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## Committee on Information

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### Consideration of reports submitted by the Secretary-General

## Activities of the Department of Global Communications: outreach and knowledge services

### Report of the Secretary-General

#### *Summary*

The present report, prepared in accordance with General Assembly resolution [77/128](#) B, provides a summary of the advances made by the Department of Global Communications from 1 July 2022 to 31 January 2023 in promoting the work of the United Nations to global audiences through its outreach and knowledge services.

The outreach and knowledge services subprogramme, one of three subprogrammes of the Department, is implemented by the Outreach Division, which works to enhance the understanding of the principles, activities and concerns of the United Nations and to encourage the exchange of ideas, information and knowledge in support of the goals of the Organization.

The activities of the other subprogrammes of the Department, namely campaigns and country operations services and news services, are described in separate reports of the Secretary-General ([A/AC.198/2023/2](#) and [A/AC.198/2023/3](#), respectively).

\* Reissued for technical reasons on 13 March 2023.

\*\* [A/AC.198/2023/1](#).



## **I. Introduction**

1. In its resolution [77/128 B](#), the General Assembly took note of the reports by the Secretary-General on the activities of the Department of Global Communications submitted for consideration by the Committee on Information at its forty-fourth session ([A/AC.198/2022/2](#), [A/AC.198/2022/3](#) and [A/AC.198/2022/4](#)) and requested the Secretary-General to continue to report to the Committee on the activities of the Department.
2. The Department hereby submits the information requested on its outreach and knowledge services.
3. The present report on the activities of the Outreach Division of the Department from 1 July 2022 to 31 January 2023 provides an overview of the work and direction of the outreach and knowledge services subprogramme and highlights its efforts in building partnerships, engaging the public and sharing knowledge. The report also provides a summary of the activities conducted by the Department through its library services and its support of internal communications.
4. In the present report, the Secretary-General shows the ways in which the Department reached out to numerous constituencies around the world, such as young people, students, teachers, researchers and artists, as well as academic institutions, the entertainment, sports and publishing industries, the private sector and civil society, in order to foster deeper understanding of and support for the activities and concerns of the United Nations through participation in its work. Particular focus was placed on the Sustainable Development Goals, climate change, the coronavirus disease (COVID-19) pandemic, the empowerment of women, peace and human rights.
5. The report also serves to illustrate how, in the face of the continued challenges posed by the pandemic, the Department made use of online tools, including virtual meetings, to amplify its outreach and target new and larger audiences in more languages and in an effective and quantifiable fashion, serving the needs of its many constituencies as well as those of Member States, delegates and United Nations staff.

## **II. Responding to the coronavirus disease pandemic**

6. The Outreach Division of the Department of Global Communications continued to promote the “Verified” campaign in combating misinformation related to the COVID-19 pandemic, in particular by raising awareness about the campaign among partners in academia and civil society, influencers and celebrities, as well as permanent missions of Member and observer States at Headquarters in New York, thus helping to amplify the reach and impact of the campaign around the world.

## **III. Building partnerships**

### **A. Civil society**

7. Through the Civil Society Unit, which includes the United Nations Non-Governmental Liaison Service, the Department of Global Communications continued to engage civil society organizations through virtual and in-person events, advocacy campaigns and social media to raise awareness of the work of the Organization and to advocate for United Nations priorities.
8. The Unit held numerous virtual and in-person briefings, including a briefing in November 2022 on the role of civil society in humanitarian crises. In December, the

Department organized a town hall meeting for civil society organizations with the President of the General Assembly that attracted a hybrid audience of more than 5,000 viewers, including stakeholders from different regions, sectors and age, gender and ability groups. The meeting served to present the vision of the President for his tenure and address questions from civil society. Five keynote statements by civil society representatives concerned issues of sustainability, science, youth, partnerships and solidarity. A briefing in January 2023 on exploring opportunities for civil society engagement with the United Nations was organized jointly with the Global NGO Executive Committee representing civil society organizations associated with the Department.

9. Young people were key partners in promoting issues on the United Nations agenda. The Unit collaborated with the international non-governmental organization AFS Intercultural Programs, which represents more than 50 non-governmental organizations, to host International Youth Day 2022 (12 August). In collaboration with the United Nations Environment Programme, the Unit co-organized two youth-led interactive dialogues in September: one on youth leadership and the other on climate action. It also participated in the sixth International Youth Conference, held from 22 to 25 September in New York and on 30 September and 1 October in Cambridge, Massachusetts (United States of America), joined by more than 9,000 in-person and online participants. The Unit regularly connected with the Civil Society Youth Representatives Steering Committee, composed of young people from 1,600 non-governmental organizations.

