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**EUROPEAN UNION INFORMATION  
IN PUBLIC LIBRARIES IN THE UNITED KINGDOM**

**Rita Marcella, Graeme Baxter and Susan Parker**

**British Library Research and Innovation Centre  
1996**

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**Abstract.-** This report describes a British Library funded research project which investigated the provision of European information in public libraries in the United Kingdom, and in particular the implementation of the Public Information Relay - a European Commission initiative designed to bring EU information closer to the British public through the existing public library network. The key elements of the project included: a questionnaire-based survey of all public library authorities participating in the PIR (response rate: 117 out of 154, i.e. 76%), which examined past and present levels of European information provision, the manner in which the PIR service was being implemented, and any potential problems and solutions; a series of 8 case study visits to a representative sample of PIR members; and a survey of the European information needs of over 370 users in Aberdeen City, Glasgow City and Moray District Libraries. In addition, the project team organised a seminar, which was held at the Representation of the European Commission in London on 25th June 1996, and was attended by some 47 delegates from UK public library authorities and other interested parties, including the Society of Chief Librarians in England and Wales, the Scottish Library and Information Council, and the Library and Information Commission. The purpose of this event was to allow feedback and qualitative response from practitioners on the results of the project to date.

The report discusses the background to the PIR and the literature to date, as well as the project's methodology and major findings. The project found that libraries were making very positive efforts to develop their European information services, but that there were concerns about the future development and resourcing of membership of the Relay. While the support of the European Commission was seen as valuable by respondents, the majority of libraries served a wider community of need than was envisaged by the remit of the PIR, in particular being heavily used for educational and business related purposes.

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Last, but by no means least, the authors wish to thank the Scottish Public Information Relay Users Group for extending a standing invitation to attend their meetings.

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## **SECTION 1: INTRODUCTION, LITERATURE REVIEW AND METHODOLOGY**

### **A: Introduction**

#### **Development of the Public Information Relay**

In the early 1990s, during the lengthy and often heated debate over the ratification of the Maastricht Treaty (particularly in Denmark, France and the United Kingdom) the European Commission became increasingly aware of a communication gap between itself and the European public. To address this issue, the EC set up a working group, chaired by Willy De Clercq, to examine how it could make the public better informed about the activities of the Commission, and thereby improve its public relations. The group's final report, published in March 1993, acknowledged the conclusions of the earlier Sutherland Report (1992), which found that the major obstacle to achieving consensus between Brussels and the European public lay less in the lack of information than in the lack of transparency with which existing information was disseminated to the individual. With this in mind, the De Clercq Report recommended that intermediaries and information networks be set up to ensure that every European citizen could have direct access to information on European Union legislation, policies and programmes.

The appearance of the De Clercq report coincided with two significant events in the United Kingdom. The first of these was a National Consultative Conference, organised by the EC's London Office and held at Stoke Rochford Hall, Lincolnshire in January 1993. This conference, entitled *Britain in Europe - filling the information gap together*, assembled a wide variety of information providers who recognised that if the communication gap between the EC and the British public was to be bridged, then a more decentralised approach to EU information provision was necessary. In fact, these feelings concurred with current EC aims (adopted in 1989) to transform the traditional press and information role of its Offices in the Member States to one of supporting and enabling the devolved dissemination of EU information through relay networks.

The second event was the publication, also in January 1993, of a report on the effectiveness of the EC's UK Regional Information Campaign, which had taken place between 1988 and 1992. This campaign had consisted of a nationwide programme of talks and seminars, together with a Mobile Information Unit which had toured the UK in an effort to generate interest in Europe among the British public. The report - *Communicating Europe 1988-1992: a five year programme of local initiatives* - concluded that the campaign, which had often involved public libraries, had been very successful, with around 47,000 people visiting the Mobile Unit over the five years.

Later that year, the EC's London Office commissioned a Gallup poll which examined the European information needs of the British public. It revealed that 72% of those questioned felt that they would like to be better informed about the impact of European Union policies in their region; and that 70% believed that their local library should be making more effort to inform the general public about European matters. (Similar results were obtained from subsequent polls carried out in 1994 and 1995).

Prompted by these developments, the Local Government International Bureau (LGIB), who recognised the significance of public libraries in any national information network, brought together the library advisers to the UK local authority associations and the London Office of the EC at a meeting in October 1993. Consequently, the Federation of Local Authority Chief Librarians (FOLACL), which then represented the principal library officers in local

authorities in England and Wales, convened a seminar, in December 1993, for almost 30 of the key library authorities in the UK. At this seminar it became clear that there was considerable support for the principle of improved public access to European information. Indeed, many felt that this was an important part of the statutory responsibility of every library authority.

