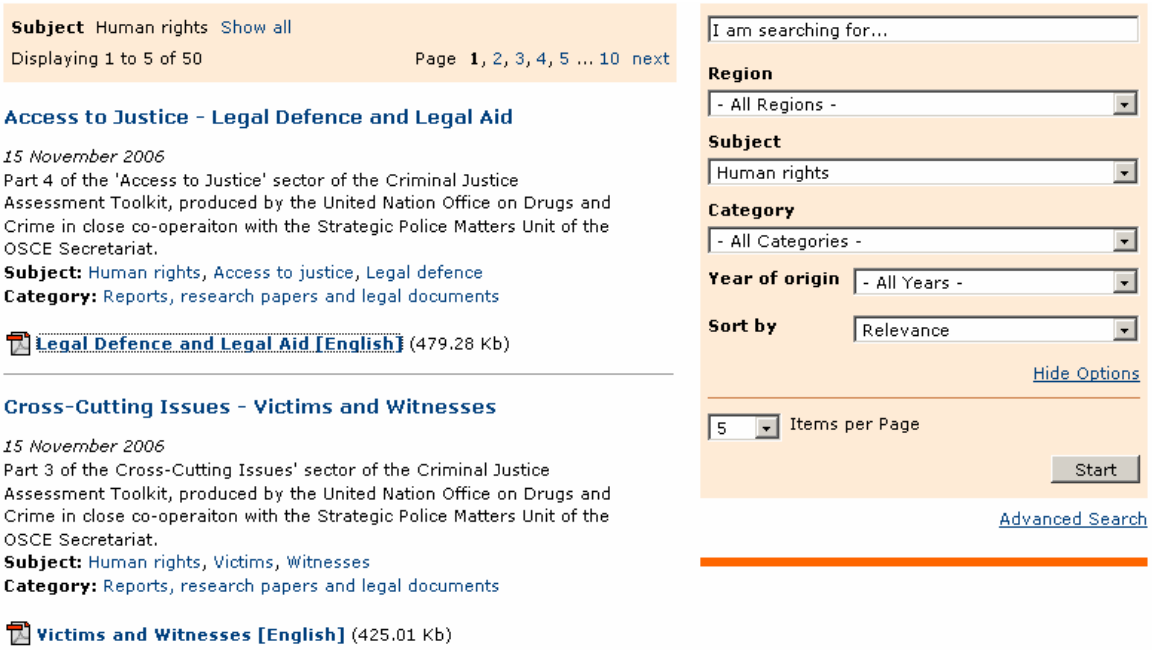
[14] Information about the Polis taken from http://polis.osce.org/about.

The digital library is accessible by clicking either at the “Library” item in the left upper corner of the main page or within the page by clicking on the item “Digital Library”. Either way,



after clicking, immediately a digital library section offering options for browsing the material divided in subsections by subject, category and region will appear.

By clicking on “Human rights” within the subsection “Subject” immediately a result page with list of documents offering short description of the document content and a link for download of the same will be displayed. It has to be noted that not all documents are available for download for “non-registered” users; therefore, in order to download some documents, the user has to be registered in the database. But beside each link for document there is a sign indicating that document is accessible only for registered users and the sign indicates that it is available for all users directly by clicking on the link.



Beside the option of direct access to library materials by going to subsections described above, there is also the possibility of using a search tool (at the right side of the website) for searching the digital library content. Search is possible by regions, subject, category and year of origin.

All documents that are accessible for all users are mainly related to police issues but they might be useful for police practitioners to 'get to know' human rights (especially by using documents from "Human Rights" category) standards and ways of implementing them in their daily work.

Linking

The website contains the menu item "Links" which leads to links provided for websites of institutions and organisations mainly, but not necessarily, connected with the OSCE. By clicking on the item "Links" immediately a list of subsections (OSCE related, Police activities in OSCE field operations and Other links) will appear, which then leads to relevant links.

Links

Русская версия

Disclaimer

We encourage links to and from other relevant websites. However, links to other websites from the OSCE POLIS website imply neither responsibility for, nor approval of, the content on those other websites on the part of the OSCE. Please note that the content and privacy standards of these sites may be different from the ones of the OSCE.

OSCE related

Police activities in OSCE Field Operations

- South-Eastern Europe
- Caucasus
- Central Asia

Other links

- European links
- International links

Raoul Wallenberg Institute
http://www.rwi.lu.se

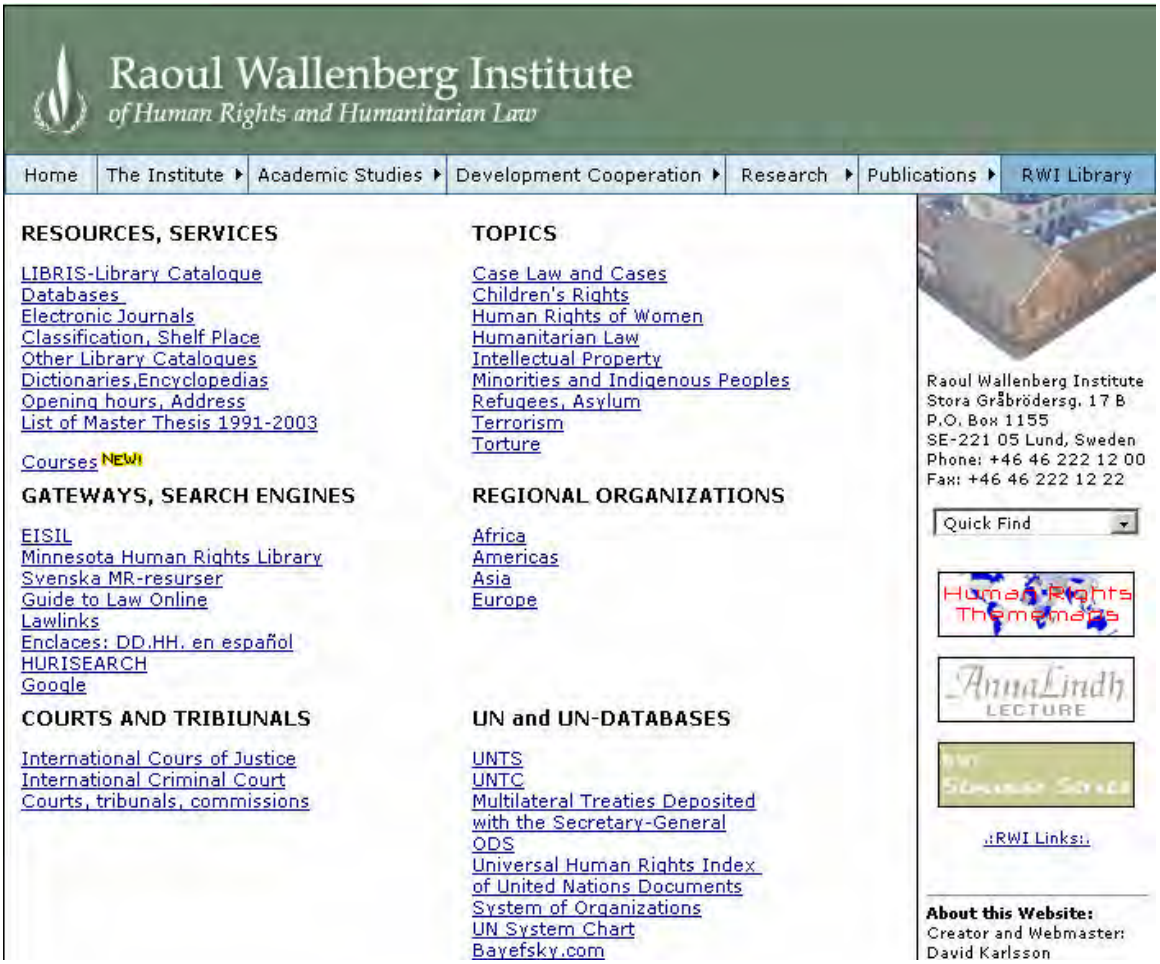
The Raoul Wallenberg Institute of Human Rights and Humanitarian Law (RWI) is an independent academic institution dedicated to the promotion of human rights through research, training and education. The Institute is named after Raoul Wallenberg, a Swedish diplomat, in order to pay homage to his well-known humanitarian work in Hungary at the end of the Second World War. In legal terms the Institute is a charitable trust under Swedish private law and is governed by a board of trustees. Established in 1984 at the Faculty of Law at Lund University, Sweden, the Institute is currently involved in organising three Master Programmes and an interdisciplinary human rights programme at the undergraduate level. Host to one of the largest human rights libraries in northern Europe and engaged in various research and publication activities, the Raoul Wallenberg Institute provides researchers and students with a conducive study environment.[15]

The website exists only in English. It has special section "RWI Library" which enables to access the library resources existing within the Institute.

[15] Information about the Institute taken from http://www.rwi.lu.se/institute/aboutrwi.shtml.

Library

The library section is available by clicking on the menu item “RWI Library”. This section contains several subsections: Resources, Services, Topics, Gateways, Search Engines, Regional Organisations, Courts and Tribunals and UN and UN-Databases. All of these subsections contain categories which can be accessed by clicking on the provided links.



By clicking on “LIBRIS-Library Catalogue” within the “Resource, Services” subsection immediately a search tool to search through the libraries content will appear. The search by using this engine is also possible in Swedish language. Recommendation is to use the extended search where users can search by choosing specific bibliographic data for requested documents.

For example the user can type the key words “Rights of Child”, chose “electronic resources” as media type (choosing from dropping menu within this feature) and “English language” as the language in which the publication should be. After choosing these features, by clicking on the “submit” button immediately a list of results with provided

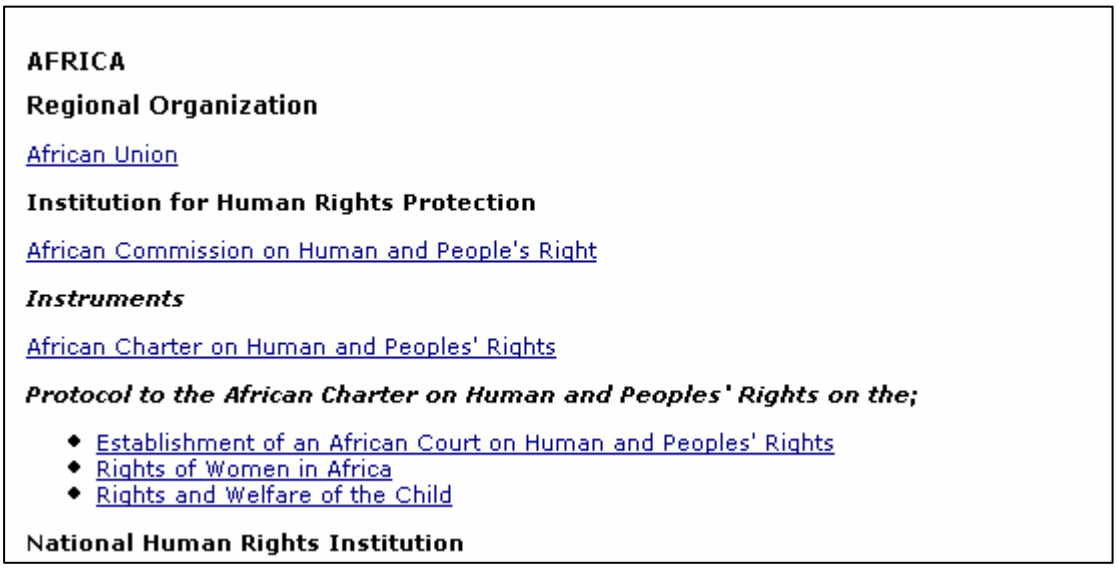
bibliographic data on author, title, edition/year, availability in number of libraries and link to the downloadable document (usually it is .pdf format) will appear. In case that the document is placed in number of libraries, then there will be provided link to see the location of the document.

Beside the LIBRIS catalogue the library offers access to various databases such as (for example) HUDOC, ILO database, IHL database etc.

Documents provided can be very useful for everyone interested in human rights issues since there are a variety of titles available in electronic form so easy access to the document content is enabled. The "Resources, Services" subsection also contains "Electronic journals" category. This category provides links to various electronic journals in full text. The only trouble is that most of the journals are accessible only to registered users.

Linking

The website does not contain a specific item "Links" but within the library section there are links arranged in categories for regional organisations, courts and tribunals, UN organisations. Also a variety of links are provided by topics. By clicking on any of these subsections immediately a list of links related to that topic or organisation or region will appear. For example, by clicking on "Africa" within the "Regional organisations" subsection immediately a list of links for organisations and institutions in Africa dealing with human rights issues (see picture below) will appear.



4. Conclusion and Findings

After having researched those 12 digital libraries in Western Europe and collecting information for the guides presented in this article several findings can be stated. First of all it has to be stated that the quality and set-up of the repositories in question here differs. In the viewpoint of the researchers the Raoul Wallenberg Institute features the best suited repository/library for human rights (education) at the point of research. But also other institutions, like the German Institute, the Austrian Institute, the SIM Documentation Centre or the ETC library offer a fairly good starting point for research on human rights.

What clearly was an obstacle identified during research is the fact that language is a problematic issue. Almost on every page featured in more than one language inconsistencies between the language versions appeared.[16] This is a point to be tackled in the future to provide identical language versions of the online content, so that users not being able to understand one language can access the other language version and still get holistic and sufficient information.

Furthermore it became clear that fairly many institutions just use the website to present a search tool for the physical library of the institution in question. This could also be improved by uploading more material on the site and allowing for more full-text versions on the site. This tackles the question of copyrights of e.g. books published by the institutions in question and furthermore starts the discussion on the idea of "creative commons" as a possible solution to this 'problem'.

Concluding it can be stated, that there is already a large amount of information online with regards to human rights (education). In the future the institutions should work on broadening the amount of available full-text sources and should furthermore improve the synchronisation of the different language versions they offer.

[16] This is clearly pointed out in the relevant parts of the guides.

Digital libraries in the area of human rights:
Minority and language issues in digital libraries on human rights

Romana Bešter, Sara Brezigar, Mojca Medvešek and Mitja Žagar

1. Introduction

It is not by chance that the EU declared 2008 the European year of intercultural dialogue. Our world and every society in it are diverse. The best way to describe our plural(ist) and diverse social reality/realities might be to observe it/them as diversity of diversities. In such diversity, the existing cultural and ethnic diversities are just two dimensions of diversity. Focusing on national minorities and minority rights within the context of human rights this study addresses just a specific (much narrower) segment of these two dimensions of diversity. However, in contemporary democratic societies human rights and fundamental freedoms with (special) rights of minorities might be the most important tools of successful (democratic) diversity management as the necessary basis for long-term peace and social stability built upon basic principles of justice, equality and nondiscrimination. Not surprisingly, democracy and human rights are permanent and important topics of contemporary public discourse(s), included also in many public appearances and speeches of politicians.

Also democratic theories and civic education pay special attention to human rights and basic (constitutional, democratic) principles and emphasise their importance for contemporary democratic societies. Although the knowledge about and awareness of human rights and democracy are improving gradually, several studies, including occasional random media surveys, and our personal experiences show that in many (if not most) environments the general knowledge and the practice of human rights remain rather low and unsatisfactory. The situation is often even worse regarding minority rights that could prove especially important for regulation and management of ethnic and cultural diversities in diverse environments. Consequently, human and minority rights should be paid even more attention in permanent (formal and informal) processes of civic education and political socialisation that should be easily available to all individuals in a certain environment. To make them effective and all-encompassing, processes of civic education and political socialisation should involve all relevant actors – among them formal educational systems and institutions, diverse educational and training institutions and companies, government and political institutions, political parties, trade unions, NGOs, media, companies and enterprises, etc. – that should be given their adequate roles, including responsibilities. Such a promotion of human rights and

minority rights would contribute also to better tolerance, coexistence and (equal) cooperation of individuals and distinct groups / communities in diverse societies.

In these processes libraries (traditional and digital), providers of resources and data bases on human and minority rights could and should play an important role – especially in providing the accessibility of relevant knowledge and information, possibly at (the) low(est) costs. If we agree that present day societies are information societies within which the role of E-technologies and communication increase, the importance of digital libraries and resources is likely to increase as well. Consequently, also the relevance of such studies – that could contribute to the improvement and development of digital libraries and relevant human rights data bases that should pay adequate attention to minority rights – is increasing.

However, before we present our study and its findings, a few additional introductory remarks regarding minority rights and their specific nature might be necessary. Although we claimed that the adequate protection of minorities and (special) minority rights as a constituent part of human rights are important factors of diversity management in contemporary diverse societies, there is no generally accepted legal definition of ethnic/national minorities.[1] International (political and legal) documents, constitutions and national laws have traditionally avoided this issue.[2] On the other hand, scholars developed several definitions of ethnic and/or national minorities. Although they have many similar elements, they differ in specific elements considering specific interests or approaches of every author. Most frequently cited is the definition of Professor Francesco Capotorti, who describes an (ethnic) minority as a group:

- *... numerically inferior to the rest of the population of a state;*
- *in a non-dominant position;*
- *whose members -- being nationals of the state -- posses ethnic, religious or*

[1]It is extremely difficult to build a necessary consensus about the politically sensitive and tricky issue of the acceptable definition of "ethnic minority". Among attempts, Article 1 of the proposal for the Additional Protocol to the European Convention on Human Rights for the Protection of Human Rights and Fundamental Freedoms, concerning persons belonging to national minorities defines a **national minority** as:

> *"...a group of persons in a state who: **(a)** reside on the territory of that state and are citizens thereof; **(b)** maintain long-standing, firm and lasting ties with that state; **(c)** display distinctive ethnic, cultural, religious or linguistic characteristics; **(d)** are sufficiently representative, although smaller in number than the rest of the population of that state or of a region of that state; **(e)** are motivated by a concern to preserve together that which constitutes their common identity, including their culture, their traditions, their religion or their language".* (Article 1 of the proposal for an additional protocol to the Convention for the Protection of Human rights and Fundamental Freedoms, concerning persons belonging to national minorities, in Recommendation 1201 (1993) on an additional protocol on the rights of minorities to the European Convention on Human Rights, adopted on 1 February 1993.)