10. The Non-Governmental Liaison Service facilitated the applications of more than 2,450 civil society stakeholders to participate in United Nations events, including the Transforming Education Summit, held in New York on 16, 17 and 19 September; the high-level plenary meeting of the General Assembly to commemorate the International Day for the Total Elimination of Nuclear Weapons (26 September); and the preparatory meeting for the United Nations 2023 Water Conference (25 October). The Service also convened a meeting of working-level civil society focal points from across the United Nations system to provide updates on new initiatives and campaigns involving civil society participation, share best practices and discuss the report of the Secretary-General entitled “Our Common Agenda” ([A/75/982](#)) and its connection to civil society engagement.

11. In support of Our Common Agenda, the Unit spearheaded the effort to create a network of 67 senior-level civil society focal points from across the United Nations system and, in collaboration with the Department of Economic and Social Affairs and the United Nations Office for Partnerships, convened the first of a series of meetings on enhancing civil society engagement in United Nations processes.

## **B. United Nations Academic Impact**

12. The United Nations Academic Impact initiative continued to inspire universities and colleges to align themselves with the activities and concerns of the United Nations and promoted in turn the work of those institutions, especially on the Sustainable Development Goals. The initiative published on its multilingual website, which received over 800,000 visitors during the reporting period, 22 news articles on activities at 21 institutions of higher education in Asia-Pacific, Latin America, the Middle East and Western Europe related to teaching, research and community engagement aligned with the Goals, as well as three special series articles on biodiversity, funding for the Goals and gender equality.

13. During the Transforming Education Summit in September, the initiative announced the launch of its Sustainable Development Goals toolkit project compiling

best practices and ideas for implementing the Goals on campus and beyond. As a follow-up to the Summit, the initiative co-organized a hybrid event with New York University on the role of academia in a future-fit education, namely, education with clear sustainable principles and adapted to potential future global needs and challenges.

14. Some 3,200 participants attended five online events (one held in Chinese, one in Spanish and three in English) organized by the initiative. Two of the events were workshops on the Sustainable Development Goals: one, in collaboration with the International Criminal Court, focused on aspects of Goal 16 (access to justice for all and the protection of fundamental freedoms), while the other addressed the work of universities in support of the 2030 Agenda for Sustainable Development.

15. In partnership with Utah Valley University (United States), the initiative hosted the first International Academic Conference on the Sustainable Development Goals from 5 to 7 October, which addressed challenges and opportunities related to achieving the Goals, with over 70 papers presented and more than 1,000 people joining in-person and online. To mark United Nations Day (24 October), the initiative organized at Headquarters in New York an in-person event on higher education and multilateralism. Scholars and students from 10 universities and colleges made presentations before a combined audience of 1,000 people, including those tuning in via United Nations Web TV.

### **C. Office of the Secretary-General's Envoy on Youth**

16. The Office of the Secretary-General's Envoy on Youth continued to lead the coordination and monitoring of the United Nations Youth Strategy, as well as the advocacy of the Organization on youth issues. To mark International Youth Day (12 August) and build on the success of the "Be seen, be heard" multi-year global campaign supporting political participation by young people, the Office launched a series of campaign activations (interactive social media quizzes and youth profiles, as well as Instagram reels and TikTok video challenges) to celebrate youth leadership, amplify young voices in public life and raise awareness of the importance of meaningful youth representation and intergenerational collaboration.

17. In August, the Office launched its monthly "Youth2030 pulse" newsletter, envisioned as a channel for youth-related updates on campaigns, events, opportunities and resources related to United Nations work with and for youth. As of December 2022, more than 40,000 young people were subscribers to the newsletter, which achieved average open rates of nearly 70 per cent and average click-through rates of 15 per cent.

18. The Office supported the coordination of the youth-led process of the Transforming Education Summit in September. The first-of-its-kind Youth Declaration on Transforming Education – the outcome document of a process to address the global education crisis through engaging youth as fully fledged partners in education policy and decision-making and to which over 450,000 young people in 170 countries and territories contributed inputs – was launched at the Summit.