As a result of this positive response, the London Office of the EC, together with FOLACL, arranged a major conference in Manchester, in May 1994. At this conference - *Communicating Europe through Public Libraries* - representatives of 44 library authorities met to discuss the proposed creation of a coordinated relay which would bring European Union information closer to the man and woman in the street. Delegates acknowledged that public libraries were particularly well placed to provide such a service. As Peter Beauchamp<sup>i</sup>, the Chief Library Adviser of the Department of National Heritage, pointed out:

*"There is no-one better placed than the public library network to take on the role of disseminating information about the EU and its activities. This is the role that public libraries must take up as part of their comprehensive and efficient provision. Let us not forget, however, that we are not talking about something terribly different. Public libraries have always been in the role of providing information. We are facing here a sensible extension to that role and the possibility of another productive partnership."*

Again, the public library community reacted enthusiastically, and by the end of May 1994, 39 authorities had agreed in principle to join what was to become known as the Public Information Relay.

### **Membership of the Public Information Relay**

Since then, the membership of the Public Information Relay has grown dramatically. Indeed, at the outset of this Project, in July 1995, 154 of the then 167 UK library authorities had joined. Participating public libraries are entitled to receive:

- free copies of basic texts on the European Union, including the Treaties, annual reports, basic statistics, the Directory of Legislation in Force, and titles published in the Europe on the Move and the European Documentation series. Members can also receive free material published by the EC's London Office.
- a 50% discount on items produced by the Office for Official Publications of the European Communities (EUR-OP), such as the Official Journal and COM documents.
- a 50% discount on access to certain EU databases
- a stock of hand-out material produced by the EC
- a list of suggested basic publications
- training in the use and maintenance of a European collection

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<sup>i</sup> Peter Beauchamp, quoted by Giancarlo Pau at the Public Libraries Conference, York, 28 September 1994.



In return, Relay members are required to accept certain obligations:

- to continue to bear the costs of staff, overheads and the necessary discounted publications
- to make official documents and publications of the European Union available to the general public
- to establish links and cooperate with local members of other sectorally established relays (i.e. European Documentation Centres, European Information Centres, Carrefours etc.)
- to report back on activities and feedback from information users on an annual basis
- to publicise the existence of the Relay by using a designated logo adopted by FOLACL, and through various local events.

In order to provide the EC with specialist advice on the practical aspects of implementing the PIR, FOLACL (and its successor, the Society of Chief Librarians in England and Wales) has, from an early stage in the proceedings, had an Expert Group comprising a number of public library representatives together with Mike Hopkins of the University of Wales Aberystwyth. It has also established a Sub-Group on Training with the principal aim of assisting in the design, organisation and delivery of the Relay training programme.

In Scotland, the lack of a FOLACL presence has led the Scottish public library community to form its own PIR User Group to monitor progress and provide feedback to the EC on the effectiveness of the Relay, and to offer recommendations for future change and development. This User Group consists of representatives of public library authorities, the Scottish Library and Information Council (SLIC) and the EC Representation in Scotland.

In Northern Ireland, meanwhile, Relay matters are dealt with within existing structures, generally at the regular meetings of the Chief Librarians and at the Northern Ireland Reference Forum. It is felt by the public library community that informal contacts within the Province are perhaps much closer than those found elsewhere in the UK, so there is unlikely to be a requirement for a separate grouping to deal specifically with European information issues.

Further support for PIR members is provided by the EC-sponsored National Coordinating Committee (NCC) of the UK Network of European Relays. Officially launched at the First Annual Conference of the UK Network of European Relays in Birmingham in January 1995, the NCC includes representatives from each of the existing relays - the PIR, European Documentation Centres (EDCs), European Information Centres (EICs), the LGIB, the European Information Association (EIA), the CBI, the TUC, and the Law Society - as well as representatives from the education sector, the EC and the UK Government. The NCC is to organise training for all members of the relay network and will stimulate and coordinate cross-relay contacts, at a national, regional and local level. It also aims to ensure that the needs and interests of the various sectors of European information users are taken into consideration in future decisions.