This definition – that might never become legally binding – indicates certain newer trends in the theory of international law. (See also: "Report on an additional protocol on the rights of minorities to the European Convention on Human Rights" (1993), Rapporteur: Mr. Worms, France Socialist; Parliamentary Assembly, Council of Europe: ADOC 6742. 1403-15/1/93-2-E, 19 January 1993, pp. 4-5.)

[2] See, e.g., Florence Benoît-Rohmer, Hilde Hardeman (1994), *The Minority Question in Europe: Towards the Creation of a Coherent European Regime*. CEPS Paper No. 55, Brussels: Centre for European Policy Studies, 1994, pp. 25-29.

linguistic characteristics differing from those of the rest of the population; and

- *show, if only implicitly, a sense of solidarity, directed towards preserving their culture, traditions, religion or language*.[3]

States are reluctant when they have to recognise (the existence of) minorities and grant them a formal (national minority) status, legal protection and special rights. Namely, states – perceived as nation-states of their "titular (ethnic) nations" have developed in a very specific historic development in Europe, are still believed to be ethnically and culturally homogenous entities. Although this myth is in contradiction with our diverse reality, the existence of ethnic diversity and minorities is still considered – especially by nationalists, but also by many others who do not consider themselves to be nationalists – a problem or, at least, unnecessary complication. They are not aware of the fact that dissatisfaction of minorities with their position and (minority) rights in a certain environment, especially when they feel deprived or threatened, might lead to escalation of crises or conflicts – thereby endangering peace and stability that are necessary in democratic societies.

This reluctance of states is the main reason for the absence of a generally accepted international legal definition of ethnic/national minorities. Consequently, it is up to national politics and legislation to determine officially recognised minorities and their protection – in most cases without providing a definition of (national/ethnic) minority.

Certain (especially nationalist) politicians, but also some scholars deny the very existence of special minority rights. In their view, special rights are a form of unacceptable legal discrimination. They insist on absolute formal equality of everybody before the law and consider the, so-called, "positive discrimination" with measures of "affirmative action" the unacceptable violations of the principle of equality of everybody before the law.[4] However, international law, most states, international organisations and integrations, including the EU, most politicians and scholars recognise the existence and importance of special rights of (national) minorities.[5]

---

[3] Francesco Capotorti (1991), *Study on the Rights of Persons Belonging to Ethnic, Religious and Linguistic Minorities*. New York: United Nations, 1991, p. 96.

[4] Tibor R. Machan (1989), *Individuals and their rights*. La Salle, Illinois: Open Court, 1989.

[5] See, e.g., Capotorti (1991); Iván Gyurcsík (1993), "The New Legal Ramifications to the Minority Question." Paper for the 12th Annual Conference of the Institute for EastWest Studies "Minority Rights and Responsibilities: Challenges in a New Europe"; Lake Bled, Slovenia, May 21-23, 1993; Will Kymlicka (1999), *Multicultural Citizenship: A liberal theory of minority rights*. Reprinted in paperback. Oxford: Clarendon, 1999; Will Kymlicka, ed. (1996), *The Rights of Minority Cultures*. Oxford, New York: Oxford University Press, 1996; etc.

Special minority rights[6] were developed to assure equality of rights and opportunities for individuals belonging to distinctive groups and/or in some cases for these distinctive groups (as collective entities) who are objectively in a less favorable position in a certain society. Therefore, these special rights should be aimed at enabling these individuals and groups to realise their constitutionally guaranteed rights. Usually defined as individual rights, with their realisation special minority rights establish also the protection of minority communities.[7] We would argue that **their nature is dual** - they are at the same time **collective** and **individual** rights. If we analyse rights of national (ethnic) minorities in their complexity, we can discover that as collective rights they belong to ethnic minorities as distinct communities, and as individual rights they belong to every member of a certain ethnic minority.[8]

Although the concept of collective rights is becoming more acceptable, most official documents and politicians still perceive minority rights as individual rights of members of certain distinct ethnic communities.[9] We could hope that with the acceptance of this view, minority rights will be recognised also as important tools for successful management of diversity. The Copenhagen criteria of the EU were an important step in this direction, by establishing the protection of minorities as a criterion (and yardstick) of democracy and democratic development in a certain environment and as a requirement/precondition for a possible future EU membership.

And, finally, a few words on our study that analysed the services of fourteen relevant digital libraries[10] on human rights in Europe that are accessible online. Considering that minority rights are an integral part of international human rights law we analysed if, to which extent

---

[6] Some authors use the phrase "rights of minorities" in the context of "equality of rights and opportunity for individuals belonging to minority groups", and the phrase "minority rights" to refer "to the rights of minority peoples (*as groups - M.Ž.*) who wish... to cultivate their own culture and control their schools, welfare agencies, and other communal institutions." (Salo W. Baron (1985), *Ethnic Minority Rights: Some older and newer trends.* The tenth Sacks Lecture delivered on 26th May 1983. Oxford, England: Oxford Centre for Postgraduate Hebrew Studies, 1985, pp. 3-4) We use both terms as synonyms.

[7] See, e.g., Vernon Van Dyke (1985), *Human Rights, Ethnicity, and Discrimination*. Westport, Conn.: Greenwood Press, 1985, pp. 14-15, 44-45.

[8] E.g., the right of minorities to education – in languages of minorities, about culture and history of these minorities – is realised as a collective right of a certain minority by establishing adequate autonomous educational systems and programs; as an individual right it is realized by giving every individual belonging to a minority community the possibility to attend a bi-lingual school or educational programme in the language of a certain minority.

[9] E.g. Declaration on the Rights of Persons Belonging to National, Ethnic, Religious and Linguistic Minorities (A/RES/47/135) adopted by the General Assembly of the United Nations on December 18th, 1992 defines rights of persons belonging to minorities mostly as individual rights, although it stresses that "(p)ersons belonging to minorities may exercise their rights, including those set forth with the present Declaration, individually as well as in community with other members of their group, without any discrimination." (Article 3/1.)

[10] The term digital libraries is used as an umbrella term for all kind of electronic collections of human rights education materials including but not limited to: aggregated databases, virtual guides, virtual libraries, directories, virtual classrooms, ebraries, cybraries, hybrid libraries, - all forms of collections of digital content that may be locally held or accessed remotely via computer networks in the field of human rights education.

and how these digital resources/libraries include and present special rights of minorities. Our additional goals were to determine if these digital resources/libraries have developed any specific tools (especially search engine/tools/finders) and mechanisms for finding and studying minority rights and minority related issues and to check if they are, in any way, adapted specifically for the use by persons belonging to national/ethnic/linguistic minorities. Ideally, these digital resources in specific environments should be accessible also to users of diverse minority or regional languages.

We would suggest that the main potential users and, consequently, target users of such digital resources/libraries/portals could (and should) be scholars, students (including primary and secondary education students/pupils), teachers, politicians, journalists (media) and persons belonging to minorities, while we would hope that also the interest of general public should increase with the improved general awareness of the importance of diversity and human rights in contemporary societies.

In this context, we should stress the importance of all human and minority rights resources and libraries and other institutions that can provide relevant documents, resources, information and knowledge. However, the main reasons that in our study we focus on digital resources/libraries are the following:

- Digital resources/libraries improve accessibility of data, documents, information and knowledge as they can be easily accessed – at no or low costs, from anywhere in the world at anytime – by everyone who is interested.
- Digital technology cuts costs of storing and accessing resources and – to a large extent – reduces storage problem, while it contributes to the preservation of relevant documents, materials and information.
- With further development of digitalisation we can expect that gradually all relevant resources and documents, including books and theoretical works, will be accessible in a digital format and readily available for all interested users.

2. Aims and methodology

The purpose of our research was: firstly, to determine the extent to which minority issues are present in the digital libraries on human rights across Europe, and secondly, to determine whether digital libraries are in any way specially adapted for the use by members of ethnic/linguistic minorities.

We analysed the contents and the search engines of fourteen digital libraries. Most of these libraries belong to human rights institutes in different European countries. We searched for any contents on minority issues, focusing especially on:

- whether a digital library offers access to minority-rights documents (national, regional, international); if yes
- whether minority-rights documents are available in any minority languages;
- whether a digital library offers access to any minority-related publications (books, periodicals, etc.);
- whether minority issues are easily noticeable in the digital library's homepage;
- whether the contents of the digital libraries are available in different (perhaps even minority) languages.

We created a questionnaire with nine questions relating to the structure of the website, the languages used and the materials available (see below). Since the structure of the websites of the selected human rights institutes differ considerably, it turned out that the designed questionnaire was not always the best possible tool to capture different ways of presenting minority issues in individual websites. Therefore in searching for the minority-related issues we did not stick rigidly to the questionnaire but also followed the logic of the structure of each individual website.

QUESTIONNAIRE

Structure:

1. Does the site cover issues related to minorities and minority-rights?
   - human rights (in general): ? yes ? no
   - minority rights: ? yes ? no
   - language rights: ? yes ? no
   - other topics related to ethnicity/minorities: ? yes ? no

   If yes, state which:_____

2. How is the DL organised - is it easy to find materials regarding
   - human rights (in general): ? yes ? no
   - minority rights: ? yes ? no
   - language rights: ? yes ? no
   - other topics related to ethnicity/minorities: ? yes ? no

Language:

3. Is the library available in minority languages?
   ? yes ? no
   If yes, state in which minority languages: _____

4. Are the international human rights documents translated into the regional/minority language(s)?
   ? yes ? no

5. Are there different language search options available?
   ? yes ? no
   If yes, are there any minority languages included? Which ones? _____

Material:

6. Are there any international documents regarding ethnic minorities available?
   ? yes ? no

7. Are there any national (government) documents regarding minority-rights or language-rights available (national law, constitution)?
   ? yes ? no

8. Are minority/language-rights documents specially listed or marked?
   ? yes ? no

9. Does the DL provide:
- collections of articles, editorials, columns, reviews, etc. related to minority issues?
   ? yes ? no
   If yes, are they available online? ? yes ? no

- other formats (videos, strips, etc.) with minority related contents?
   ? yes ? no

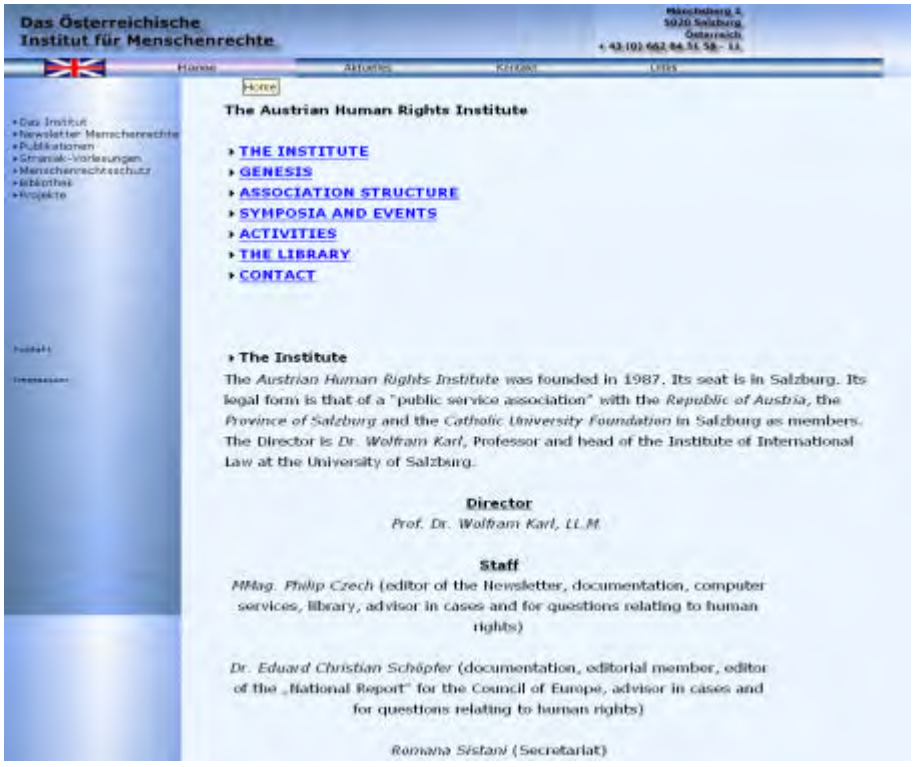
3. A guide through the libraries

The purpose of this chapter is to guide a reader through each individual digital library on human rights. A general introductory description of a library (focusing on whether the library pays any attention to minority issues) will be followed by a more detailed presentation and explanation of how to find minority-related materials in this library.

A. West European digital libraries

3.1 The Austrian Human Rights Institute / Das Österreichische Institut für Menschenrechte /

http://www.menschenrechte.ac.at/



3.1.1 Description

There is no special emphasis on minority rights or other minority issues in the institute's homepage. Only a few international conventions that relate to minority rights are available under the link *Menschenrechtsschutz* → *Dokumente*, but only in the German version of the website.

By searching the catalogue of the institute's library[11] you can find a list of different articles on minorities and minority rights. They can be borrowed from the library, but are not accessible online.

Following the link „Schriftenreihe des Österreichischen Instituts für Menschenrechte" there is one publication regarding minorities:

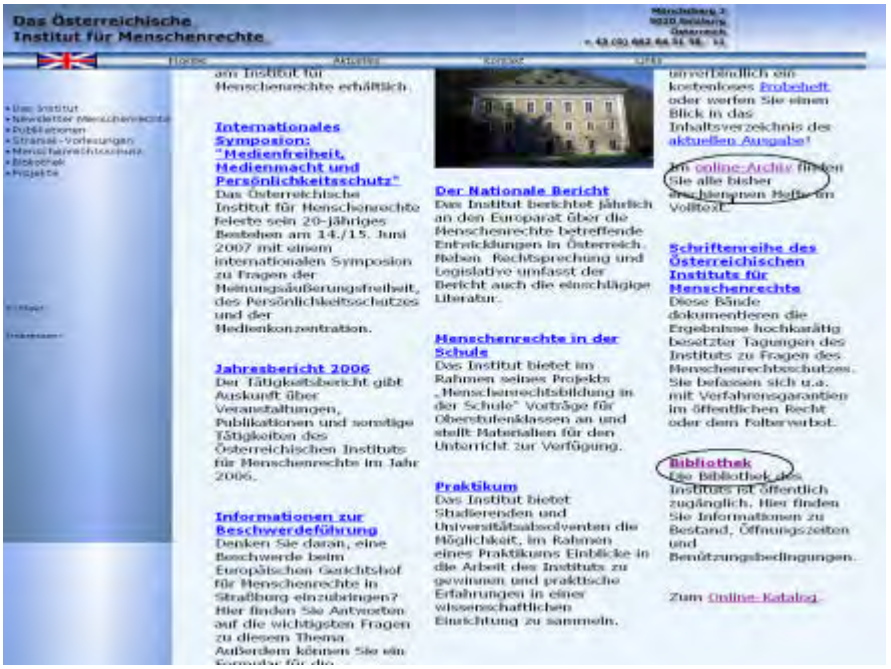
> Bd. 7: Franz Matscher (Hrsg.): *Wiener Internationale Begegnung zu aktuellen Fragen nationaler Minderheiten / Vienna International Encounter on Some Current Issues Regarding the Situation of National Minorities*. ISBN 3-88357-124-5, 1997, 400 Seiten, hardcover.

Different Court sentences and decisions (for example of the European Court of Human Rights, of the Austrian Höchstgerichte) also with regard to minority-related issues are published in the institute's periodical Newsletter Menschenrechte. Issues from the *Heft 1994/1* onwards (except for the latest issue) are accessible online (full-text) in the online-archive.

The website is available in German and (in a much lesser extent) in English.

3.1.2 How to use

From the homepage of the Austrian Human Rights Institute there are two links to online databases, the first is the *library* and second is the *archive.* The site is available in German and in English, though the English version is far less extensive than the German one.



[11] http://www.menschenrechte.ac.at/db/suche/bibliothek.php (18 October 2007).

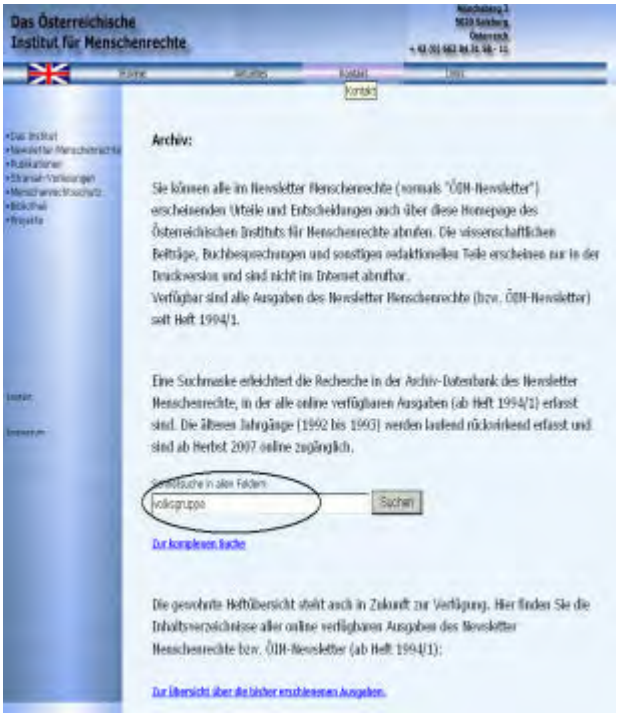
Library

The online library offers simple and more advanced search engines. Searching is possible only in German.