19. On 21 September, the Office announced the latest cohort of Young Leaders for the Sustainable Development Goals, recognizing 17 young change-makers who were leading efforts to combat the world's most pressing issues and whose leadership was catalysing the achievement of the Goals. More than 5,400 applications from 190 countries were received for the 2022 class. Since launching the initiative in 2016, the Office has recognized 68 Young Leaders from 43 countries, who have collectively reached millions of young people around the world through advocacy and activism.

20. As part of the first-ever Children and Youth Pavilion at the twenty-seventh session of the Conference of the Parties to the United Nations Framework Convention on Climate Change, held from 6 to 20 November in Sharm el-Sheikh, Egypt, the Office hosted the “#YouthLead climate takeover”, inviting young climate champions and partners to provide a mix of video and photo content shared across @UNYouthEnvoy channels on Instagram, Facebook and Twitter for the duration of the Conference. In total, the “takeover” featured 38 young climate advocates and supporters across 26 video segments encouraging decision makers to take more ambitious climate action and assume greater accountability. From 6 to 18 November, the “takeover” reached more than 435,000 people across all channels, including more than 123,000 video views, 19,000 engagements and 930 shares of content.

#### **D. Creative community outreach**

21. The creative community outreach by the Department extended beyond artists, celebrities and those in the entertainment industry. Recognizing that sport is a source of unity, social inclusion and empowerment, the Department engaged with professional football, which is one of the largest sport communities, with a massive audience reach. On 6 July, the Department collaborated with the Union of European Football Associations (UEFA) to launch Football for the Goals, a major initiative providing a platform for the global football community to engage with and advocate for the Sustainable Development Goals and to commit to adopting sustainable practices across its businesses and activities. Announced at the opening of the UEFA Women’s Euro 2022 tournament, the launch received media coverage from 142 outlets in 36 countries and in 12 languages. The first five days following the launch saw related articles read online nearly 1.8 million times and some 456,000 social media engagements generated.

22. As at 22 December 2022, the Football for the Goals initiative featured as official members 110 football entities from all regions of the world committed to the principles of sustainability, climate action, human rights and gender equality. Members included confederations, federations (including the Fédération Internationale des Footballleurs Professionnels, the representative organization for professional footballers worldwide), clubs and teams, leagues, civil society organizations, foundations and the private sector. The Department collaborated with one member of the initiative, the Education Above All Foundation, to promote the Sustainable Development Goals in the fan zones at the 2022 World Cup in Qatar, including through localized promotion of ActNow, the United Nations campaign to encourage individual action to combat climate change.

23. To promote ActNow, the Department also worked with the multinational mass media and entertainment studio conglomerate Sony Pictures Entertainment on the production and release of a video public service announcement for the feature film *Lyle, Lyle, Crocodile*. Featuring singer-actor Shawn Mendes, who voiced the role of the main character in the film, the announcement was launched in English and Spanish, as well as Portuguese, in October, generating more than 135,000 social media engagements and helping to contribute to some 290,000 climate actions logged on ActNow.

24. To raise awareness of the work of the United Nations, the Department facilitated the filming at Headquarters in New York by the production company Netflix of a television series entitled *Straight Shooter*, focusing on the Organization as a convening force in addressing threats to global peace. The series is to be launched in 2023 on video-on-demand.

## **E. Celebrity advocacy**

25. The Department continued to call upon the support of Messengers of Peace, Goodwill Ambassadors and other advocates and influencers to amplify messaging from across the United Nations system, especially on initiatives of the Secretary-General and in support of the “Verified” campaign to fight disinformation and misinformation, as well as of the ActNow climate action campaign. Such advocacy helped boost the messaging of the Secretary-General at the United Nations Climate Change Conference in Sharm el-Sheikh. Social media posts by Messengers of Peace, Goodwill Ambassadors and other influencers, including Princess Haya Bint Al Hussein, Paulo Coelho, Michael Douglas, Jane Goodall, Lang Lang, Yo-Yo Ma, Midori and Edward Norton, generated more than 217,000 Conference-related engagements. Messengers of Peace and Goodwill Ambassadors also amplified the messaging of the Secretary-General on the multi-agency climate report *United in Science 2022*, released by the World Meteorological Organization in September.