## **The Research Project**

This Project, funded by the British Library Research and Innovation Centre, and carried out by the School of Information and Media at the Robert Gordon University in Aberdeen, investigates the provision of European Union information by public libraries throughout the UK, and in particular the implementation of the Public Information Relay. It has, of course, taken place at a relatively early stage in the PIR's development. This, it is believed, will prove advantageous, because too often in research such projects lag so far behind the initiation of a new type or level of service that much of the early enthusiasm and interest is dissipated. It is felt that feedback and critical comment received from practitioners at this point will be more valuable and will have a positive influence on the future development of the Relay.

The main aims and objectives of the Project are as follows:

### *Aims*

- to investigate the present provision of European Union information in public libraries in the UK
- to identify the most effective method of supplying European Union information in public libraries
- to investigate levels of user need for European Union information

### *Objectives*

- to provide a review of the types of European information services in public libraries
- to identify the extent of actual and potential need for European information amongst users
- to identify best practice for the provision of European information in public libraries
- to develop a method of investigating users' perceptions of and response to European information

## **B: Literature review**

This Project contains the first major survey of European information provision in UK public libraries since that carried out by Dr Mike Hopkins on behalf of the Library Association National Forum on European Communities Information in 1986. The 1986 survey found an overall low level of provision to satisfy what was a low, and in some cases non-existent, demand for EU information. It concluded that the public library community and the UK offices of the European Commission and the European Parliament could be doing more to provide access to EU publications and to stimulate interest and demand in them.

Over the next 7 or so years, though, relatively little was written on the potential role of public libraries in providing European information. Tanya Wood (1991) believed that there was

considerable scope for European Information Centres and public libraries (particularly their business information departments) to work together to enhance each others' services and increase each others' credibility with the local business community. And Trudy Hunt (1992) reported a growing demand for EU information in public libraries, particularly from younger users and from the business community, and discussed how this demand might be best met. While Trudy Hunt's article described the experiences of the Dublin public library system, its contents were equally relevant to UK libraries.

Meanwhile, two articles by Alec Gallimore and Dorothy Connor (both 1994) pointed out that while the European Information Centre network had been established to meet the needs of business people, and the academic community was served by European Documentation Centres, the general public had been overlooked in the process of providing information on and from Europe. With this in mind, they offered Manchester Central Library's European Information Unit (the first unit of its kind in a UK public library financed entirely by the library service) as an example of how a European information service can be provided to the general public.

More recently, however, and particularly since the establishment of the Public Information Relay, the provision of EU information in public libraries has begun to receive more attention in the professional literature. An article by Judith Barton (1994) and two by Michael Dolan (both 1994) described the origins and early development of the Relay. Alan Boughy (1995), meanwhile, gave a practitioner's perspective of the Relay initiative so far - he felt that while the project had its limitations, it had certainly been beneficial to the information provision in his library, at least in terms of providing stimulus and support, and he recommended membership to other libraries.

The proceedings of a seminar specifically on the subject of the PIR, organised by Capital Planning Information and held at Stamford, Lincolnshire in May 1995, not surprisingly contained a number of relevant and interesting papers. Michael Messenger emphasised the key role that librarians have in providing accurate and impartial European information; Michael Dolan discussed the main achievements and concerns arising during the first year of the PIR, and reflected on why membership of the Relay might not reach 100%; while Giancarlo Pau described the enabling role of the European Commission Representation in London. The seminar also included two case studies: Alec Gallimore gave a more detailed account of the origins and activities of Manchester's European Information Unit; and Nick Fox discussed the service model being adopted in Hampshire, with a central Relay resource acting as a feeder for a network of contact points and local stations.

A study of the early stages of the PIR initiative was carried out by Aoife Kelly (1996), who identified a number of key issues and concerns, including the complex nature of EU information, the extent to which students use public libraries to obtain European information, and the need for public libraries to interact with other relays. Peter Brophy (1996) also examined the PIR as part of an *Opportunities for Libraries in Europe* (OPLES) report, and offered it as an excellent example of two publicly funded bodies (i.e. the European Commission and public libraries) coming together in a mutually beneficial partnership. He did point out, however, that while there was no evidence to the contrary, it was really too early to tell if the initiative was offering value for money to all relevant parties, and most importantly the general public.