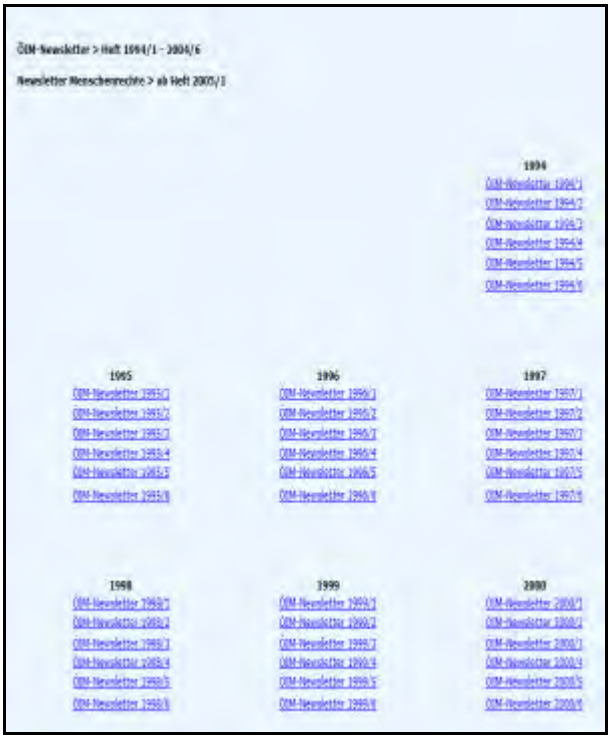
The library has a relatively limited number of items on ethnic studies. For example the search with keyword *'Volksgruppe'* gives us only twelve hits.

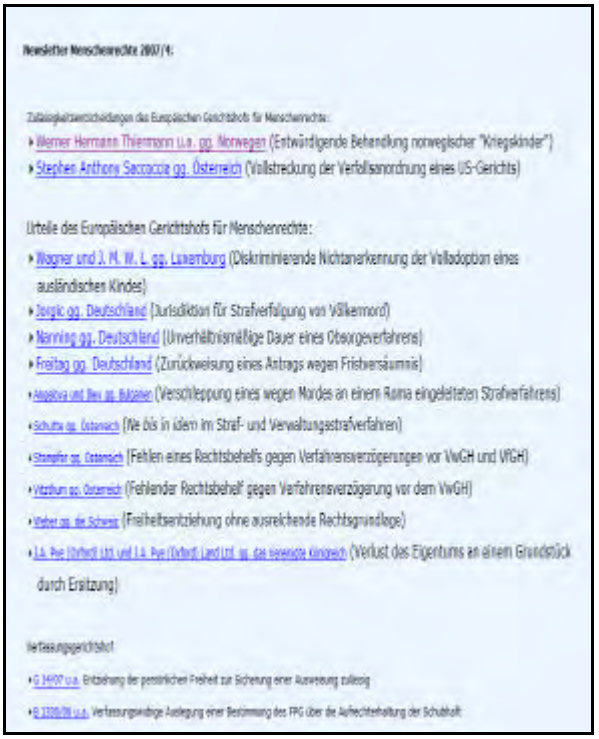
Archive

Users can search through the online archive database with simple search or more advanced search. Searching is possible only in German. The search with keyword *'Volksgruppe'* gives us three hits.



Institute's periodical Newsletter Menschenrechte is accessible online. Issues from the *Heft 1994/1* onwards (except for the latest issue) are available in full-text.





3.2 European training and research Centre for Human rights and Democracy (ETC Graz)

http://www.etc-graz.at/typo3/index.php?id=741

3.2.1 Description

The library of the ETC Graz encompasses literature and journals on international and European human rights issues and international law and relations, which also include ethnic and minority issues. These publications are not available online.

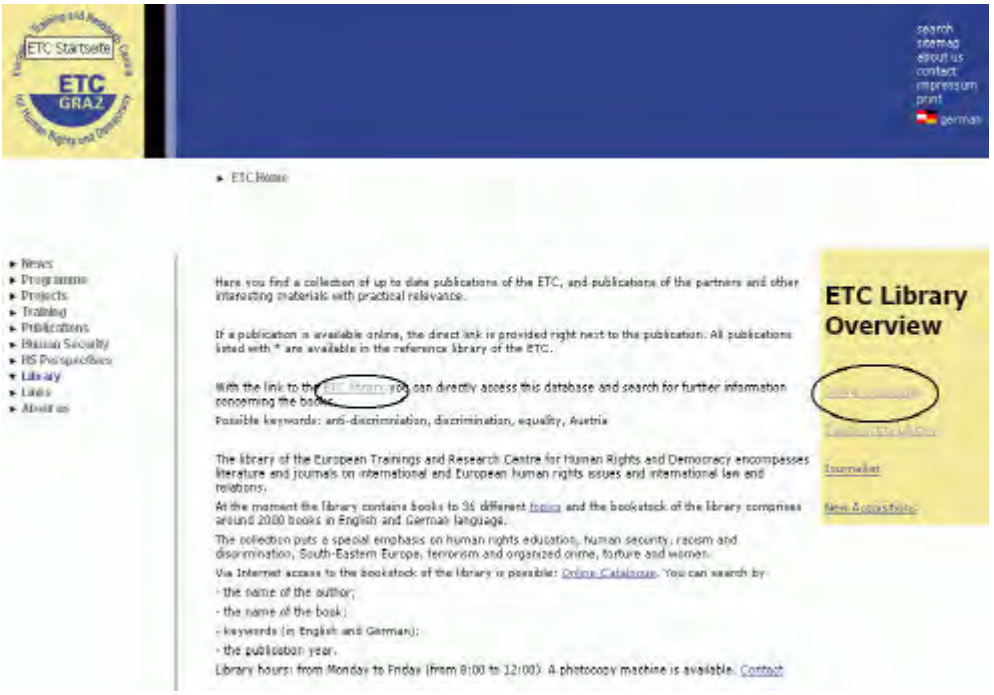
The ETC website provides online access to the manual "Understanding Human Rights". The manual does not address minority rights specifically (only partly in the chapter on non-discrimination), but it should be mentioned here because it is available in nine languages: Albanian, Arabic, Chinese, Croatian, English, French, German, Russian and Spanish.

Minority rights documents can be accessed through the “Links” to other international organizations or NGOs’ websites, but not directly from the ETC’s webpages.

The ETC website works in German and in English, but some texts are available only in German.

3.2.2 How to use

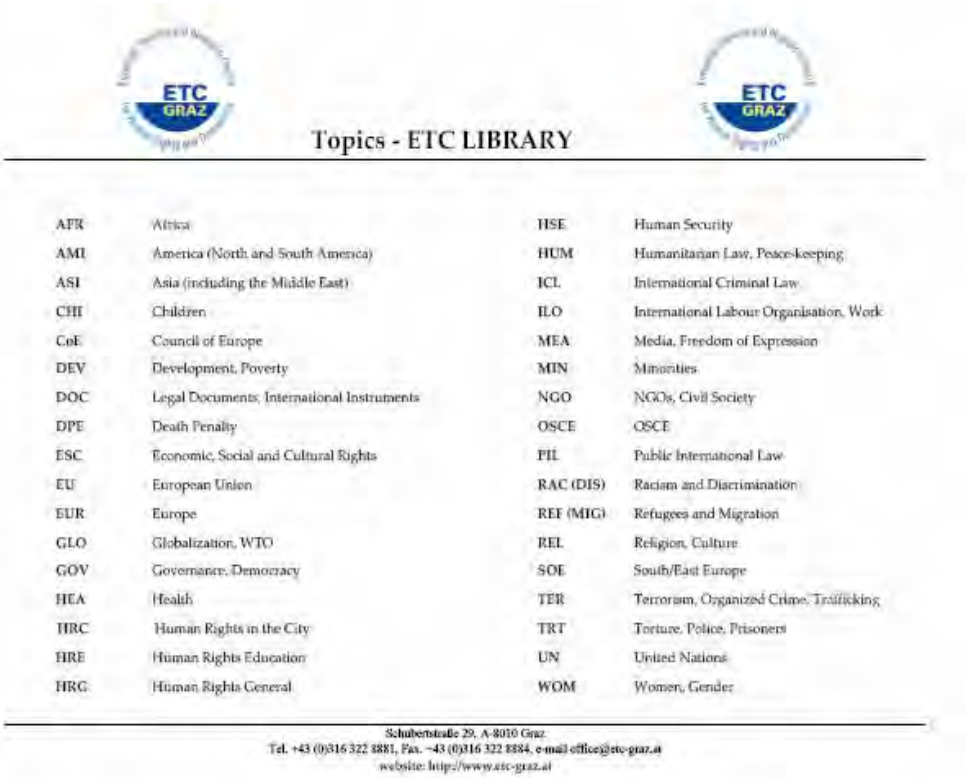
By clicking the menu item Library on the homepage of the ETC Graz, a user gets some basic information about the library and literature offered.



By clicking the link 'ETC Library' or 'online Catalogue' users can search the Online Catalogue by the name of the author, by the name of the book, by keywords (in English and German) or by the publication year. There is also a 'help' link with useful hints for users.

By typing in the keyword ‘minorities’, you can find 115 matches. None of them is available online. Searching with the keyword ‘ethnicity’ gives you less hits. The results of the search are displayed with bibliographic data of the item and some free text (brief abstract or description).

Topics in the library: This link presents the structure of the library by 34 different topics (pdf file). Some topics are directly connected with ethnic minority issues (*minority, racism and discrimination, refugees and migration*).



Topics - ETC LIBRARY

AFR	Africa	HSE	Human Security
AMI	America (North and South America)	HUM	Humanitarian Law, Peace-keeping
ASI	Asia (including the Middle East)	ICL	International Criminal Law
CHI	Children	ILO	International Labour Organisation, Work
CoE	Council of Europe	MEA	Media, Freedom of Expression
DEV	Development, Poverty	MIN	Minorities
DOC	Legal Documents, International Instruments	NGO	NGOs, Civil Society
DPE	Death Penalty	OSCE	OSCE
ESC	Economic, Social and Cultural Rights	PIL	Public International Law
EU	European Union	RAC (DIS)	Racism and Discrimination
EUR	Europe	REF (MIG)	Refugees and Migration
GLO	Globalization, WTO	REL	Religion, Culture
GOV	Governance, Democracy	SOE	South/East Europe
HEA	Health	TER	Terrorism, Organized Crime, Trafficking
HRC	Human Rights in the City	TRT	Torture, Police, Prisoners
HRE	Human Rights Education	UN	United Nations
HRG	Human Rights General	WOM	Women, Gender

Schubertstraße 29, A-8010 Graz
Tel. +43 (0)316 322 8881, Fax. +43 (0)316 322 8884, e-mail office@etc-graz.at
website: http://www.etc-graz.at

Journallist presents a list of journals (pdf file) available in the library of the ETC Graz.

Journallist - ETC LIBRARY

JOURNALSHELVES:

- Journal of International Relations and Development
- Netherlands Quarterly of Human Rights
- Connections from PfP
- AI Info die Zeitschrift für Menschenrechte
- Amendienst ist Gottesdienst
- Choices the Human Development Magazine
- DÖW Dokumentationsarchiv des Österreichischen Wiederstandes
- Human Rights Brief
- Humanrights.ch
- Human Rights Research (1997 – 2003)
- Info für den Donauraum
- IWA Newsletter des Instituts für die Wissenschaften vom Menschen
- Justiz und Erinnerung Verein zur Förderung justizgeschichtlicher Forschungen und Verein zur Erforschung nationalsozialistischer Gewaltverbrechen und ihrer Aufarbeitung
- Friedensforum
- Friedenszeit
- Liga Zeitschrift der österreichischen Liga für Menschenrechte
- Österreichisches Institut für Menschenrechte
- School of Human Rights Research (1997 – 2003)
- Südwind Magazin für international Politik, Kultur und Entwicklung
- Teaching Human Rights Informationen zur Menschenrechtsbildung
- Überblick – Zeitschrift für ökumenische Begegnung und internationale Zusammenarbeit
- UNESCO Kurier (2000 – 2001)
- Weltnachrichten Informationen der Österreichischen Entwicklung- und Ostzusammenarbeit
- Zebra! Informationen des Vereins ZEBRA

Europäisches Trainings- und Forschungszentrum für Menschenrechte und Demokratie
Schubertstrasse 29, A-8010 Graz
Tel.: + 43 (0)316 322 888 7; Fax: + 43 (0)316 322 888 4
website: http://www.etc-graz.at

New acquisitions (pdf file) – The ETC-Library publishes a list of its new acquisitions quite regularly.

New Books in the ETC-Library (September 2006)

	Title	Author	Publisher	Kat.-Nr.
1	Cultural Expressions & Grassroots Development. Casses from Latin America and the Caribbean	Kleymeyer, Charles David (ed)	Lynne Rienner Publishers	DEV 38
2	Cultural Diversity and Development: How Can they Enforce Each Other? The Interrelation between Development and Culture and the Need to Integrate Culture in Development Theories	Luis, Carla	:)	DEV 39
3	Anti-Diskriminierung für RichterInnen und Staatsanwältinnen	Sembacher, Anke und Klaus, Starl (eds)	Europäisches Trainings- und Forschungszentrum für Menschenrechte und Demokratie (ETC)	DIS 55
4	Non-Discrimination: A Human Right. Seminar to Mark the Entry into Force of Protocol No. 12	Council of Europe (CoE) (ed)	CoE	DIS 58
5	Bekämpfung der Diskriminierung. Ein Schulungshandbuch	Human European Consultancy, in cooperation with Migration Policy Group (eds)	Europäische Kommission	DIS 59
6	Access to and Equality in Education	de Groof, Jan and Lauwers, Gracienne (eds)	United Nations Educational, Scientific and Cultural	ESC 34
7	Das Menschenrecht auf Bildung und der Schutz vor Diskriminierung. Exklusionsrisiken und Inklusionschancen	Motakef, Mona	Deutsches Institut für Menschenrechte	ESC 36
8	United Nations Educational, Scientific and Cultural Organization (UN) (ed)	United Nations Educational, Scientific and Cultural Organization (UN) (ed)	UNESCO Publishing	ESC 37
9	EU Jahresbericht zur Menschenrechtslage 2005	Rat der Europäischen Union (ed)	Europäische Gemeinschaften	EU 1g
10	Fundamental Rights in Austria. Report 2005	Nowak, Lubich, Pritz and Weyss	E.U. Network of Independent Experts on	EU 37d

3.3 The German Institute for Human Rights / Deutsches Institut für Menschenrechte

http://www.institut-fuer-menschenrechte.de/webcom/show_article.php/_c-476/_lkm-653/i.html

3.3.1 Description

At first glance the homepage of the German Institute for Human Rights does not offer any material on ethnic minority rights or other minority issues. In the yearly reports of the Institute[12] we can, however, find information on the activities of the Institute in the field of minority rights, more specifically the rights of Muslim minorities in Germany. Ethnic minority issues can also be found by searching the online Library.

The website is available in German and in English. The English version is not as extensive as the German original.

3.3.2 How to use

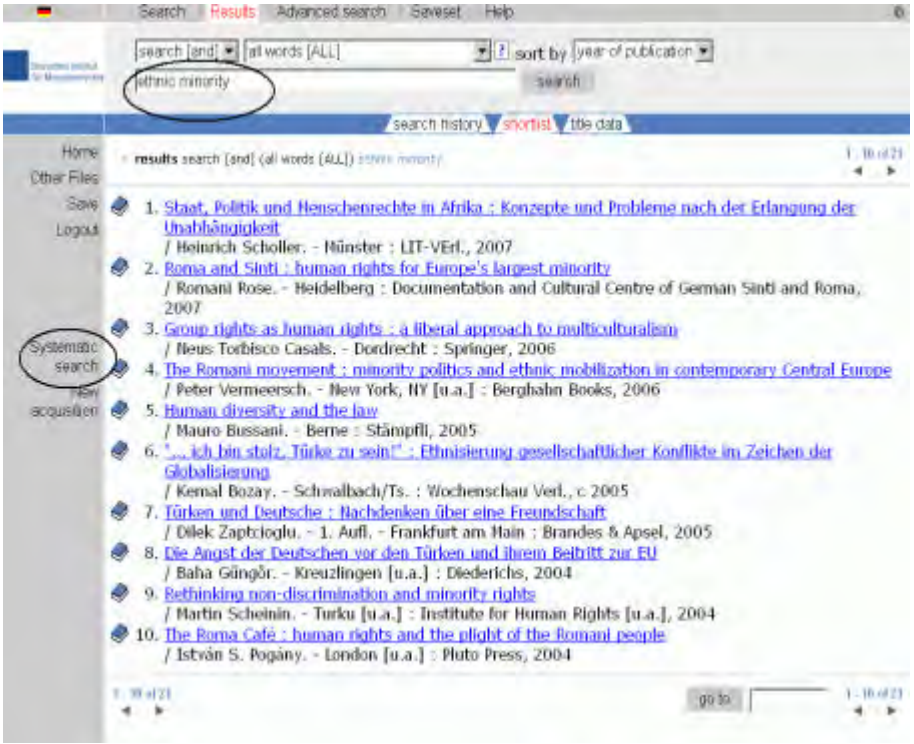
By following the link to the Library[13] on the left side of the homepage you get access to four databases: *online catalogue* (which includes also a database of the electronic publications with many full text publications available) *periodicals*, *current contents* (the tables of contents of the current issues of periodicals on offer at the library) and *new acquisitions*. By

[12] Links to the full text yearly reports are available at the bottom of the homepage.
[13] http://www.institut-fuer-menschenrechte.de/webcom/show_article.php/_c-478/_lkm-679/i.html

searching these databases you can find different texts on minority issues, some of them are available online.