## **F. Reham Al-Farra Memorial Journalists’ Fellowship Programme**

26. The Reham Al-Farra Memorial Journalists’ Fellowship Programme was conducted virtually from 12 to 30 September. The 22 selected fellows (13 women and 9 men) were nationals of Afghanistan, Algeria, Argentina, Azerbaijan, Belarus, Brazil, Cameroon, Chile, Ecuador, Ghana, India, Jordan, Malawi, Malaysia, Nigeria, Panama, Papua New Guinea, the Republic of Moldova, South Sudan, Sri Lanka, Yemen and Zimbabwe. The fellows had professional backgrounds in multimedia, print, television, radio and podcasts.

27. Participants enjoyed virtual access to the activities of the seventy-seventh session of the General Assembly, along with briefings with senior United Nations representatives. Additional briefings focused on the Sustainable Development Goals, climate change, refugees, gender equality, disinformation, the protection of journalists, human rights, peacekeeping and disarmament. During the Programme, the journalists produced 72 news pieces in Arabic, English, Russian and Spanish, as well as Azerbaijani, Pashto, Portuguese and Romanian. A survey of the fellows at the conclusion of the Programme showed that it had enriched their knowledge of and interest in the Organization and benefited their work and career.

# **IV. Engaging the public**

## **A. Educational outreach**

28. The Department of Global Communications continued to expand its outreach to students, teachers, academics and other members of the public. On 16 September, in anticipation of the International Day of Peace (21 September), the Department held an in-person event in New York for approximately 500 students under the theme “End racism. Build peace”. It also partnered with the United States performance art company Blue Man Group on a multilingual video to promote anti-racist messaging related to the Day that garnered more than 535,000 views across Instagram and Twitter. A post-event survey found that 85 per cent of respondents learned something new about the links between ending racism and building peace, 82 per cent learned more about specific actions that they could take to combat racism and promote peace, 69 per cent would apply what they had learned to their work or studies and 58 per cent would conduct a project in their communities aimed at ending racism and building peace.

29. On 4 October, the Department organized a screening at Headquarters in New York of an episode of the internationally produced television series *Enslaved: The Lost History of the Transatlantic Slave Trade*. Attendees included representatives of several Member States and the Caribbean Community. According to a post-event survey, 87.5 per cent of respondents learned something new about the history and legacies of the transatlantic trade in enslaved Africans, 81 per cent learned something new about issues faced by people of African descent and 72 per cent intended to read more about the transatlantic trade in enslaved Africans.

30. On 17 November, the Department screened clips from the documentary *Who We Are: A Chronicle of Racism in America* at Headquarters in New York. The public event, which was co-sponsored by the Permanent Mission of the United States of America to the United Nations, featured remarks from the Special Representative for Racial Equity and Justice in the United States Department of State and from the writer and central figure of the film. A post-event survey revealed that 92.5 per cent of respondents learned about the links between present-day racism and the transatlantic trade in enslaved Africans, 92.5 per cent gained a better understanding of issues faced by people of African descent and 68 per cent intended to read more about the transatlantic trade in enslaved Africans.

31. The Education Outreach Section contributed to the United Nations Educational, Scientific and Cultural Organization (UNESCO) Global Forum against Racism and Discrimination, held in Mexico City on 28 and 29 November, by facilitating the provision of an exhibit on Dutch colonial slavery that was produced in collaboration with the Rijksmuseum in Amsterdam and by arranging for youth participation in the Forum.

32. The Holocaust and the United Nations Outreach Programme organized eight public events, created a videocast series of Holocaust survivor testimonies, co-published with UNESCO a research report on Holocaust distortion and denial on social media and continued to promote the social media campaign conducted using the hashtag #ProtectTheFacts, which was organized by the Department jointly with UNESCO, the European Commission and the International Holocaust Remembrance Alliance. The Department also provided United Nations information centres with funds to support their outreach work concerning the Holocaust.

33. The Programme also organized two virtual discussions: “Forgotten, ignored, and distorted histories of Romani people: past and present” (29 September), in collaboration with the Center for the Study of the Holocaust, Genocide and Crimes against Humanity of the City University of New York Graduate Center and the Skirball Department of Hebrew and Judaic Studies of New York University; and “‘Race’ and racism: roots of atrocity crimes” (26 October), jointly organized by the outreach programmes on the Holocaust, the transatlantic slave trade and slavery, and the 1994 genocide against the Tutsi in Rwanda. A feedback survey showed that 93 per cent of the respondents strongly agreed that they had learned more about how racism and belief in “race theory” contributed to the committing of atrocity crimes. Some 73 per cent committed to applying what they had learned from the discussion in their work or study.