The Robert Gordon University Project Team has also contributed to the literature on the subject. As part of a study of the agencies providing European information in Scotland, Rita Marcella and Susan Parker (1995) examined the provision of European information, prior to the PIR, in the public libraries in Aberdeen, Dundee, Edinburgh and Glasgow; Marcella,

Parker and Graeme Baxter (1996, forthcoming) examined electronic sources of European information, with particular attention being paid to their use in UK public libraries; Marcella (1995) discussed some of the key issues (e.g. staffing, accommodation, promotion) that PIR members need to address; while Marcella and Baxter (1996) described the development of the PIR and outlined the aims and objectives of this British Library Project.

## **C: Methodology**

### **C (i): Postal survey by questionnaire**

#### **PIR survey methodology**

The first stage of the project comprised a questionnaire-based survey of all public library authorities in the UK participating in the PIR. The main aim of this survey was to elicit information on the levels of European information provision (both prior to and since joining the Relay), the manner in which the PIR service was being implemented, and any potential problems and solutions. With this in mind, a questionnaire was designed which, it was believed, covered all of the salient points in a clear and logical manner and which provided a healthy balance of closed and open questions.

In order to obtain some objective opinions on the structure and the content of the questionnaire, it was decided to test it on five professionals who, while not working in public libraries, have a keen interest in European information provision. The five were: the Manager of the EDC at the University of Wales, Cardiff (who is also the Chairperson of the European Information Association), the Manager of the European Information Association, the Assistant Director of the Scottish Library and Information Council, the Coordinator of the Library and Information Plan for Leicestershire County Council, and the EDC Librarian at the University of Aberdeen.

As the questionnaire was 14 pages long, it was unsurprising that most of the comments received during this pilot stage related to its length. It was felt that the sheer extent of the survey form might act as a complete disincentive to potential respondents, or at least might limit the degree to which they would provide additional comments. It was also suggested that the time needed to accurately complete some of the longer multiple-choice questions might lead some respondents to be less than thorough when answering them. Despite these comments, however, it should be pointed out that the questions themselves were all deemed wholly pertinent, and therefore no suggestions on how the length of the questionnaire might be reduced were received.

Two of the respondents during the pilot stage also felt that one question (on the possibility that Relay members could be seen as EU marketing tools) might be regarded by some libraries as too sensitive to answer. One respondent also emphasised that it should be borne in mind that, in a number of library authorities, the responses to some questions (particularly those concerning the level of stock added and money spent since joining the PIR) would be heavily influenced by local government reorganisation.

The comments received during the pilot stage, particularly those relating to the length of the survey form, were, of course, carefully considered. However, while one or two minor amendments were made, the questionnaire remained virtually unchanged. A copy of the final version can be seen at Appendix I.

The questionnaires were distributed to all 154 PIR members on 27<sup>th</sup> November 1995. For those library authorities in England, Wales and Northern Ireland, the questionnaires were sent

to contact names provided by Relay Europe. For those in Scotland, meanwhile, distribution was based upon a more up-to-date list of contacts compiled by the Scottish Library and Information Council. On 9<sup>th</sup> January 1996 a reminder was sent to those authorities who had not yet returned a completed questionnaire, and by the final cut-off date of 7<sup>th</sup> February 1996, an excellent response rate of 76% (i.e. 117 out of 154) had been obtained.

The high level of response does, of course, suggest that initial fears over the length of the questionnaire were largely unfounded, and that the UK public library community was eager to voice its opinions and concerns regarding the PIR. Indeed, only a very small minority of respondents failed to make additional comments of any kind. However, as will be seen during the analysis of the survey results in Section 2, not all libraries answered all of the questions. While on some occasions, the reasons for this non-response were explained by the individual authorities concerned, it is believed that the other cases must be put down to a lack of the appropriate knowledge and/or simple human error.

### **Non-PIR members survey**

The project team also designed a separate questionnaire aimed at those 13 UK library authorities who had not so far joined the Relay.

While the structure of this questionnaire was similar to the one discussed above, questions about the implementation of the PIR were obviously not required, therefore it was considerably shorter. The survey focused on current levels of European information provision, and contained a brief section which questioned the likelihood of each authority eventually joining the Relay. A copy can be found at Appendix II.

A copy of this questionnaire was sent to the Chief Librarian in each authority on 27<sup>th</sup> November 1995, and on 10<sup>th</sup> January 1996 a reminder was sent to those who had not yet replied. By the cut-off date of 7<sup>th</sup> February 1996, 7 of the 13 authorities had responded.