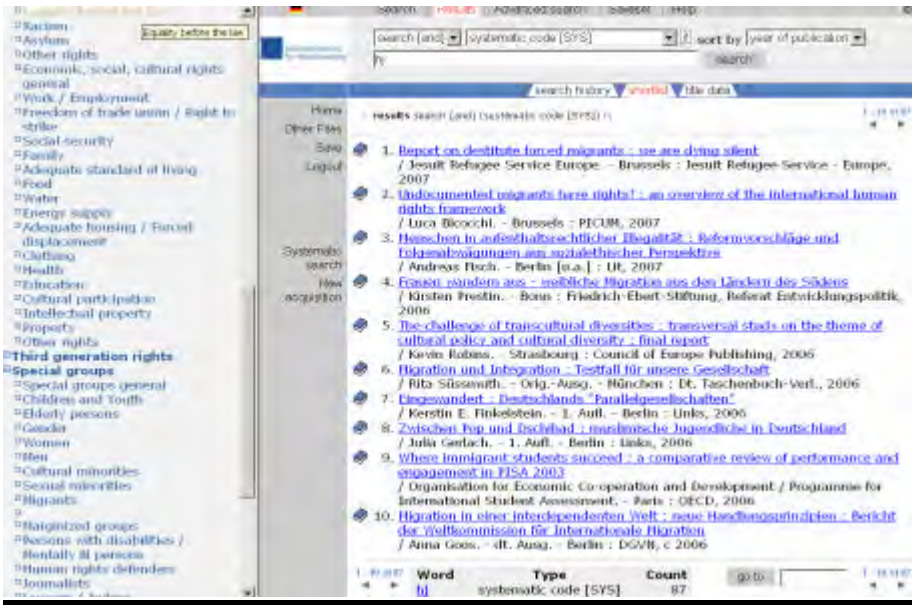
Online catalogue

In general users can choose between simple and advanced search in the online catalogue. It is possible to search in German or in English language.



The Online catalogue additionally offers systematic search through topics, which are presented in German, English and French. On the list of topics we can find 'special groups'

and within this category there are two subtopics of interest to us: 'cultural minorities' and 'migrants'. The first subtopic contains 37 hits, the second one contains 87 hits.



The **Links**[14] site offers different international or regional documents concerning human rights, translated in German (available only in the German version of the website). Documents concerning ethnic or linguistic minorities are not listed separately nor are they specially marked in any other way that would ease the search.

[14] http://www.institut-fuer-menschenrechte.de/webcom/show_page.php/_c-579/_nr-1/_lkm-566/i.html (9th November 2007).

3.4. Human Rights Education Associates (HREA.ORG)

http://www.hrea.org/

3.4.1 Description

The HREA website is available in ten world languages: English, Spanish, French, Dutch, Russian, German, Portuguese, Italian, Chinese and Arabic. The English version usually offers more information than the others.

Through the search option of the HREA homepage you can access quite a few texts with information on minority rights and other minority issues. However, this is often the case only in English while in other languages the search does not provide many (if any) matches.

Under the Links section (*Resource Centre* → *Links*) you can find links to other human rights education initiatives and organisations worldwide. They are sorted by country or by issue. Among the latter there are also "minority rights".

3.4.2 How to use

The **Learning Centre** site presents different existing *Courses* for human rights advocates and development workers and *Study guides* with brief introductions to various human rights topics. On the *Study guides* site there is a list of 27 topics and one of them is ethnic and racial minorities.

This site presents a very rich and useful database, with much data on ethnic minorities. It presents some basic information about ethnicity and race, there are definitions of key terms such as ethnic group, race, racial discrimination, explanations of the basic rights referring to ethnic minorities and there are also online international treaties, declarations and commitments that determine standards for the protection of ethnic and racial minorities. There are also quite a lot of online materials such as handbooks, guides and manuals for advocators, educationists and trainers in the field of ethnic minorities.

The **Resource Centre** is an on-line repository of human rights education and training materials, on-line forums, databases; links to other organisations and resources; and calendar.

We will briefly present the content of the three Resource Centre sections which include ethnic minority issues. These sections are: Library, Links and Calendar.

The **Library** offers a huge amount of materials arranged in several general categories (*General, Training of Professional Groups, Formal Education, Non-Formal Education, Other*). Users can browse the Library also by topics, among which there are also 'minority rights', 'minority education', 'anti-racist education', 'indigenous peoples', 'racial discrimination', etc.

Links: This site includes links to other human rights education initiatives and organisations worldwide. Among the listed topics there are minority rights, cultural rights, discrimination and others related to ethnic minority issues. Links are also organised by region and country.

Calendar: This site provides information on different events (e-learning courses, summer schools, etc.). A user can browse the events by topics. The list of topics includes also 'Minority rights'.

3.5 Institute for Human Rights (Åbo Akademi University)

http://web.abo.fi/instut/imr/

3.5.1 Description

The homepage of the Institute for Human Rights at Åbo Akademi University does not pay any special attention to minority issues. Through the 'On-line Publications' site the user can access the link to the list of relevant United Nations documents, among which the user can find the Report of the Sub-Commission on Prevention of Discrimination and Protection of Minorities on its forty-sixth session. The 'List of publications' and 'Sales publications' sites also contain publications regarding minorities.

The website is available only in English. Search options in the 'Documentation' site are available also in Swedish and in one case in the Finnish language.

3.5.2 How to use

1. The **Documentation** site (by clicking on the left side menu on the homepage) offers databases of different libraries:

- Findoc – Institute's own reference database of literature on human rights;
- Hurlist – Tool for searching in three human rights library databases;
- Alma – Database of the Åbo Akademi University library collections;
- Dombase – Database of Finnish case law pertaining to human rights.

Findoc[15] is implemented as a free-text database system, where data are stored in a free form and every word and phrase in the database is searchable. The database covers various materials (monographs, articles, seminar reports concerning human rights) from 1966 onwards. The link *about the database* gives user some basic information such as

> The library collections of the Institute contain material on public international law and human rights in general, the United Nations systems, the regional human rights systems (European, American and African) and human rights in the European Union, concerning, among other things, questions of civil and political rights, economic, social and cultural rights, humanitarian law, refugees, minorities and indigenous peoples. There are reports from various international organizations, such as Amnesty International, Human Rights Watch, the International Commission of Jurists, ARTICLE 19, the International Helsinki Federation for Human Rights and the Lawyers Committee for Human Rights. Together with the Department of Law, the Institute also subscribes to some 300 periodicals and newsletters.

There are two indexes - by authors and by keywords. In these indexes the following topics related to ethnic minorities can be found: ethnic cleansing (289 hits), ethnic conflict (163 hits), ethnic democracy (1 hit), ethnic discrimination (39 hits), ethnic groups (497 hits), ethnic minorities (471 hits), ethnic violence (4 hits) forced migration (10 hits), migration (435 hits), migration workers (337 hits), minorities (440 hits), minority groups (2976 hits), minority languages (6 hits) etc.

[15] http://trip.abo.fi/aadb/findoc/welcomee.htm (20 December 2007).

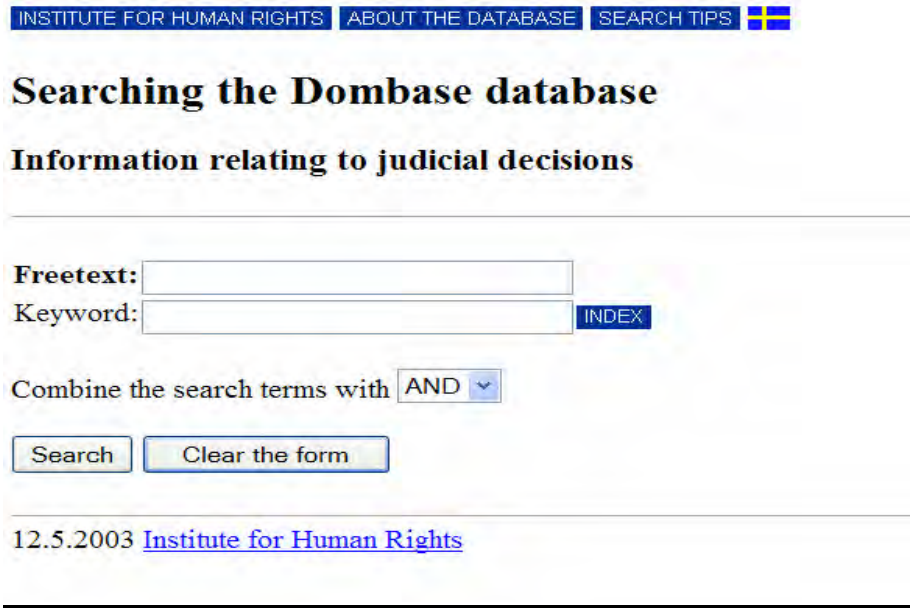
Indexing is done in Swedish, English, and Finnish. Contents and/or abstract for publications and abstract for articles have been scanned into the database.

Hurlist is a tool for searching in three human rights library databases: Findoc database (Åbo / Turku, Finland), Simdoc (Utrecht, the Netherlands) and German Institute for Human Rights (Germany). There is a list of newest entries in Findoc database. Each new entry includes basic bibliographic data, keywords, and a brief content description of the unit.

Alma – Database of the Åbo Akademi University library collections.

There are basic and advanced searching tools available, with several options of search (author, subject, title …).

The database **Dombase** contains English summaries of selected Finnish court decisions that include references to international human rights treaties or the Bill of Rights of the Finnish Constitution Act. Searching by keywords like ethnicity, minority or language gives no results. Only the search using the keyword culture gives seven results.



The **Publication** site offers also some on-line publications like e.g. the Declaration of Minimum Humanitarian Standards and relevant United Nation documents.

Links

Online international instruments on minority rights can be found under the category **Links.**

3.6 Ludwig Boltzmann Institut für Menschenrechte (BIM) / The Ludwig Boltzmann Institute of Human Rights

http://www.univie.ac.at/bim/

3.6.1 Description

The BIM's homepage does not pay attention to ethnic minority issues. Only in the BIM's 'Library' site minorities are mentioned as one of the emphases of the BIM Documentation:

> The emphasis of the documentation is on international organizations, e. g. UN, European Union and Council of Europe, OSCE (the BIM serves as Depository Library for the OSCE), rights of children and adolescents, rights of women (in particular trafficking of women), discrimination and racism, minorities, development and globalisation.[16]

Nevertheless, by searching through the BIM's Library and Documentation,[17] you can find publications on protection of minorities, minority languages, minority cultures, integration, multiculturalism, minorities and the media, definitions of minorities, etc. Unfortunately none are available online. Besides that minority-rights documents can not be found in the library.

The website works in two languages – in German and in English.

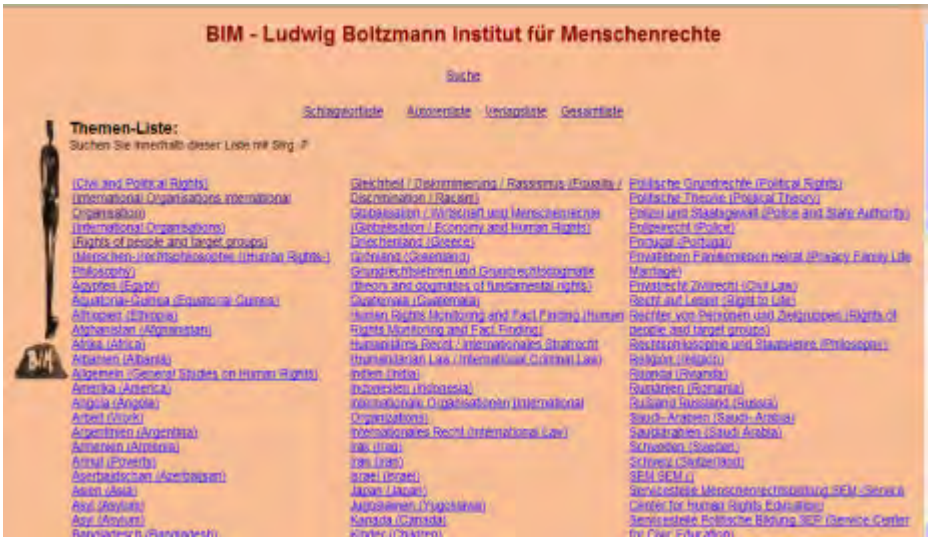
3.6.2 How to use

The **Homepage**[18] of the library of the Ludwig Boltzmann Institute of Human Rights, Vienna, has an Online-Database. The page is in German, but a user can also use English keywords to search through the database.

[16] http://www.univie.ac.at/bim/php/bim/index_eng.php?level=0&id=5 (18 October 2007).
[17] http://www.univie.ac.at/bim/library (10 January 2008).
[18] http://www.univie.ac.at/bim/library/ (18 October 2007).

Search engine

A user can search the database through keywords (Schlagwortliste), topics (Themenliste), authors (Autorenliste), list of publishers (Verlagsliste), or simply go through the complete list of records (Gesamtliste).



On the list of topics there are only a few topics related directly to ethnicity, minorities or languages (for example: migration, discrimination, racism etc.). More about the ethnic issues can be found on the list of keywords.

3.7 Netherlands Institute of Human Rights (SIM)

http://www.uu.nl/uupublish/homerechtsgeleer/onderzoek/onderzoekscholen/sim/english/18199main.html

3.7.1. Description

The Netherlands Institute of Human Rights (SIM) has several databases which are available to the public. All databases are in Dutch and English language except the SIM Documentation site which is in English only.

Documentation of the Netherlands Institute of Human Rights[19] includes three interesting sites where the user can find different materials related to minority and language issues:

- human rights instruments,
- publications,
- databases which are available online on the SIM Documentation page.[20]

Human rights instruments

In general we could say that this site does not pay any special attention to ethnic minority issues. It offers online access to different international and regional documents on human rights (listed by organisations), but there is no special indication whether a document refers to ethnic minority rights.

The texts of the most important human rights instruments can also be found on the SIM Documentation site in the database 'Instruments' (see below).

Publications

In this database several publications and series (a few also including texts on minority issues) are presented: the Netherlands quarterly of human rights, the SIM specials, the Yearbook Human Rights in Development, the Annual report 2005, Other publications/Inaugural lectures, list of Publications of the SIM staff members and the School of Human Rights Research series.

SIM Documentation site

The SIM Documentation site includes two databases: Library and Case law.

a) Library contains four different databases: *Books, Serials, Ratif* and *Instruments.*

- The *Books* database contains bibliographic descriptions (according to the HURIDOCS Standard Formats) of books and reports. Currently, not all the books, which are available in the library, have online descriptions. Among online bibliographic books

[19] http://www.uu.nl/uupublish/homerechtsgeleer/onderzoek/onderzoekscholen/sim/english/documentation/20490main.html (18 October 2007).
[20] http://sim.law.uu.nl/SIM/Dochome.nsf?Open (18 October 2007).

descriptions (or with full text search) a user can find many books about ethnicity, culture, language, human rights etc.

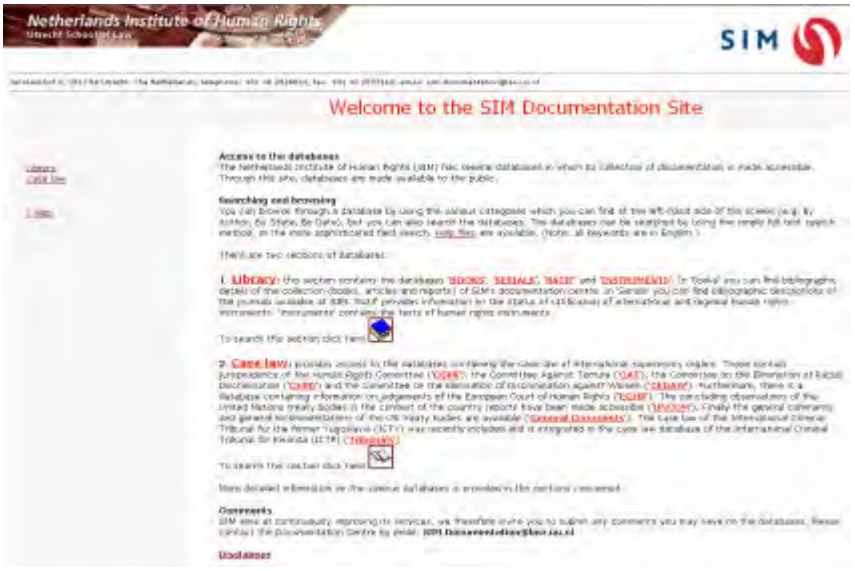
- The *Serials* database contains only bibliographic descriptions of the journals which are a part of the SIM collection. Available descriptions do not include any information about the articles in the journals. Searching this database with keywords such as ethnicity, minority, language or culture a user gets a very narrow set of items.
- The *Ratif* database contains data with regard to signing, ratification and entry into force of the major human rights instruments and regional instruments, all with the additional protocols.
- As already mentioned the database *Instruments* contains the texts of international as well as regional human rights instruments, listed by organisations: African Union, Council of Europe, Organization of American States and United Nations. Some of these instruments refer also to ethnic, cultural and linguistic issues.

b) The **Case law** section provides access to the databases containing the case law of international supervisory organs such as: Human Rights Committee (CCPR), the Committee Against Torture (CAT), the Committee on the Elimination of Racial Discrimination (CERD), the Committee on the Elimination of Discrimination against Women (CEDAW), European Court of Human Rights (ECHR). The concluding observations of the United Nations treaty bodies in the context of the country reports have been made accessible (UNCOM). General comments and general recommendations of the UN treaty bodies (General Comments) are available. The case law of the International Criminal Tribunal for the former Yugoslavia (ICTY) was recently included and is integrated in the case law database of the International Criminal Tribunal for Rwanda (ICTR) (Tribunals).