34. In November, the Programme organized a hybrid in-person and online discussion entitled “Music and the Holocaust: history, memory and justice” to mark the eighty-fourth anniversary of the November 1938 pogrom (Kristallnacht).

35. In observance of the International Day of Commemoration in Memory of the Victims of the Holocaust (27 January), the Programme organized a memorial ceremony in the General Assembly Hall. Speakers included the Secretary-General, the President of the General Assembly, the Permanent Representatives of Israel and of the United States to the United Nations, Holocaust survivor Jacques Grishaver and

historian Debórah Dwork of the United States. The ceremony was live-streamed on United Nations Web TV and the United Nations channel on YouTube.

36. The Department provided support to schools, universities and other institutions that organize their own Model United Nations simulations, including by conveying messages from the Secretary-General to 11 Model United Nations conferences held in China, India, Nigeria and Pakistan; sharing guidance in the six official languages on the Model United Nations website; and arranging a visit to a New York City high school by United Nations staff and diplomats to discuss their work.

## **B. Exhibitions**

37. Thirteen onsite exhibits were presented at Headquarters in New York, covering topics such as children and armed conflict, the International Criminal Court, sexual violence, outer space technology and the Sustainable Development Goals, the COVID-19 pandemic, disability and human rights, inequality and climate change, the Holocaust and conflict mediation. Walk-in visitors were welcomed back in December 2022. During the period from 1 July to 31 December 2022, online exhibitions registered over 145,000 page views, a 45 per cent increase over the first half of the year. All virtual exhibits were made available in English, with a smaller selection available in both English and French or in all six official languages of the United Nations.

38. Exhibitions open to the public showcased important topics on the United Nations agenda through photographic and multimedia displays that illustrated their themes with images, text and data. The Exhibits Unit submits all exhibit proposals for review to the Exhibits Committee, a Secretariat-wide body, to ensure that the content is consistent with the aims, purposes and principles of the United Nations, and that it meets all guidelines for public display.

## **C. Special events**

39. In support of the Sustainable Development Goals Moment at the beginning of the high-level segment of the seventy-seventh session of the General Assembly on 19 September, the Department coordinated arrangements with the United Nations Office for Partnerships and the Executive Office of the Secretary-General for securing the participation of poet and activist Amanda Gorman, who recited an original poem in which she called for action to achieve the Goals. United Nations Children's Fund (UNICEF) Goodwill Ambassador Priyanka Chopra Jonas served as master of ceremonies. On the same day, the Department facilitated the participation of United Nations Messenger of Peace Malala Yousafzai in a panel discussion at the Transforming Education Summit, as well as that of UNICEF Goodwill Ambassador Angélique Kidjo in a musical performance at the Summit.

40. Social media posts on the participation of those four personalities generated close to 11 million engagements. The recitation by Ms. Gorman received widespread global media coverage by major media outlets, while her social media posts generated more than 2.4 million engagements alone, including close to 2 million views of videos of her recitation. Posts by Ms. Yousafzai on her own social media account and that of her foundation generated more than 1.5 million engagements, while posts by Ms. Chopra Jonas resulted in 1.2 million engagements.



## V. Sharing knowledge

### A. Visitors' Services

41. Visitors' Services continued to offer onsite tours in Geneva, New York and Vienna, and reopened public tours in Nairobi.

42. Guided tours in New York welcomed an average of 12,085 visitors monthly, of which around 40 per cent were students and children. During the reporting period, over 84,000 walk-in visitors and some 600 online visitors took a tour in one of the 13 languages offered, including the six official languages. The operation resumed its garden tour and children's tour and launched a new in-person arts and architecture tour. Other special tours focusing on women, peace and security and another in American Sign Language were conducted on an ad hoc basis. A tour route exhibit was revamped to reflect all current peacekeeping and political missions, and the "UN Kids" corridor, a child-friendly space located on the third floor of the General Assembly building with tours for 5- to 10-year-olds, reopened in October. On the occasion of the seventieth anniversary of the guided tours in November, an exhibit on the evolution of the service over the past seven decades was displayed in the Visitors' Lobby and online.