### **C (ii): Case study interviews and observation**

In the second stage of the project, further information was drawn from a series of case study visits to PIR members. In all, eight visits were made - five to English library authorities and three to Scottish authorities. It was initially hoped that a Welsh library service might also be included, but a report in the professional literature of somewhat chaotic local government reorganisation<sup>i</sup> led the project team to contact the Relay coordinator in one particular Welsh library service, who felt that it would be an inopportune time to make a visit, certainly to his authority, and probably to other authorities as well. Bearing this in mind, it was decided not to visit Wales.

The eight authorities visited are, it is believed, a representative sample of Relay members. There is a reasonable geographical spread - as well as the three Scottish authorities, the North West, the North East, the East Midlands and the Eastern Regions of England are represented, as is Greater London. There is also a mixture of large and small authorities, and of metropolitan and rural areas.

The visits themselves took place between 2nd April and 15th May 1996. Each visit lasted a full day and consisted of three basic elements:-

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<sup>i</sup> Confusion in Wales. *Library Association Record*, 97(12), December 1995, p.637.

Firstly, two interviews took place which elaborated and expanded on the responses provided in the survey (both by the individual library authority and by the UK public library community as a whole) and which also included some additional questions, generally on the subjects of policy and finance. One of these interviews was with the person responsible for the day to day operation of the Relay service and focused on the practical aspects of providing European information; the other interview was with a member of senior management responsible for decisions on policy and finance. All interviews were recorded on audio tape.

Secondly, in order to gauge the extent and quality of each authority's European collection, it was compared with a bibliographic 'checklist' compiled from the list of titles suggested in the FOLACL Expert Group's Public Information Relay Profile, and from the lists of additional useful sources distributed to members during the training Modules 2 and 3. A copy of the checklist can be seen at Appendix III. Due consideration was given to the fact that, at the time of the case study visits, not all English authorities had attended a Module 3 session; and also to the fact that Scottish libraries, having their own training programme, had only received the PIR Profile list of sources. In the event, most of the authorities held sources appearing on FOLACL lists that had not yet been received. Indeed, it should be emphasised that *all* of the case studies also held a selection of European materials that did not appear on any of the FOLACL lists.

Finally, during the afternoon of the visit (i.e. 2-5 pm) a simple 'user survey' was conducted. This consisted of observing the use of the European collection and conducting brief interviews with those people who had used the materials or who had directed a European enquiry at library staff. The interviews were designed to establish the type of European information each user required, the reasons why it was wanted, and the level of success in obtaining the desired information. The users were also asked to give their impressions of the particular library's Relay service. So as not to appear obtrusive, these interviews were generally conducted when the user was leaving the department/building. The wishes of those who declined to be interviewed were, of course, politely respected. Although a formal questionnaire was prepared for use in this part of the project (a copy can be seen at Appendix IV), some of the questions were, in practice, very difficult for the user to answer, or in individual cases irrelevant. With this in mind, although the basic points were covered, the interviews were more informal than first envisaged. As will be seen from Section 3, the level of actual use of European materials during the visits was generally very low indeed.

At the time of the visits, each library authority was asked whether or not it wished to be named in the project report. Some authorities were perfectly happy to be named, whilst some definitely wished to remain anonymous. One or two others, meanwhile, asked if a draft copy of their particular case study might be seen before committing themselves. As it was felt that this might delay the production of the final report, and that it might also result in the project team losing a degree of its editorial control, it was decided to make all of the case studies anonymous. It is appreciated, of course, that some of the authorities will be instantly recognisable to many in the public library community.

NB. The statistical information appearing at the beginning of each case study was taken from the CIPFA (Chartered Institute of Public Finance and Accountancy) Public Library Statistics 1994-95 Actuals.

### **C (iii): User survey**

A survey of the European information needs of the public was also carried out. For the purposes of this survey, the project team designed a questionnaire which aimed to elicit information from members of the public on their past use of public libraries and other sources for obtaining European information, on the types of European information that they might wish to obtain, and on the reasons why they might want to use such information. This questionnaire was tested on members of the project team's families and on non-academic members of staff at the Robert Gordon University's School of Information and Media. A copy can be found at Appendix V.