As already mentioned, the SIM Documentation site offers access to a list of publications (books, articles and reports) relating also to minority issues. These publications, however, are not accessible online in the full text. The SIM Documentation site also includes several important documents regarding minority and language rights. But there is some deficiency noticed. The database *Instruments*, which contains texts of international as well as regional human rights instruments, does not mention some of the most important documents regarding minority and language rights. For example, the list of the Council of Europe documents does not include the Framework Convention for the Protection of Ethnic Minorities nor the European Charter for Regional or Minority Languages. The Framework Convention, however, is accessible through the SIM homepage (click on 'Human rights instruments').

3.7.2 How to use

The **homepage**[21] of the SIM Documentation site includes general information about its content and some instructions of how a user can search and browse through the database. Each page of the SIM Documentation site has a 'help' link with useful information.



Library contains four databases: *Books, Serials, Ratif* and *Instruments.* Users can search through these databases.

[21] http://sim.law.uu.nl/SIM/Dochome.nsf?Open (18 October 2007).

The Case law database

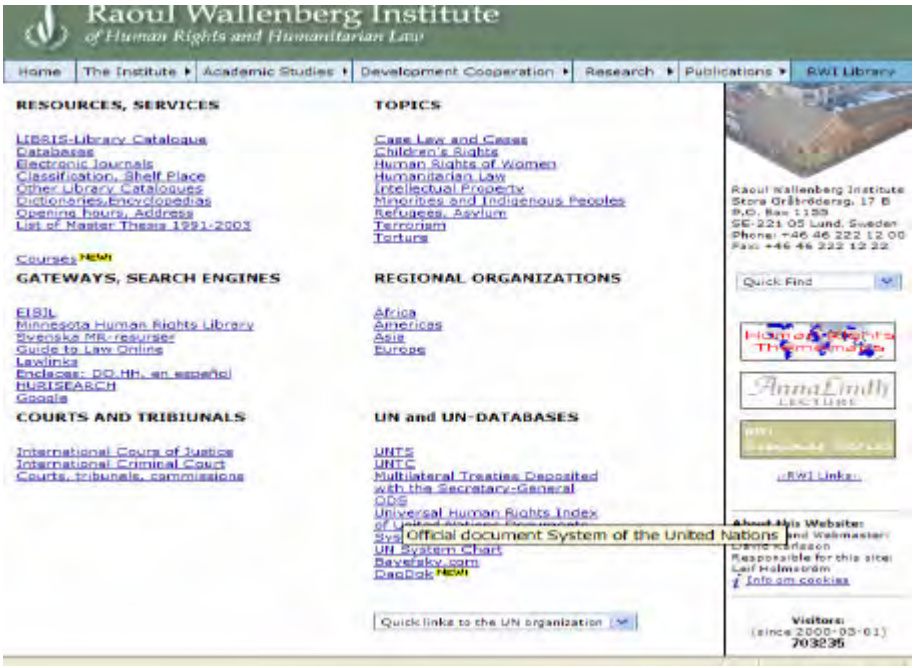
Searching engine

Each database has different search options. In the 'books' database user can search by author, by title, by generic unit, by local index or by country. 'Serials' database allows a user to search by country, title, publisher and keywords. 'Ratif' database has also a few search options: by country, by organisation, by reservation, by objectives. In the 'instruments' database it is possible to search by treaty and by organisation.

There are two options available: Field search and Simple full text search (in this option Boolean operators, Wildcards and proximity operators can be used). The full text search does not mean that a user can search through the entire text of a book. The search is possible only through the whole bibliographic record of a book or a serial.

3.8 Raoul Wallenberg Institute of Human Rights and Humanitarian Law (RWI)

http://www.rwi.lu.se/library/library.shtml



3.8.1 Description

The RWI Homepage does not offer anything on minority issues. A user has to search for these topics in other sections, especially in the RWI Library and in the Research section. The RWI Library[22] provides quite a lot of material on minority rights. There you can find the main international standards and mechanisms regarding minority rights, all available online (in English). Records of different publications on minority issues can be found in the LIBRIS - library catalogue, but none of the texts are available online.

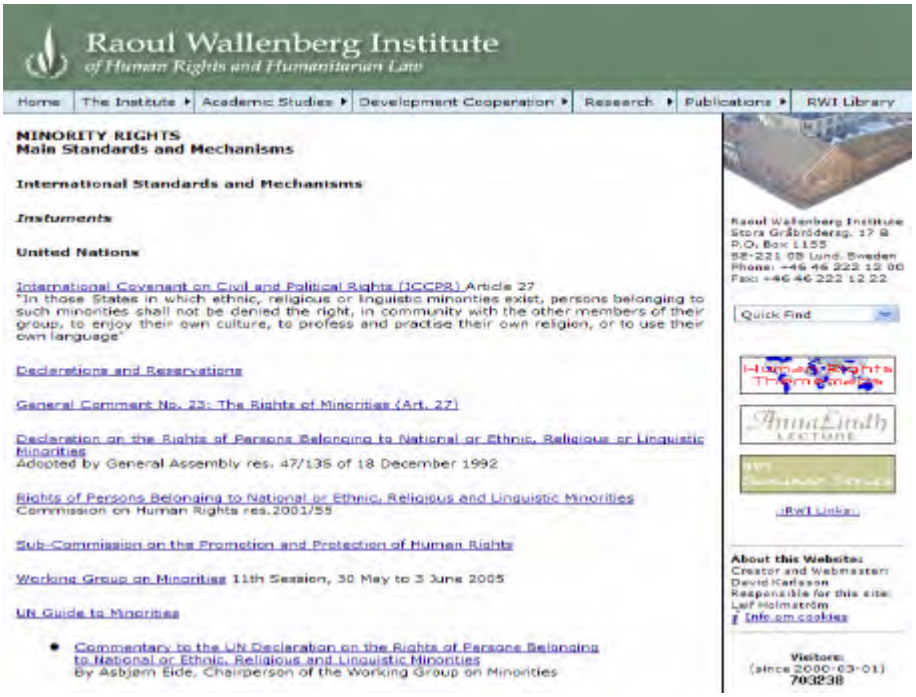
The Research section offers access to biographies and bibliographies of the RWI researchers, dealing with the rights of indigenous peoples and minorities. Regrettably none of their texts are available online.

A shortcoming of the RWI website is the absence of a search option. Besides, the site is available only in English.

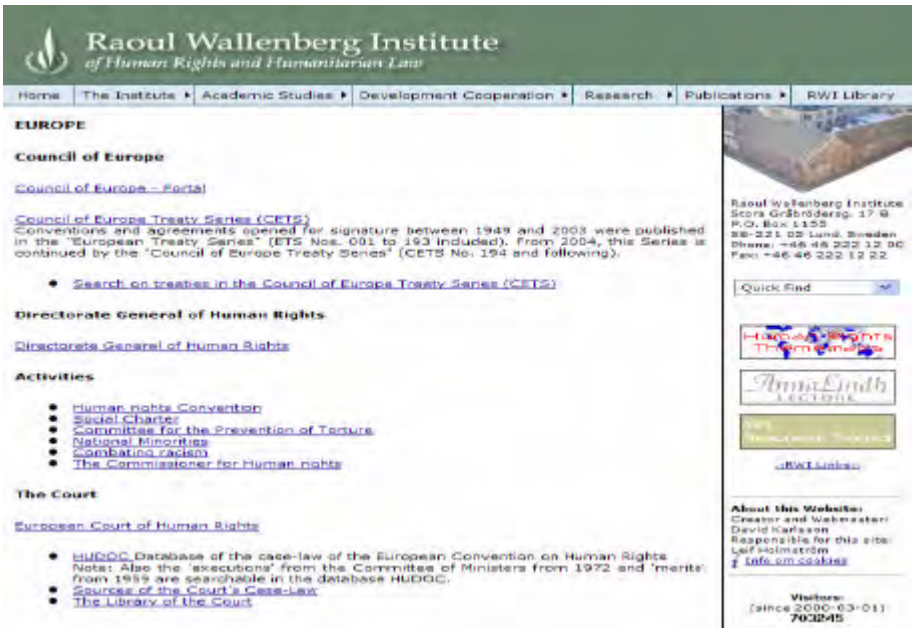
[22] http://www.rwi.lu.se/library/library.shtml (18 October 2007).

3.8.2 How to use

The most useful is the link ‘Minorities and Indigenous Peoples’ under the category ‘Topics’ on the RWI Library homepage. On this page there is a lot of online material regarding minority rights – Main Standards and Mechanisms. Users have access to international standards, mechanisms and instruments of different institutions and organisations, such as: United Nations, Council of Europe and OSCE.



Through the ‘Europe’ page (under the section ‘Regional organisations’) you get access to the Council of Europe's activities in the field of ‘National Minorities’.



By choosing the 'Research' section in the main menu you get access to a list of research topics. One of them is called 'Rights of Indigenous Peoples/Minorities'. When clicking on this topic a list of four researchers appear. Short biographic information on each author is provided as well as a list of their publications (with no full-text availability online).

B. East European digital libraries

3.9 Belgrade Centre for Human Rights, Belgrade, Serbia

http://www.bgcentar.org.yu/

3.9.1 Description

The homepage of the Belgrade Centre for Human Rights focuses on human rights in general and not on minority rights specifically. To find materials on minority issues a user has to search through the Virtual Library.

The virtual library of the Belgrade Centre for Human Rights offers access to national (Serbian) and international human and minority rights documents. All the documents are

available online at least in the Serbian language, but many of them also in English (except for the national legislation – only the titles of the national documents are translated into English). Different publications regarding minority issues can be found under the category Human rights. Some of them are available online.

Beside the Virtual Library an interesting material on ethnic issues can be found in the 'Medijateka' (left menu in the homepage of the Belgrade Centre). Different dilemmas related to ethnic identification and the existing intolerance in modern Serbia are presented in two short movies.

3.9.2 How to use

The Library has four sections: Reports, Documents, Human Rights and Humanitarian law.

Reports

There are online reports on human rights in Serbia and Montenegro in English and Serbian from the year 2001 to 2005 and on human rights in Serbia for the year 2006.

Documents

Differences between the contents of the pages in English and Serbian language are noticeable. The 'Documents' webpage in the Serbian language includes:

– Serbian translation of the most important international documents on human rights. Users can get several documents of the *United Nations* (for example: Convention on the Prevention and Punishment of the Crime of Genocide and International Convention on the Elimination of All Forms of Racial Discrimination. There are also

two online publications about Human rights available.), *Council of Europe* (for example: Framework Convention for the Protection of National Minorities and European Charter for Regional or Minority Languages) *OSCE* (The Hague Recommendations Regarding the Education Rights of National Minorities & Explanatory Note, The Oslo Recommendations Regarding the Linguistic Rights Of National Minorities & Explanatory Note, The Lund Recommendations on the Effective Participation of National Minorities in Public Life & Explanatory Note) and *ILO* (Discrimination (Employment and Occupation) Convention (No. 111);

- Relevant documents of the international public law: on this webpage users can find: statutes of several international organisations, some protocols and conventions on diplomatic and consular law, conventions and documents regarding refugee and asylum seeker, documents about international criminal law);
- Decisions of the international bodies (there are two links to the European Court for Human Rights and the United Nations treaty bodies);
- National legislation (online available are the constitution of the Republic Serbia, different laws, including the law on the rights of national minorities, the citizenship law, about citizenship etc.)
- Comments of the law (some critical comments on particular laws can be found here);
- Case law.

Page in Serbian language	Page in English language

Human Rights

The page in English is not available. The page offers several online publication, some of them are related to minority issues. Unfortunately a lot of links are not working or only bibliographic data about the publications are available.

The Serbian (but not the English) version of the site offers links (*Biblioteka* → *Ljudska prava*) to the Helsinki Committee for Human Rights in Serbia webpage.[23] There you can find online access to quite a lot publications dealing with minority issues in the region.

"Medijateka"

By choosing the "Medijateka" link in the left menu of the homepage of the Belgrade Centre you get access to three short movies, two of them related to ethnic issues. The page is available only in the Serbian version.

[23] http://www.helsinki.org.yu/files.php?lang=sr (21 October 2007).

3.10 DADALOS, International UNESCO Education Server for Civic, Peace and Human Rights Education, Sarajevo, Bosnia and Herzegovina

http://www.dadalos.org/

3.10.1 Description

D@dalos webpage does not focus on minority rights or other minority issues. The positive element of this site is that it is available in nine languages. It offers online educational courses on human rights, but there is no emphasis on the rights of ethnic minorities.

There are no lists or direct links to any international or other documents on human rights. A user can find scarce mentionings of (ethnic) minorities by searching the www.dadalos.org through the Google search option.

3.11 The Gate (Human Rights Centre, University of Sarajevo and Infohouse), Sarajevo, Bosnia and Herzegovina;
http://www.ljudskaprava.ba/index.php?option=com_content&task=view&id=869&Itemid=14

3.10.1 Description

The Gate website offers access to national, regional and international instruments on human rights (by clicking on the item 'Instrumenti'). International and regional instruments include also instruments on minority rights, while there is no national instrument dealing with minority issues available in the webpage (although in Bosnia and Herzegovina there exists a Law on the Protection of the Members of Ethnic Minorities (*Zakon o zaštiti prava pripadnika nacionalnih manjina*) since 2003).

Instruments related to the protection of minorities can be found also under the category 'Instrumenti po oblastima' 'Prevention of discrimination and protection of minorities', though the list is not complete. Two of the minority rights instruments are translated and available also in the Bosnian-Croat-Serbian language: 1. International Convention on the Elimination of All Forms of Racial Discrimination: and 2. Framework Convention on the Protection of National Minorities. The Framework Convention, on the other hand, can not be found on the list of minority- rights documents available in English.

National documents are available only in the Bosnian language (documents of the Republika Srpska also in the Serbian language). Other documents (regional, international) are available in English.

Some information on minorities can be obtained by typing 'manjin' or 'minorit' in the search box. It is mostly short news on minorities from the region.

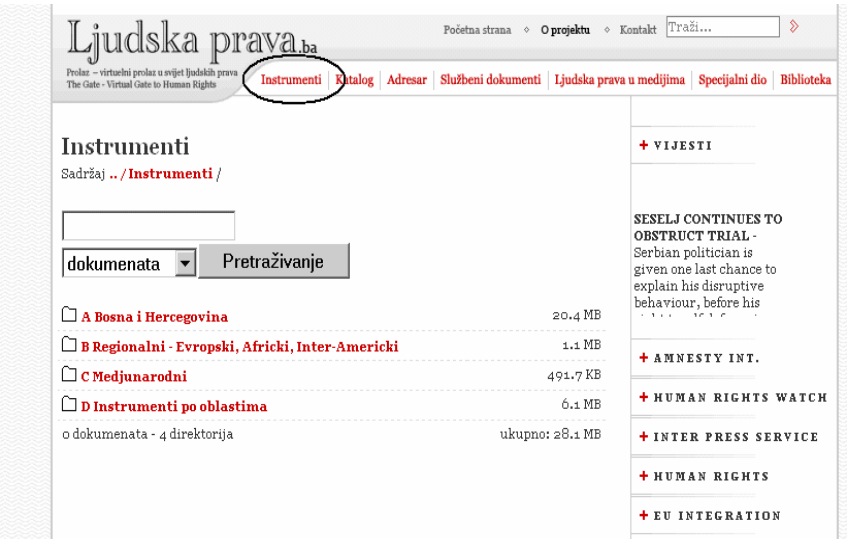
The site is not available in English. Nevertheless, many documents in English can be found.

3.11.2 How to use

The upper menu includes: Instruments (*Instrumenti*), Catalog (*Katalog*),[24] Addresser (*Adresar*), Official Documents (*Službeni dokumenti*), Human right in the media (*Ljudska prava u medijima*), Special part (*Specialni dio*), Library (*Biblioteka*).

Instruments (*Instrumenti*)

This page contains different documents (constitution, laws etc.) on a different levels: Bosnia and Herzegovina, Regional (Europe, Africa and America), International, Social fields. Regional, International and Social fields maps also includes documents in English.