43. The United Nations Speakers Bureau in New York offered in-person briefings and continued to arrange for online briefings. The Bureau organized a total of 92 briefings, primarily for groups of undergraduate and graduate students, as well as high school students and others, including non-governmental organizations and business and government representatives. Of those briefings, 57 were in-person and 11 online, along with 24 outside speaking engagements. They reached a total of 2,803 participants: 1,241 in person, 377 online and 1,185 off-site. While briefing topics principally covered human rights, peace and security, and development, the Sustainable Development Goals constituted by far the most popular topic. Most briefings were conducted in English, with some in Japanese offered upon request.

44. Between July 2022 and January 2023, the Visitors' Service of the United Nations Office at Geneva welcomed 14,145 visitors. While still operating in the context of the strategic heritage plan building works, due to which over 50 per cent of the buildings of the Palais des Nations were not accessible, increasing numbers of visitors were recorded. As climate change was of particular interest, a special area was created in the visitors' welcome hall featuring a large Sustainable Development Goals cube into which visitors could walk and where they could discover targeted information about the Goals.

45. The Visitors' Service of the United Nations Office at Vienna registered an increase in numbers from 60 per cent of pre-pandemic levels to 100 per cent. Some 17,000 visitors were welcomed between July 2022 and January 2023. Approximately 99 per cent of the tours took place in-person, with online virtual tours remaining an option. An estimated 75 per cent of visitors were students. In July and August, the Service conducted its annual "Ferienspiel" holiday games for children aged 6 to 10 years on how to help protect the oceans and combat climate change.

46. The Visitors' Service of the United Nations Office at Nairobi reopened to the public in October 2022; by mid-November, 1,301 people had joined in-person tours, of whom some 70 per cent were students. In the first half of that month, visitor numbers reached about 70 per cent of pre-pandemic levels, with the majority coming from Kenya. A new tour route coincided with the refurbishment of the compound and the implementation of a new online booking and management tool. An additional 136 people joined virtual tours, while 14 special briefings were conducted virtually. New

thematic and specialized virtual tours were offered on forest ecosystems and humanitarian affairs.

## **B. *UN Chronicle***

47. The *UN Chronicle* online magazine continued to support the United Nations global communications strategy by publishing original articles on the priorities of the Organization. The *UN Chronicle* published three articles on climate change and the United Nations Climate Change Conference in Sharm el-Sheikh, one article addressing the state of global mental health in the wake of the COVID-19 pandemic and one article on United Nations efforts to assist the child victims of the armed conflict in Ukraine. Distinguished authors from around the world provided factual information and analysis and offered solutions for achieving the Sustainable Development Goals in the post-pandemic period. Forty-six per cent of the articles published were contributed by female authors.

48. The *UN Chronicle* completed the translation of its 2021 and 2022 articles, posting more than 120 articles in official languages of the United Nations other than English on the magazine website between July 2022 and January 2023.

49. In addition to maintaining its focus on sustainable development, the *UN Chronicle* published several articles supporting United Nations observances, including articles by the Executive Secretary of the Comprehensive Nuclear-Test-Ban Treaty Organization for the International Day against Nuclear Tests (29 August); the Rapporteur of the Committee on Enforced Disappearances for the International Day of the Victims of Enforced Disappearances (30 August); and the Executive Director of the Joint United Nations Programme on HIV/AIDS marking World AIDS Day (1 December).

50. The *UN Chronicle* website recorded over 3 million page views during the reporting period.

## **C. *Yearbook of the United Nations***

51. In September and October 2022, the Yearbook Unit conducted its annual training sessions for delegates and United Nations staff, as well as participants in the Reham Al-Farra Memorial Journalists' Fellowship Programme, with a focus on using the *Yearbook of the United Nations*. In October, the Department published online the sixty-ninth and final volume of the *Yearbook*, covering the activities and concerns of the United Nations in 2015. In December, the Department published on the *Yearbook* website the Chinese translation, prepared in collaboration with Soochow University (China), of *Achieving our Common Humanity: Celebrating Global Cooperation Through the United Nations*, the commemorative volume issued for the seventy-fifth anniversary of the founding of the Organization, and, in January, that of *Building the Future: Stepping Stones in United Nations History*, a digital timeline showcasing significant moments in United Nations history.

## **D. Library services**

52. The Dag Hammarskjöld Library continued strengthening its existing operations and diversifying its array of services to its client base, introducing modern digital information and knowledge products as it reached an audience of over 10 million people.

53. The United Nations Digital Library, which since 2018 has made a myriad of United Nations documents accessible to online audiences, was enhanced for increased disaster recovery and compliance with United Nations cybersecurity standards. During the reporting period, the Digital Library recorded 14.7 million downloads from 30,186 cities worldwide. At the same time, a full digital workflow system and process was introduced that improved business continuity and included adjustments for hybrid working conditions. As a result, the Dag Hammarskjöld Library retired a decades-old system and related paper-based workflow in favour of an application programming interface-based workflow interconnected with similar systems in the Department for General Assembly and Conference Management and the Office of Information and Communications Technology.

### **Library, research and knowledge services**

54. The Dag Hammarskjöld Library analysed and made available online 6,936 United Nations parliamentary documents and publications. New analytical records for 332 voting sheets and 8,298 speeches were created and made accessible. Retrospective indexing of the statements delivered before the Economic and Social Council concluded after thorough research and analysis of 37,000 interventions made between 1946 and 1982. As at 10 October 2022, the entire collection of Economic and Social Council statements was retrievable from the United Nations Digital Library by name, country or agenda item. The online linked data service platform hosting the United Nations Bibliographic Information System thesaurus and the Sustainable Development Goals taxonomy ([metadata.un.org](https://metadata.un.org)), developed under the leadership of the Statistics Division of the Department of Economic and Social Affairs, recorded over 5 million views during the reporting period.

### **Digitization and preservation services**

55. The digitization and preservation of approximately 20 million historic United Nations parliamentary documents and publications continued, with 45 peacekeeping maps and 19,200 United Nations parliamentary documents (representing 201,500 pages) digitized in the six official languages. Of the 3 million parliamentary documents and publications that had been identified as “important”, there remained 1 million in dire condition that could not be addressed by the in-house digitization programme.

56. In response to General Assembly resolutions [52/214](#), [71/262](#), [72/19](#), [73/270](#) and [74/252](#), as well as to paragraphs 390, 398 and 405 of the financial report and audited financial statements for the year ended 31 December 2018 and report of the Board of Auditors ([A/74/5 \(Vol. I\)](#)) and paragraphs 118, 122 and 124 of the report of the Secretary-General on the implementation of the recommendations of the Board of Auditors contained in its report for the year ended 31 December 2018 on the United Nations ([A/74/323](#)), the Department prepared a proposal for mass digitization. As part of the proposal, a five-year project is envisioned to achieve the full preservation of the “important” 1 million documents in dire condition before the knowledge and deliberations of Member States that they represent are lost to history. The Department is seeking voluntary contributions for the proposed digitization of the documents, including metadata creation, the introduction of a digital preservation system and the development of the current digital repository into a robust second-generation system offering diversified electronic services such as repository metrics and analytics. Department representatives have raised awareness about the proposal among permanent missions to the United Nations and charitable foundations active in the areas of mass digitization, digital preservation and permanent open access to intergovernmental information.

**Digital curation services**

57. The website archiving function of the Dag Hammarskjöld Library and the grey literature – which is information produced outside of the official publishing programme of the United Nations and can include reports, policy literature, working papers, documents of intergovernmental organizations, speeches, policy papers, white papers and others – went live in January 2023. This enabled the Library to capture orphaned content from retired Secretariat websites, as well as the websites themselves, along with tweets of selected high-level United Nations officials for preservation purposes. The grey literature harvesting project has added valuable content to the United Nations Digital Library and preserved such content for future access.

**Outreach and community engagement**

58. The Dag Hammarskjöld Library engaged with the scholarly communications community by organizing two events. The first, entitled “Informed societies and integrity in public information”, held on 11 July in collaboration with the International Federation of Library Associations and Institutions, explored trends that were affecting the creation, sharing and application of information by librarians around the world and evaluated their implications for achieving the Sustainable Development Goals and the objectives of the report of the Secretary-General entitled “Our Common Agenda”. The second, a webinar entitled “Open access for climate justice”, was organized on 30 November and attracted over 400 participants.