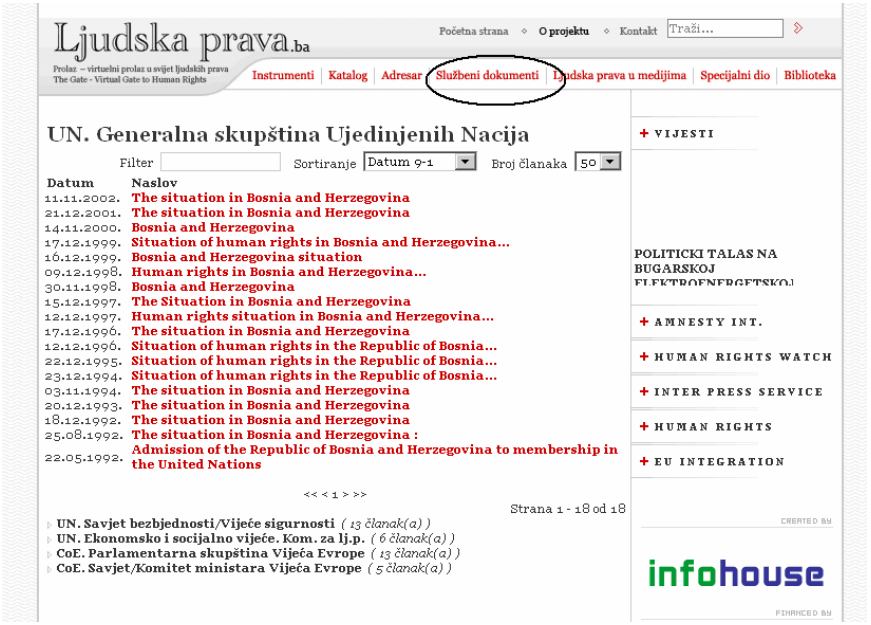
Addresser (*Adresar*)

On this page relevant state's institutions and organisations, non-government organisations, international organisations in Bosnia and Herzegovina are presented with addresses, links on their websites, e-mails etc.

[24] This page is not working.

Official documents (*Službeni dokumenti*)

Different official documents from the United Nation and Council of Europe regarding Bosnia and Herzegovina are accessible on this site.



Human rights in the media (*Ljudska prava u medijima*)

In this site a selection of newspaper articles about human rights in Bosnia and Herzegovina is presented. Articles are from the period of 2004–2005.

Special part (*Specijalni dio*)

The Special part includes five links, four include abstracts of the articles on Bosnia and Herzegovina in foreign press and one contains a list of books on Bosnia and Herzegovina, available in the Library of Human Rights Centre in Sarajevo.

Library (*Biblioteka*)

The online library contains four categories: articles and treaties, textbooks, studies and handbooks. Currently none of these sites are operating.

3.12 Human Rights Center / Centar za ljudska prava, Croatia

http://www.human-rights.hr/english/centar.htm

3.12.1 Description

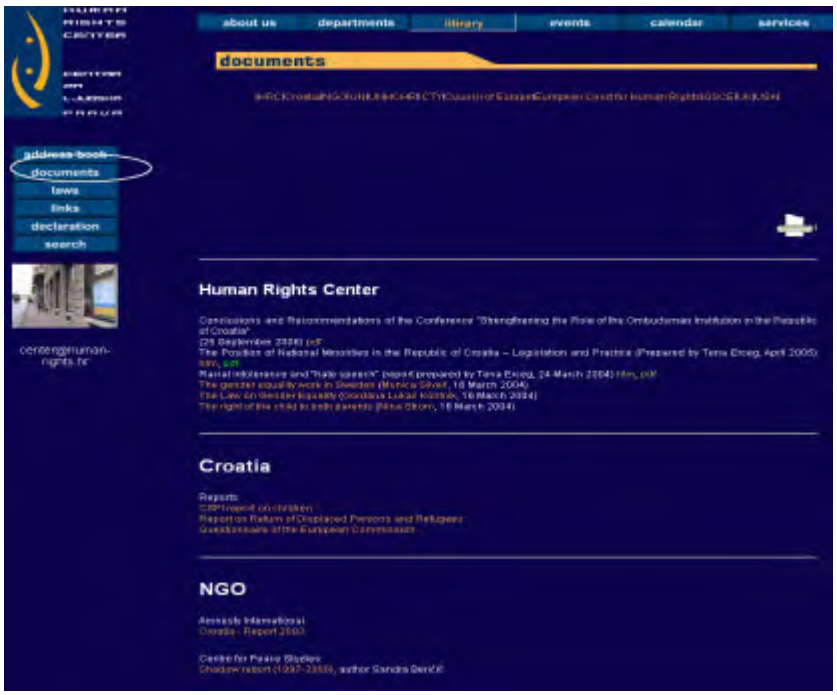
The homepage of the Human Rights Center does not indicate any connection with ethnic minority issues. Further browsing through this website, however, reveals many interesting links, documents, material etc. regarding ethnic minority issues.

Human rights documents (including those related to ethnic minorities) are dispersed across the site and not listed in a single list. Some documents can be found under the link *Documentation*, some under the link *Laws* and some under the link *Library* → *Digital library*. Such dispersal is far from being user-friendly.

There are considerable differences between the English and Croatian version of the websites.

3.12.2 How to use

The link *Documentation* includes various materials from different organisations (UN, UNHCHR, Council of Europe, European Court for Human Rights, OSCE), body (ICTY) or states (UK, USA) connected with human rights and among them a user can find also some useful materials regarding ethnic minorities.



The link Laws offers online the Croatian Law on National Minorities (Constitutional Law on the Rights of National Minorities).

Human Rights Center also has a library.

Digital library presents a list of categories, one of them being 'minority rights'. Other categories like 'discrimination' or 'human rights' (available only in the Croatian version of the website) are also important for someone who is interested in minority rights. Individual categories mainly contain links to relevant organisations, instruments or documents. The Croatian and the English sites of the Digital library are not identical.

The webpage with E-catalogue offers searching through the physical library fond. The page is in Croatian language only, but the search can be conducted also in English or in other

languages (taking into account that in this case the search matches only those texts written in the language of the search). The library holds quite a few publications on minority issues in different languages (most of them in English, but also in Croatian, French, German).

3.13 Balkan Human Rights Network (LightHouse Database), Sarajevo, Bosnia and Herzegovina;

http://www.balkan-rights.net/lighthouse/lh/frames.htm

3.13.1 Description

In the homepage of the LightHouse no minority issues are specially mentioned. By clicking the ‘lighthouse’ button in the lower menu, a user can find a list of international and regional documents on human rights including documents on minority rights. The documents are available in English.

3.13.2 How to use

By choosing the item ‘lighthouse’ a user gets to the list of human rights instruments available online: *International instruments, Instrument of Council of Europe, African Instruments, Inter-American Instruments, Other Instruments.* Each of these categories contains several online documents.

Another category should be mentioned - this is *Ratification information.* By clicking on it the list of the institutions where you can obtain ratification and signature information appears.

Deficiency of this site is the absence of a search option.

3.14 Research and Training Centre for Human Rights and Democratic Citizenship, Faculty of Philosophy Zagreb Learning Resources, Croatia

http://www.ffzg.hr/hre-edc/en/index.php

3.14.1 Description

The homepage does not offer direct links to human and minority rights documents. Some of the international instruments on minority rights can be found under the category 'Learning resources' in the menu.

By typing 'minorities' in the search box you get access to the publication Education for Human Rights and Democracy, where international and regional instruments on human rights (including minority rights) are available in Croatian (full text of translated documents in Croatian). You can also find this publication under the 'Publications' – link: 'Reference Materials' in the upper left corner of the 'Publications' webpage.

Documents on minority rights and other publications on minority issues can be found also under *Learning resources* → *Rights & Freedoms* → *Minority rights.*

3.14.2 How to use

The *Publications* link offers several online publications such as research project publications, reference materials and teaching resources. None of these publications is focused on ethnic minority issues.

More interesting in the context of minority issues is the *Learning resources* link. The menu on the left side has two categories: 'Rights & Freedoms' and 'Education & Training'. Rights & Freedoms contains a list of different rights and freedoms, including minority rights.

The list of online available instruments and documents, connected with minority rights, is very selective, actually there are only two global and one regional instrument listed.

Links such as: Case law, Bibliography, Organizations and Teaching/learning manuals currently do not offer any online material. Media article link has one further link but it is not working.

4. Comparative study of the digital libraries concerning ethnic minority issues

The comparative study includes fourteen digital libraries on human rights that were presented in Chapter 3. The summary of the findings for each individual library is presented in short in Table 1. A detailed comparison of the libraries and explanation of Table 1 follow below.

Table 1: Summary of the findings

Digital library	Minority issues visible on the homepage	Minority-rights documents are accessible online	Other minority-related publications are accessible		Content of the website available in more than one language
			Library catalogue	Online	
SIM - Netherlands Institute of Human Rights	-	+ directly	+	-	Dutch, English; (SIM Documentation - English only)
BIM – Ludwig Boltzmann Institut für Menschenrechte	-	-	+	-	German, English
The Austrian Human Rights Institute	-	-	+	-	German, English[25]
The German Institute for Human Rights	-	+ links	+	+ (few)	German, English[26]
European training and research Centre (ETC), Graz	-	+ links	+	-	German, English[27]
HREA.ORG	-	+ directly (s. l.)	-	+	English,[28] Spanish, French, Dutch, Russian, German, Portuguese, Italian, Chinese, Arabic
Institute for Human Rights (Åbo Akademi University)	-	+ links	+	-	English, Swedish, Finnish
Raoul Wallenberg Institute of Human Rights and Humanitarian Law	-	+ directly (s. l.)	+	-	English
Belgrade Centre for Human Rights, Belgrade	-	+ directly (s. l.)	-	+[29]	Serbian, English[30]
DADALOS	-	-	-	-	Bosnian, Bulgarian, German, English, Croatian, Macedonian, Romanian, Albanian, Serbian
The Gate	-	+ directly	-	+[31]	Bosnian
LightHouse Database	-	+ directly	-	-	English
Human Rights Center, Zagreb	-	+ directly	+	+	Croatian, English[32]
RTC Zagreb	-	+ directly (s. l.)	-	+	Croatian, English

s. l. – minority-rights documents specially listed or marked

[25] The English version is not as extensive as the original.
[26] The English version is not as extensive as the original.
[27] The English version is not as extensive as the original.
[28] The English version provides more information than the others.
[29] Only in the Serbian version of the webpage.
[30] The English version is not as extensive as the original.
[31] Sites are currently unavailable.
[32] The English version is not as extensive as the original.

4.1 Visibility of minority issues in the homepages of the selected human rights institutions

We searched for any contents on ethnic minority issues that would be visible in the homepages of the human rights institutions and digital libraries. The results of our analysis were not very stimulative. Of the fourteen homepages of the human rights institutions from Western and Eastern Europe that we analysed, none pays attention to ethnic minority issues.

In general we could say that a user searching for information on minority rights issues on the websites of the human rights institutions across Europe has to invest quite some effort to find the desired material. Most often he/she has to go through several links (starting from the homepage) before he/she gets to the material he/she looked for.

4.2 Online accessibility of minority-rights documents (in English / regional languages / other world languages / minority languages)

Eleven of fourteen digital libraries enable access to minority-rights documents. Some of them include only international and regional documents while others offer a list of national documents as well. This is the case with the library of the Belgrade Centre for Human Rights. The Gate website, which also covers national instruments on human rights, does not include any national instrument dealing with minority issues, although in Bosnia and Herzegovina exists a Law on the Protection of the Members of National Minorities (*Zakon o zaštiti prava pripadnika nacionalnih manjina*).

Eight out of fourteen digital libraries offer direct links to full texts of the minority-rights documents. In four (SIM Netherlands, The Gate, LightHouse Database, and Human Rights Center[33] in Zagreb) minority-rights documents are listed among other human-rights documents, with no special indication that they relate (also) to ethnic minorities (except for the cases when the title of the document itself relates to minorities). In other four digital libraries (HREA.ORG, Raoul Wallenberg Institute, Belgrade Centre of Human rights, RTC Zagreb) minority-rights documents are listed separately.

The website of the Belgrade Centre of Human rights offers access to full texts of the international minority-rights documents in English and in Serbian, while the national (Serbian) legislation is (at the time) available only in Serbian. There is a list of the Serbian laws with English titles, but the links to the texts do not work.

[33] Human Rights Center in Zagreb does not provide a systematic list of human rights documents. A user has to search for these documents under three different links (Documents, Laws, Library → Digital library).

The Gate website offers access to international minority-rights documents in English while there are only two documents translated in "Bosnian-Croatian-Serbian" language. These are the International Convention on the Elimination of All Forms of Racial Discrimination and the Framework Convention for the Protection of National Minorities. There is a separate list of documents which relate to the prevention of discrimination and protection of minorities (*Instrumenti → D Instrumenti po oblastima*), but the list is incomplete. Other relevant minority-rights documents can be accessed through the links to international (*C Medjunarodni*) and regional (*B Regionalni - Evropski, Africki, Inter-Americki*) instruments on human rights.

The Human Rights Center in Zagreb provides access to the Council of Europe's Framework Convention for the Protection of National Minorities and the European Charter for Regional or Minority Languages in English and in Croatian. Also the Croatian Constitutional Law on the Rights of National Minorities is available in both languages. United Nations' documents related to minority rights are available only in English.

The Research and Training Centre for Human and Democratic Citizenship (Zagreb) offers a special (though incomplete) list of minority-rights documents (*Learning resources → Rights and freedoms → Minority rights*) in English and in Croatian. In the English version of the website there are two global and one regional document available in English language. In the Croatian version the list contains an additional (national) document – *Ustavni zakon o pravima nacionalnih manjina* (The Constitutional Law on the Rights of National Minorities). Of the four documents listed only one is full-text available in the Croatian language (The Framework Convention for the Protection of National Minorities). Links to the Croatian text of the other three documents did not work at the time of our analysis. Nevertheless, full-texts of international and national minority-rights documents in Croatian language can be found in the publication *Obrazovanje za ljudska prava i demokraciju: Zbirka medunarodnih i domacih dokumenata* (Education for Human Rights and Democracy: International and National Instruments). This publication is available in the section of Publications under the category Reference materials.[34]

Three digital libraries offer access to minority-rights documents only through links to international organisations. This is the case with the German Institute for Human Rights (but only in the German version of the website), the ETC Graz and the Institute for Human Rights at Åbo Akademi University. This way minority-rights documents are difficult to find even for an informed user not to speak about the ones, who do not have much pre-knowledge about the subject. It is not very likely that someone, who is looking for minority-rights documents on

[34] http://www.ffzg.hr/hre-edc/hr/index.php?&mmlID=/58/77//&cntID=81&l_over=1 (18 October 2007).

the website of a certain human rights institution, would immediately come to the idea of looking for them under the Links.

4.3 Accessibility of other minority related publications/texts (library catalogues, full-text accessibility)

Eight of fourteen digital libraries provide access to library catalogues. Seven of them are from Western Europe. The Human Rights Center in Zagreb is the only human rights institute from Eastern Europe which provides access to a library catalogue.

In the library catalogues a user can search through the publications available in the libraries of the human rights institutes. In all the analysed libraries we found publications on minority issues. These publications are not accessible online but a user can at least get the information on what literature exists on the subject he is looking for.

Four of the remaining six digital libraries that do not provide access to any library catalogue, offer online access to some minority-related texts or publications. In the HREA homepage you can find minority-related texts in the section on "The Rights of Ethnic and Racial Minorities" (*Learning Centre* → *Study Guides* → *Ethnic and racial minorities*). However, this link does not provide the same information in all the available language options. Some information on minority issues can be found also through the search option, but this is mostly the case in the English version of the site while in other languages the search does not provide many (if any) matches.

Different publications regarding minority issues can be found also in the library website of the Belgrade Centre for Human Rights (under the category Human rights). Some of them are available online, but only in the Serbian version of the website.

The RTC Zagreb's website offers access to the online publication "Education for Human Rights and Democracy: International and National Instruments" which was already mentioned above. In these publication minority-rights documents are available in the Croatian language. Other publications in the RTC's website do not relate to minority issues.

The online library of the Gate contains four categories: article and treatises, textbooks, studies, and handbooks. Currently none of these sites are operating. Some information on minorities can be obtained by searching the Gate website via the search box (keywords: minority, minorities etc.).

The Human Rights Center in Zagreb provides access to transcripts of two round-tables on minority issues in Croatia (both in Croatian only). Beside this it provides access to the text on The Position of National Minorities in the Republic of Croatia – Legislation and Practice

(available in Croatian and in English). Another text related to minority issues and published online by the Human Rights Center is the report on Racial Intolerance and "Hate Speech" (available in Croatian and in English).

4.4 Availability of the website contents in different languages

Most of the digital libraries/repositories that the IES analysed provide their contents in the national language as well as in English. There are three exceptions: "The Gate" which is available only in Bosnian, the Wallenberg Institute's website and the LightHouse Database, both available only in English. Some of the digital libraries provide their contents in more than two languages: HREA.ORG (10 languages), DADALOS (9 languages). The website of Institute for human rights at the Åbo Akademi University operates in English but provides some of the texts or services[35] also in Finnish or in Swedish. In all digital libraries that operate in more than one language a (usually substantive) language inconsistency can be noticed. This means that the non-original (usually the English)[36] version of the website is normally not as extensive as the original.

Our analysis showed that minority languages are not well represented in the European digital libraries on human rights. However, there was a question raised as to what exactly are minority languages. We followed the definition of "regional or minority languages" from the European Charter for Regional or Minority Languages. There regional or minority languages are defined as languages that are

> "traditionally used within a given territory of a State by nationals of that State who form a group numerically smaller than the rest of the State's population; and different from the official language(s) of that State; it does not include either dialects of the official language(s) of the State or the languages of migrants."[37]

From this point of view none of the digital libraries provides any content in minority languages, the only exception being the Institute for human rights at the Åbo Akademi University, which, as already mentioned, provides some of the texts or services in Finnish and in Swedish.

[35] The online search through library catalogues.
[36] Except for the HREA.ORG web page, where the English version provides more information than the others.
[37] Art. 1 of the European Charter for Regional or Minority Languages, http://conventions.coe.int/treaty/en/Treaties/Word/148.doc (9th January 2008).

4.5 Main findings of the comparison

An overall conclusion would be that the majority of the analysed digital libraries do not pay much attention to ethnic minority rights or to other minority related issues. Some libraries provide access to minority-rights documents and some provide a few other online texts related to minority issues, but in general the visibility of minority issues in the analysed digital libraries is not very good.

As we have seen none of the homepages of the human rights institutes that we analysed mentions minority rights as a special topic. Nor do they present any other minority-related issues. Minority issues can usually be found only if a user follows different links (like Library, Instruments, Databases, etc.) in the menu of the homepage.

Most of the digital libraries provide access (directly or indirectly) to minority-rights documents. Other minority-related publications are rarely accessible online. Even when a library does provide such access, the amount of texts available is usually modest. When searching for minority-related materials in digital libraries of the institutes from Western Europe, users can help themselves with library catalogues. This is not the case in the digital libraries of the institutes from Eastern Europe, except for the Human Rights Center in Zagreb.

The contents of the digital libraries are usually available in the national language and in English, though the original version is normally more extensive than the English one.

5. Conclusion

In conclusion, we believe that our study confirmed our belief and the need that in the context of human rights and fundamental freedoms minority rights should be adequately included in digital libraries on human rights. We would suggest the inclusion of all relevant minority rights documents and materials, including – whenever possible – relevant judicial, political and administrative decisions and documents. However, also the inclusion of other minority related issues and information would be beneficial. Potential users might be interested also in links that would provide direct access to relevant internet sites/pages of international (governmental and nongovernmental) organisations and minority organisations and institutions, which might be especially relevant for specific environments.

We hope that, gradually, digital libraries on human and minority rights would improve also the accessibility of human and minority rights theory that could play an important role in raising awareness of the importance of diversity management, human and minority rights and in promoting and improving human rights, tolerance, coexistence and (equal) cooperation among individuals and distinct groups/communities in diverse societies. Recognising their importance for providing democratic development, long term stability and peace in diverse contemporary societies and considering ever increasing mobility of population(s) and migrations, we could hope that also states will become less reluctant in introducing and recognizing minority rights to diverse distinct communities.

Analysing fourteen digital libraries we could conclude that they still do not match important traditional libraries in what they can offer to users. Although we are aware of severe financial and other limitations and restrictions, we would hope that important libraries and documentation centers – including specialised libraries (e.g., for minority rights the Specialized library and documentation center of the Institute for Ethnic Studies) – would manage to digitalise their books and collections to improve their accessibility and make their use easier. In this process they could benefit from experiences of and cooperation with the digital libraries on human rights that already exist and are operational. Together they should be more successful also in the development of the adequate presentation of the concept of minority rights to their potential (interested) users. Considering the main weaknesses regarding minority rights and minority related issues that our study found in the current offerings of fourteen digital libraries on human rights that we analysed, their cooperation would be especially important in developing adequate search engine/tools that would make search and access to relevant information easier, taking into account different approaches and ways that individual users might use or prefer.

Based on the findings of our study, we would make the following recommendations regarding minority rights and minority related issues for the improvement of digital libraries on human rights:

- minority rights documents and other minority-related documents and texts should be compiled and organised in a special section that is indicated and easily accessible on the website;
- adequate search engine/tools (index, thesaurus, key-words) that would take into account also relevant theory should be developed to make the use of resources more user friendly and manageable;
- direct links to the full texts of all relevant minority rights documents should be provided (regardless of their physical location on servers);
- in addition to links to certain international (governmental) organisations, links to diverse relevant institutions and organisations (e.g., relevant state and local institutions, minority organizations and institutions, research institutions, etc.) should be provided;
- considering the specific nature and goals of minority rights and minority protection, in addition to official or world languages it would be extremely useful if – at least the most important and relevant information – would be provided in minority and/or regional languages, spoken in a certain environment, to make the use easier and more accessible to persons belonging to minorities or regional languages speakers;
- whenever possible, full texts of all publications and documents (including books) should be made accessible online – possibly enabling a limited access to members or registered users (to protect copyright and prevent unauthorised use); ideally, all resources and documents of libraries and documentation services should be digitalised gradually and made accessible on internet for users (following the existing regulation binding for libraries);
- in addition to other links, digital resources/data-bases/libraries on human and minority rights should provide also links to other relevant resources/data-bases/libraries that are known to them. This way the establishment and development of a network of libraries is possible that would improve their service and relevance substantially; such cooperation would enable also the translation of their indexes in languages of participating institutions and improve their accessibility world-wide. Additionally, such links would enable access to relevant materials and publications in different languages, which might stimulate new developments. As already indicated, such cooperation would be beneficial also for development of a common search engine/tool or at least for development of diverse but compatible search engines/tools.

References

Benoît-Rohmer, Florence and Hilde Hardeman (1994), *The Minority Question in Europe: Towards the Creation of a Coherent European Regime.* CEPS Paper No. 55, Brussels: Centre for European Policy Studies, 1994, pp. 25-29.

Capotorti, Francesco (1991), *Study on the Rights of Persons Belonging to Ethnic, Religious and Linguistic Minorities*. New York: United Nations, 1991, p. 96.

Tibor R. Machan (1989), *Individuals and their rights.* La Salle, Illinois: Open Court, 1989.

Iván Gyurcsík (1993), "The New Legal Ramifications to the Minority Question." Paper for the 12th Annual Conference of the Institute for EastWest Studies "Minority Rights and Responsibilities: Challenges in a New Europe"; Lake Bled, Slovenia, May 21-23, 1993.

Kymlicka, Will (1999), *Multicultural Citizenship: A liberal theory of minority rights.* Reprinted in paperback. Oxford: Clarendon.

Kymlicka, Will, ed. (1996), *The Rights of Minority Cultures*. Oxford, New York: Oxford University Press.

Baron, Salo W. (1985), *Ethnic Minority Rights: Some older and newer trends*. The tenth Sacks Lecture delivered on 26th May 1983. Oxford, England: Oxford Centre for Postgraduate Hebrew Studies, 1985, pp. 3-4.

Van Dyke, Vernon (1985), *Human Rights, Ethnicity, and Discrimination*. Westport, Conn.: Greenwood Press, 1985, pp. 14-15, 44-45.

How to Effectively Setup Human Rights Libraries: Rough Guide

Saša Madacki

Introduction

The application of library and information science within human rights movement is essential due to the fact that access to relevant information and documentation in tiny increments is of great importance for the realisation of internationally recognised human rights. Librarians are frequently ignored, since there is a common belief that they are sorting books and storing them only. Also, financial constraints are playing an important role as well. Many organisations are important factors in promoting human rights, and disseminating information about it, but if they are about to make choice in employment schema they will employ researchers or lawyers much faster than librarians or documentalists.

It is of importance for activists (*to act on time based on distributed information in timely fashion*), human rights educators (*to point attendees of their courses to relevant material stored in physical libraries and in virtual environments*) and lawyers (*to access legislation, case law, commentaries, and legal periodicals*), to get in touch with librarians in order to get their job done. It is important to say that roughly more then 80% of the working time is devoted to getting information, data, documentation, and just 20% on analysis. Just imagine how much faster decision making will be if a researcher or activist is dedicated to his or her job only without spending time on routine tasks. This means that a workload reduction of researcher or an activist can be up to 40%, and some of those tasks can be passed out to librarian or documentalist. It is important to say here that information efforts must be perfectly organised in order to reach the goal of the profession: quality information disseminated at minimum cost and maximum efficiency. As an opening post for blog based

discussion on librarianship and human rights Philippe Duhamel[1] stated seven ways how librarians and library services can improve human rights efforts:

1. **From wasteful ignorance to faster, better decisions**. Sometimes, key decisions are postponed or never made because critical information is missing. Worse, you make a decision based on incorrect information, or facts that weren't checked properly. As a knowledge worker, a librarian can hunt decision-making facts faster, and better. Your document specialist can also identify research carried out elsewhere, to avoid unnecessary duplication. Don't waste time in ignorance. Find out early. Ask a librarian.

2. **One copy makes the rounds**. Your librarian can make sure there are no duplicates of costly subscriptions or materials around the office, managing resources so they are shared efficiently. This saves time and money. Hugely.

3. **Go for the find, not the search**. Most of us whose work depends partly on research usually spend over half of our time looking for stuff, online or otherwise. A librarian can cherry-pick for you the best reference material on a given subject. You're in a crunch to write a major project proposal? Your librarian can gather the statistical highlights, the documented evidence, the testimonies, freeing you up to do the other productive things. Like writing the actual proposal, and getting it out the door.

4. **From blunders to homers**. Some of your colleagues may make errors of fact or judgment that end up costing money or credibility. Or, because they don't know enough about your organization's culture, history and accomplishments, volunteers can make erroneous assertions or embarrassing statements. Your librarian can take charge of verifying facts for all internal reports, public statements and external publications. That can save the day.

5. **From organizational amnesia to historical ownership** Say this big anniversary is coming up... You scramble to put together bits and pieces of your past achievements. Wow, sure looks like someone purposefully tucked away your historical photos in every imaginable places! A librarian can package your organizational memory for wider use. When a journalist or a researcher comes calling, you can be ready with your neat little folder. Your legacy is important. Make sure your contemporaries, and future generations, can access it.

6. **From information overload to easy up-to-dateness**. Your specialist can monitor your individual interests and keep tabs on the field for you. When a new book or interesting paper appears, you get an alert based on current files under your responsibility and your profile of interests.

7. **From dusty archives to knowledge democracy**. You may be spending too much time looking for information, instead of using it, and disseminating it. “Disseminating materials is the librarian’s foremost responsibility”. Your librarian also doubles as a computer specialist. They can evaluate and manage the best possible software solutions for you. They can create databases to improve access to your internal records and key contacts, like membership, donors, and the media. They can train staff on how to use organizational databases and manage their own documents.

[1] Philippe Duhamel: Opening Post for Discussion. Newtactics in Human Rights. Information is Power tactical Discussion. http://www.newtactics.org/node/1398.

To translate those words of an activist into library terminology, one may consult Harry Goodwin, and his postulates stated fifty years ago. Users (and, yes, our human rights professionals) still would like to:

- get the information they desire
- at the time it is desired (not before or after)
- in order of importance
- with auxiliary information attached
- and indications of reliability attached
- and authority of the information source indicated
- exert minimum effort to get the needed information

The only way to put Goodwin's principles to practice is to acquire relevant information, organise it into collection/s and disseminate it respecting the mentioned principles. This is only possible through an organism known as Library. A library can exist in several iterations being a physical library, or a virtual one marked by any of the terms used for the description of the concept of a digital library: virtual library, digital library, hybrid library, cyber library, cybrary, ebrary, electronic library. Their mission is the same, regardless of the type of the information carrier: being it clay tablet, papyrus or DVD.

The aim of this essay is to recommend some sources and practical steps in order to make an easier shift from disorganised information collecting and therefore disorganised usage of information to a much more organised and systematic way of "knowledge activism".

Setting up a Human Rights Library Project: Solo Librarian in Action or Starting a Library from Scratch[2]

Rather than focus on setting up a large documentation centre, we will discuss here how to establish the role of a librarian within any human rights institution. This role can be expanded later depending on the needs of the institution. In the meantime, a single person in this role can have a huge impact on the work of an institution. Those interested in the elaboration of a system of documentation may wish to consult the book *Function and organization of a national documentation centre in a developing country* by Harald Shütz and published by UNESCO in 1985. This book is available at the website of UNESCO at http://unesdoc.unesco.org/images/0001/000155/015576eo.pdf. The aim [of this book] is not to develop one or more models for an N[ational] D[ocumentation] C[entre] in the sense of operations research, but rather to describe possible ways of setting up and developing an NDC[3]. Usefull books and manuals available free of charge are:

- Wendell, Laura: Libraries for All : How to Start and Run a Small Library - Paris: UNESCO: General Information Programme and UNISIST, 1998. www.unesco.org/webworld/highlights/library_run_020299.html.
- Resource Centre Manual : How to set up and manage a resource centre. – London : Healthlink Worldwide, 2003. – 266p, www.healthlink.org.uk/PDFs/resource-centre-manual.pdf.
- Damian Ferrari: Open Memory: Cooperating to Facilitate Access to Human Rights Information, http://www.newtactics.org/OpenMemory.
- Bert Verstappen: What is documentation, http://www.huridocs.org/.
- Kingo J Mchombu: Sharing Knowledge for Community Development and Transformation, 2nd ed. – Ottawa: Oxfam Canada, 2004. – 104 p, www.oxfam.qc.ca/html_en/publications_en/sharing_knoledge.html.

[2] Following pages are updated chapter from Saša Madacki: Making Sense of Information Wilderness: Library and In formation Services for Imp rovement of Human Rights Work, Center for Victims of Torture, Minneapolis, 2003.

[3] Harald Shütz: *Function and organization of a national documentation centre in a developing country*, UNESCO, Paris, 1985, p.5

Duties of the Librarian

The author estimates that roughly 80% of a researcher's time is spent gathering information. Half of these information-gathering tasks can be assigned to the librarian, giving the researcher more time to analyse and synthesise the information. For instance, the librarian can search for relevant laws, texts of official documents, treaties and statistical data, as well as names of contacts, phone numbers, addresses and biographies. On the other hand, sensitive information-gathering tasks like monitoring, interviewing and fact-finding in the field have to be done by human rights experts.

Today's librarians do more than collecting and organising books and data. Librarians:

- prepare research reports in response to staff requests for specific information;
- identify research done at other organisations to avoid unnecessary duplication;
- verify facts for external and internal reports and publications;
- create databases for organisations to access their internal information;
- evaluate and compare information software and sources of data prior to purchase; and
- train other staff to efficiently and cost-effectively use online databases. [4]

The librarian's primary duties can be grouped into three main categories:

- acquiring and evaluating materials
- organising materials
- disseminating materials

Acquiring and Evaluating Materials

Among the first steps in organising a new specialised library is the acquisition of materials. Materials for the new library will come from two sources: those already owned by the organisation and new materials which will be purchased. Within an organisation there are certainly already useful materials scattered around. The librarian should collect them in a single place and, after consulting with other employees, decide which materials will stay and

[4] SPECIAL LIBRARIANS Putting Knowledge to Work ®, available at http://www.sla.org/content/SLA/professional/meaning/what/index.cfm

which will be discarded. New materials should be purchased in accordance with a collection development policy that reflects the present and future plans of the organisation. Before including anything in the collection, the librarian must analyse its value to researchers: Is the information reliable, biased, accurate and concise? This, too, should be done in close cooperation with other staff in the organisation.

In the virtual world, operations are the same. Librarians can compile lists of links to relevant material in electronic format posted on the websites of partner institutions, or to screen websites or electronic repositories of e-documents of institutions with the same or similar mandate. If copyright clearances are obtained, then those documents can be stored in digital collections of the compiler.

Organising Materials

As publications are acquired and assembled in the library, the next important step is for the librarian to plan the orderly arrangement that assures each item can be found with a minimum of effort and time[5]. This means that the librarian should assign a code to every item based on some larger system of classification.

Currently there are many classification systems in use. Most public and scientific libraries use Dewey Decimal Classification (DDC), Universal Decimal Classification (UDC) or the Library of Congress Classification Scheme. But, the human rights field has its own unique requirements. As Ivana Caccia, who created the Classification Scheme for Human Rights Documentation explains:

"These are comprehensive systems of classifying and enumerating the overall body of human knowledge according to scientific disciplines and subdivisions, foreseeing all possible extensions and inclusions. Then there are specific ones, ranking categories and topics in a hierarchical manner based on the relationship existing among them with reference to a single common trait, property or use which, put together, form various components of a specific subject area. Many such specialised classifications are created by librarians and documentalists struggling with their growing collections on subjects which are too specialised or too heterogeneous in scope to the point of defying the breakdown of traditional

[5] Ibidem, p. 18.

classifications by scientific disciplines or categories. For instance DDC [Dewey Decimal System] does not recognize existence of human rights, rather referring to the related term civil rights."[6]

For just these reasons separate systems of classification were created for dealing with materials related to human rights, including:

- Classification Scheme for Human Rights Documentation (http://www.huridocs.org/tools/tools/classeng.doc in English or http://www.huridocs.org/tools/tools/classfra.doc in French);
- Raoul Wallenberg Institute Classification Scheme (http://www.rwi.lu.se);
- and Human Rights Centre Sarajevo Classification Scheme, a modified version of the Raoul Wallenberg Institute Classification (available from the author upon request).
- UDC has been also used in the Council of Europe Human Rights Library (http://info.coe.int).

In case of e-documents, procedures are similar. You can customise your Content Management System and place documents under categories or sections. Human rights education materials can be organised following the structure of events, so one may place documents divided by training session, or by dominating subject of the seminar. It should be kept in mind that any categorisation should be self-explanatory and without any mystical abbreviations.