59. Some 4,242 information and research support interactions took place through the virtual research desk during the period under review. The 121 library research guides available in the six official languages received 1.5 million page views, while “Ask DAG”, the knowledge base of 794 frequently asked questions available in Chinese, English, French and Spanish, received 682,385 page views, an average of 97,483 per month. The online database “United Nations Member States on the Record” registered 110,683 page views. The Dag Hammarskjöld Library organized 25 training and customized briefing sessions for 396 participants and 7 one-on-one training sessions on United Nations documentation in English, French and Spanish. It also created 23 training videos that were accessed more than 4,000 times.

**United Nations central repository and information system services**

60. During the reporting period, some 2,700 users accessed over 100 online resources covering news sources, political and security information and academic resources. A co-financing partnership introduced in January 2020 that secured the provision of over 100 databases to field staff was extended to reach 17 partners, including field offices, United Nations peacekeeping and special political missions and resident coordinator offices. More than 800 United Nations field staff from 134 countries connected to the online resources.

**VI. Other services****A. Sales and marketing**

61. As at October 2022, the Sustainable Development Goals Publishers Compact had garnered over 260 signatories. That same month, the Sales and Marketing Section took part in the annual Frankfurt Book Fair with other United Nations system entities. The Department managed a United Nations system stand that featured Secretariat publications, as well as those of agencies, funds and programmes.

62. The Sustainable Development Goals Book Club, which provides an opportunity for children between 6 and 12 years of age to discover age-appropriate books on relevant topics in the six official languages of the United Nations, completed its 17 Sustainable Development Goals reading lists. The Book Club also welcomed a new German-language chapter.

63. The United Nations iLibrary grew to contain more than 10,400 titles, including flagship and recurrent publications, journals and eight databases, as well as working and discussion papers and policy briefs aggregated from within the Secretariat and the broader United Nations system. Approximately 28 per cent of the publications on the platform were multilingual.

64. The accessible e-book programme for persons with barriers to reading such as blindness, low vision, dyslexia or other physical disabilities continued to expand. Notable new additions included the colour version of the *2022 Report of the Secretary-General on the Work of the Organization* in the six official languages and *The International Court of Justice: 75 Years in the Service of Peace and Justice* in both English and French.

65. In collaboration with Sanrio Company Ltd, the Japanese company that designs, licenses and produces the cartoon character Hello Kitty, the Department co-created a Hello Kitty merchandise series promoting the Sustainable Development Goals.

66. United Nations Development Business continued to facilitate private sector engagement in development projects by aggregating contracting opportunities from international financial institutions and publishing them on its subscription-based online platform, which contributed to increased efficiency and transparency in public procurement processes. United Nations Development Business upgraded its systems technology and published over 54,000 procurement notices and contract awards.

## **B. Internal communications, knowledge solutions and design**

67. The United Nations intranet (iSeek) published approximately 600 stories in English with French translations. Its dedicated COVID-19 resource page registered thousands of page views. The Delegate portal (The United Nations Intranet-iSeek for Member States) served to share events, reports and information on training opportunities, as well as selected iSeek stories, with Member State delegations in English and French, and had an average of 21,000 page views per month during the reporting period.

68. The Graphic Design Unit provided visual communications and graphic design solutions such as social media and web graphics, brand identities, animations, special emblems, posters, signage and promotional items for a wide range of campaigns, conferences, events and publications, at the request of departments and offices across the Secretariat. For example, the Unit, which created material in the six official languages, as well as in Hindi, Kiswahili and Portuguese, completed design products for the seventy-seventh session of the General Assembly and the report of the Secretary-General entitled “Our Common Agenda”.

69. In response to the COVID-19 pandemic, the Unit designed multilingual social media graphics, reports and policy briefs. It also developed a page on iSeek which contained regularly updated brand guidelines for the United Nations, along with related templates and visual communications material.

## VII. Conclusion

70. The Department of Global Communications reached out to the global community to build support for the United Nations in a variety of ways: building partnerships, engaging the public and sharing knowledge through direct engagement with civil society and the private sector, as well as through specialized websites, virtual public events and commemorations, social media, and print and electronic publications. The wealth of activities and events and the array of publications issued for its diverse audiences show that the Department successfully adapted to the constantly evolving pandemic situation in order to promote United Nations priorities such as the Sustainable Development Goals, climate action, peace and security, human rights, gender equality and the empowerment of young people. Supported by its outreach and knowledge services, the Department will continue to pursue its mission of enriching and stimulating public debate around the vital challenges of our time while garnering all necessary support to help meet them.

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