In case that somebody is for the first time planning a website or a digital repository, he/she has to note that it is expected to follow simple but necessary principles of Information Architecture. More information on IA can be found at the website of the Institute of Information Architects available at http://iainstitute.org.

Especially their library section is valuable (http://iainstitute.org/library/).

Furthermore a book by Jesse James Garret is highly recommendable. It is called: The Elements of User Experience:User-Centered Design for the Web published by New Riders Publishing. Chapter 2: Meet the Elements is available free of charge at http://www.jjg.net/elements/.

---

[6] Ivana Caccia: A System of Subject Classification for Sorting and Storing Human Rights Materials, available at http://www.huridocs.org/.

Disseminating Information

In early days, I tried not to give librarians any trouble, which was where I made my primary mistake. Librarians like to be given trouble; they exist for it, they are geared to it. For the location of a mislaid volume, an uncatalogued item, your good librarian has a ferret's nose. Give her a scent and she jumps the leash, her eye bright with battle.

(Catherine Drinker Bowen. From: Adventures of a Biographer, ch. 9. 1959)

Simply collecting and storing materials is useless. The material needs to be disseminated to people who needs it. Disseminating materials is, in fact, the librarian's foremost responsibility.

They are several ways to disseminate information:

Current Awareness Service: This is the most active way for librarians to be sure information reaches the staff of the organisations who need it and that their colleagues are informed of developments in their fields. The librarian creates a profile for each user that includes the user's information needs and current projects (for example, one activist may be dealing with trafficking of human beings). When new materials (books, articles, pamphlets, even websites) match information in a certain user's profile, the librarian alerts the user immediately. These systems can be automated, sending e-mails automatically when new materials come in, or the librarian can maintain the profiles manually.

Reference Service: Librarians can also answer questions from users as they arise. This service can have a huge impact on an organisation. "*Levels of reference service varies from answering simple request to complete search of the literature available on a subject. Such search might result in the provision of statistic, or of a considerable array of carefully analyzed material – articles, documents, sections of books, memoranda, results of computer database searches, etc. – dealing with the subject of request.*"[7]

In the virtual world the same postulates can be applied using additional features within your Content Management System: e-mail alerts, newsletters that are compiled from recently posted materials (within e.g. the last week or month), or by sending out e-reminders what is stored within the institution's e-documentation. Using those "behind-the-scene" mechanisms might increase the usability of e-resources of an organization dramatically.

---

[7] Ibidem, p. 26.

The First Steps in Creating a Library

The minimum requirements when first creating a library include: the right person (or people), adequate physical space and equipment, a core collection of materials, a website, appropriate software and an internet connection.

Person (or people)

A librarian must be a curious, dynamic, knowledgeable and energetic person, with a strong interest in providing this service to the organisation. Ideally this person should be a professional librarian or archivist, but if that is not possible, there are training courses available (see below). The organisation might hire someone with a human rights education and an interest in information science or a very well organised former human rights activist with experience in the field, or it might assign the task to a current employee.

It has to kept in mind, that best solution is to get a librarian with a degree in library or information science.

Physical Space

Poorly organised space will be a torment to both the librarian and the user. This is why it is highly desirable to have a separate room (not necessarily a big one), properly furnished, although in smaller organisations, shared office space can be enough. The space should be sufficient both to house the necessary material and to allow conversations between the librarian and the other human rights workers. Some quiet space is essential for the librarian to work undisturbed.

The organization's needs may differ, but a one-person library, like those described here, should have enough space for approximately 1400 items (including both books and leaflets). On average, about 50 books will fit into one meter of shelf space. The plans below include three bookcases with room for about 400 books each. But because NGO documentations are often published as reports or leaflets, one can most likely count, that these cases hold about 1400 items total.

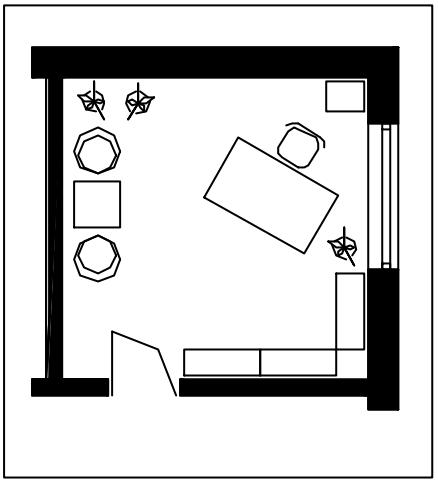
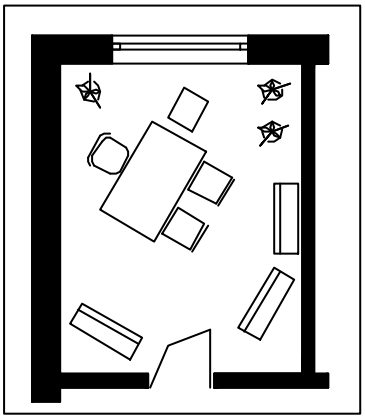


Figure 1[8]

A small, but comfortable and non-claustrophic possible layout is presented here. The room is small (4 x 4 m or 13 x 13 feet) and holds a bare minimum of equipment. The shelves in the lower right-hand corner hold about 1440 books or bound printed materials. There is a filing cabinet behind the librarian's desk that can hold about 200 hanging folders for storing unbounded materials. In the future, material storage can be expanded by eliminating the small table and chairs to make room for an additional 2000 items.



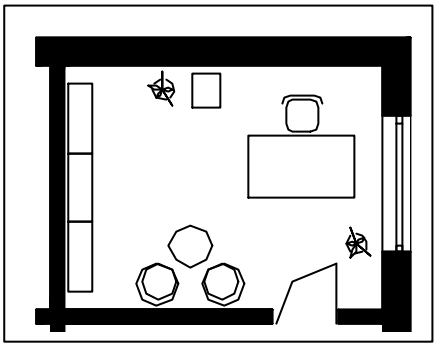


Figure 2 and 3

These rooms are just slightly smaller (3.5 x 4.5 m or 11 x 14 feet), but still not claustrophobia-inducing. The furniture and possibilities for storage are similar to the first layout.

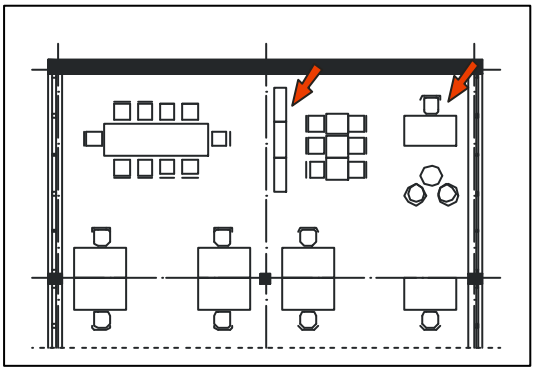


Figure 4

This plan will work if there is no separate room available for the librarian. The librarian's desk is in the upper right corner (right-hand arrow) and three shelves help divide the room (left-hand arrow). The conference table between the desk and shelves may be used by the whole organisation. This layout allows the librarian to share equipment such as a photocopier, fax, etc.

Equipment

[8] These four plans of possible layout of the library are created exclusively for the purpose of this publication by an independent architect Mr. Goran Budimir from Sarajevo, Bosnia and Herzegovina. For any advice he is available at goranbudimir@yahoo.com.

All of the plans above incorporate the bare minimum of equipment: a desk, a chair, computer, phone/fax, file cabinets and shelves. Your computer will need an internet connection, preferably one that does not interfere with the regular telephone usage of the organisation.

Minimum Software

The librarian will need general office software, in addition to more specialised programmes for organising the collection and keeping track of users. The software and packages the librarian chooses should be suitable for cataloguing, classification, indexing and generating bibliographies.

Bibliography, Integrated Library Software & Research Tools

On the market there are hundreds of software packages available[9]. Those recommended here are just a selection of the software used and tested in small libraries. Before purchasing the librarian may wish to consult the local, national or university library.

There are two kinds of software used in libraries: bibliographic software and integrated library software (ILS). Bibliographic software (for example, Refernce Manager) is primarily intended for use by authors creating bibliographies while working on an article or book. Some libraries, however, use it to create bibliographies of special collections (dissertations, press clippings, etc.). But, because there is no limit on the number of records it can hold, it can also be used to catalogue all the materials in a library. Bibliographic software has three basic functions: cataloguing (describing the materials), searching the catalogue and generating bibliographies. Note that, while bibliographic software can be used in small libraries, it is not a completely adequate substitute for ILS, which includes many more features.

In addition to basic cataloguing, ILS also allows for registering users, maintaining an online catalogue, keeping track of inventory, tracking borrowing, generating reports (e.g. usage, shelving plans, various statistics, etc.), and bar code support – in other words it automates every major library process. This is why ILS is more than ten times more expensive than bibliographic software.

[9] Please note that neither the Human Rights Centre at the University of Sarajevo nor the Center for Victims of Torture is connected with any of the companies whose products are mentioned here. The only reason for their inclusion in this text is their usability and easiness of use.

For a longer list of bibliographic management programs see *Overview of Personal Bibliographic Software* by Mike Fraser[10] available at http://info.ox.ac.uk/ctitext/service/workshop/bib-overview.html**.**

For all other library-related software needs, see the Librarian's Yellow Pages (www.librariansyellowpages.com) or the Internet Library for Librarians (http://www.itcompany.com/inforetriever/sys.htm).

Reference Manager

A Reference Manager allows the librarian to catalogue documents and books, and keep a directory of websites. It will also automatically collect and organise references from bibliographic databases, library catalogues, etc; automatically insert and format citations and bibliographies; format references according to a particular bibliographic styles (e.g. Modern Language Association style, Chicago style, etc.); and format data for exporting to other programmes (For a detailed description, see www.refman.com.). [11]

CDS/ISIS (WinISIS) Library Software (Free)

In the beginning the library of the Human Rights Centre at the University of Sarajevo did not have the funds to purchase software. In the author's search for free software he discovered CDS/ISIS (WinISIS), which is completely free of charge and is used for cataloguing books, documents and conference proceedings by a large number of libraries. The Centre contacted UNESCO and got it very quickly. Although the librarian later found the money to purchase an integrated library software it kept CDS/ISIS for research. Full details, including features and user groups, are available at http://www.unesco.org/webworld/isis/isis.htm.

Integrated Library Software

If an organisation's budget is not terribly limited it may want to purchase an integrated library system (see above). Good resources for vendors include:

---

[10] Bibliographic Concepts and Databases Workshop Resources from workshop held at Oxford University 17/11/99.

[11] You can also use ProCite to create dictionaries. See an example posted by the International Federation of Library Associations and Institutions at http://eubd1.ugr.es/tony/risweb.isa/ containing English-Spanish language resources for library and information professionals.

- ACQWEB: Guide to Automated Library Systems, Library Software, Hardware and Consulting Companies (http://acqweb.library.vanderbilt.edu/);
- Library Technology Guides: Key Resources: LTG Library Automation Company Directory (http://staffweb.library.vanderbilt.edu/breeding/librarycompanies.html);
- Library Automation Systems and Vendors (http://libinfo.com/vendors-systems.html).
- See also the Librarian's Yellow Pages and the Internet Library for Librarians, above..

In case that an organisation can not afford commercial ILS, it may find open source applications that can be uesd free of charge. A list of reccomended applications is available at http://www.oss4lib.org (Open Source Systems for Libraries).

Documenting Human Rights Violations

If an organisation formally documents human rights violations it can download a database for free from HURIDOCS (Human Rights Information and Documentation Systems, International) called WinEVSYS. This is available in separate versions compatible with Access 97 (http://www.huridocs.org/ - a zip file, about 1.2 Mb) or Access 2000 (http://www.huridocs.org/ - also a zip file, about 1.1 Mb). A very detailed WinEVSYS Database Manual is available at (http://www.huridocs.org/).

A word of caution: Not all classification systems are applicable in every situation. Patrick Ball and Herbert F Spirer state that *"human rights projects are so different from each other that it is ineffective and inefficient to develop a standard software program that must be customized for each project. In the six projects we personally have worked on in the last eight years, none of them could have shared their database software with the others. This is the case even though they all shared certain design characteristics"*[12]. So, prior to making any decision on software, it is necessary to conduct research. The Human Rights & Science Program at the American Association for the Advancement of Science website for further details at http://shr.aaas.org should be checked. If a librarian is interested in exploring this issue further, he or she can check the electronic edition of the book *Who did What to Whom: Planning and*

[12] Patrick Ball and Herbert F. Spirer: Introduction. In: MAKING THE CASE : Investigating Large Scale Human Rights Violations Using Information Systems and Data Analysis (Patrick Ball et.al., editors), 2000. Available in electronic version at http://shr.aaas.org/mtc/.

Implementing a Larg- Scale Human Rights Data Project by Patrick Ball[13]. Full text access available at http://shr.aaas.org/www/contents.html.

Core Collection of Books

The ideal content of a collection depends on the mission and scale of the organisation. Initially it may not be possible to define exactly the scope of the library's interest, the areas to be covered or the degree of coverage required. Creating a collection development policy can be a long process, but it is essential to building up a healthy and useful library (see possible model for Collection Development Policy at http://www.ifla.org/VII/s14/nd1/gcdp-e.pdf). In general, it might be assumed that an organisation will want to collect the information essential to its present and future programmes[14]. For example if an organisation plans to carry out research on international criminal tribunals, its collection must include books, periodicals and electronic information related to international criminal law, humanitarian law and the history of the countries involved. Additionally, newspapers and other press clippings are essential. Or, if an organisation plans to deal with the trafficking of woman, besides international and regional conventions and declarations related to the issue it may need statistics, previous field research reports, etc. in order to prepare future researches.

Website

A website is an additional service an organisation offer to its employees and to the outside world. It provides current information about the activities and services, offers round-the-clock access, and enables the organisation to communicate with its audience. It could even open up possibilities the institution had not considered – maybe attracting new donors, a partnership, etc. The Internet is a fantastic opportunity for organisations both small and big to let the world know where they are and what they do. Do not forget the Internet is here to stay and growing at an astonishing rate.

On your organisation's web site, the librarian can post links and electronic documents, in addition to other materials such as the library's catalog, the organisation's newsletter,

[13] Patrick Ball, Ph.D., is Deputy Director of the Science and Human Rights Program. Since 1991, he has designed information management systems and conducted quantitative analysis for large-scale human rights data projects for truth commissions, non-governmental organizations, tribunals and United Nations missions in El Salvador, Ethiopia, Guatemala, Haiti, South Africa, and Kosovo. (from: http://shr.aaas.org).

[14] Ibidem, p.13.

newsletters of related organisations, information about fellowships and internships, links to free online books and legal material. The librarian can make the website a learning centre for all the organisation's activists and for the world at large.

The web site of the Human Rights Centre has a Library page (http://www.hrc.unsa.ba/v2/index2.php?opcija=sadrzaj&kat=3&id=16&jezik=e) in addition to pages for programmes, activities, staff, etc. It contains news, information services available, access to the catalogue, electronic resources, government information, cases before domestic human rights institutions, etc, as well as links to international organisations, NGOs and more.

Training for Librarians

The first and the best option for any librarian is a formal education in library/information science. For more information on earning a degree please visit www.becomealibrarian.org or the website of your local university. In the United States one- or two-year masters programmes are offered, while in Europe a four-year undergraduate study is also an option. Distance learning programmes are also available, but they are very expensive. For details on distance learning options see http://www.ala.org/alaorg/oa/disted.html.

A less intensive option would be specialised short courses or summer schools. Asser College Europe offers a training course for legal information specialists (http://www.asser.nl/). The three-week course is intended to improve the skills of librarians in using international legal materials, focusing mainly on European Union documentation and the EU legal framework, but also dealing with the World Trade Organization, the Council of Europe and the United Nations.

HURIDOCS holds training courses and workshops in various parts of the world, in collaboration with local and regional human rights organisations (see http://www.huridocs.org/). These training activities are practical, and are oriented towards the work and needs of documentalists and information workers in human rights organisations. The courses usually last from five to ten working days, and on average include 15 to 20 participants.

The Canada-U.S. Human Rights Information and Documentation Network also organises trainings in various aspects of documentation and information management. Check for availability at http://shr.aaas.org/.

Finally one can ask at your local or national library association about courses.

Get Linked

A librarian should become member of a library association, whether locally, nationally or internationally. He or she will learn a lot from these colleagues, some of whom might even help with the establishment of the library. The Special Libraries Association (www.sla.org) has a division especially for solo librarians. The benefits of joining an association include:

- Making contacts with other colleagues dealing with same issues (for example the Special Libraries Association has chapters for solo librarians, law librarians, etc.);
- Gaining access to new developments in the information world through subscriptions to periodicals published by the association;
- Getting announcements of courses, conferences and events;
- Gaining access to distance-learning programs organized by the association.

Conclusion

Have no fear of perfection -- you'll never reach it.
Salvador Dali

A library is not a luxury but one of the necessities of life.
Henry Ward Beecher

Perfection is not possible, but improving work with the help of a devoted librarian certainly is. Give a dynamic, knowledgeable, energetic and motivated person the chance to make a difference in the organisation as a librarian or information officer and you will see the difference it makes in your own work. Nobody is born with a library science degree, but some people who have not had a formal education in information sciences are still librarians by nature, with the information-gathering instincts of a detective. The author thinks that every member of an organisation will be more relaxed – and more effective – in his or her own work when he or she knows that sitting there, behind a desk crowded with books, is a friendly person who guides him or her through the information jungle – the librarian.