For this part of the project, the project team enlisted the help of three public library services - Aberdeen, Glasgow and Moray - who distributed the questionnaires to library users. At the time of the exercise, both Glasgow and Moray had made the Relay service available to the public, but Aberdeen was still considering possible launch dates. Each authority agreed to distribute 150 questionnaires:

Aberdeen gave out 50 from its Central Library's Reference Department, 50 from its Central Library's Business and Technical Department, and 50 from its busiest branch library; Glasgow gave out 50 from the Mitchell Library's Social Sciences Department (where the Relay materials are located), 50 from the Mitchell's Business Department, and 50 from one of its busiest branch libraries; while Moray gave out 100 from the Reference Department (it has no separate Business Department) of its main library in Elgin, and 50 from one of its busier branch libraries. Distribution of the questionnaires by the libraries began on 11<sup>th</sup> March 1996. It should be pointed out that, because Aberdeen had not yet made the service publicly available, the questionnaires distributed there did not include Question 3 ("Are you aware that the library is part of a network of public libraries providing European information?").

The libraries were asked if systematic sampling might be used, whereby every 10<sup>th</sup> user approaching the issue/enquiry desk would be given a questionnaire. It is appreciated, of course, that the library staff involved in this exercise will have had many other pressures on their time and that such a systematic approach may not always have been possible. So as to ensure a high response rate, the libraries were also asked if they could request that the users complete and return the questionnaires at the time of their distribution. This method proved successful, and in all but one distribution point a return rate of over 80% was obtained. The one exception was the branch library in Moray, where only 10 (i.e. 20%) of the 50 questionnaires were completed. Library staff explained that local college students had also recently conducted some surveys within that particular branch library, and therefore the local public might have been suffering from 'questionnaire fatigue'. Overall, 372 of the 450 questionnaires were completed. The findings are discussed in Section 4.

### **C (iv): Seminar**

The final major element of the Project was a seminar, held at the Representation of the European Commission in London on Tuesday, 25th June 1996. The purpose of this event was to allow feedback on the results of the Project to date, and to gather qualitative response from practitioners and other interested parties. A copy of the programme can be found at Appendix VI.

Planning for this seminar began at an early stage in the project, and provisional invitations accompanied the survey questionnaires sent to the PIR members and non-members. In

addition, invitations were extended to a number of other relevant bodies, such as FOLACL, SLIC and the EIA. Initial interest in the seminar was very encouraging, with a number of respondents asking if two or three representatives might attend. It therefore became necessary to restrict the number of delegates to one per library authority or organisation. The event itself was attended by some 47 delegates, and a full list of these can be found at Appendix VII.

The seminar speakers were also approached quite early in the Project, and as can be seen from the programme at Appendix VI, represented a range of different perspectives, from that of the practitioner to that of the member of a representative body. Three weeks prior to the seminar, each of the speakers was sent a copy of the draft Project results, and therefore had an opportunity to comment on these in some detail. Summaries of the papers can be found in Section 5.

The afternoon of the seminar consisted of a series of 9 discussion groups which explored some of the more significant issues to emerge from the Project results. These groups allowed each delegate to express his/her views on a particular issue, and a rapporteur from each group subsequently gave a brief summary of the deliberations. These can also be found in Section 5.



## **SECTION 2: THE PUBLIC INFORMATION RELAY: SURVEY RESULTS**

### **Overall Response Rate**

The overall response rate for the survey was an excellent 76%.

<b>Nation</b>	<b>Number of PIR members responding</b>	<b>%</b>
England	80 out of 99	81%
Wales	5 out of 9	56%
Scotland	30 out of 41	73%
N. Ireland	2 out of 5	40%
<b>Totals</b>	117 out of 154	76%

For the 13 non-PIR member library authorities 7 responses were received, giving a 54% rate of response. The data gathered from the survey of non-PIR members is discussed in the following section along with the data emanating from the members' survey, which forms the primary focus.

### **A: The Public Information Relay**

#### **i) Membership and establishment of PIR service**

The library authorities were firstly asked to provide the date on which they joined the Public Information Relay. As will be seen from Table A1, the vast majority (87%) of the respondents who had joined, had done so within 13 months of the key conference, *Communicating Europe through Public Libraries*, being held in Manchester in May 1994.

**Table A1: When did your library authority join the Public Information Relay?**

<b>Date Joined</b>	<b>No. of Authorities</b>	<b>% of Respondents</b>
May 1994 to December 1994	43	37%
January 1995 to June 1995	59	50%
July 1995 to December 1995	7	6%
No response	8	7%

Each authority was also asked to provide the date on which the Relay service was formally launched in their particular locality, or, if the service had not yet been launched, to provide the date on which this was likely to happen. At the time of the questionnaire being distributed (i.e. November 1995), some 39% of the responding libraries had already launched, or were just about to launch, their European information service; another 25% had provisionally arranged dates in 1996; whilst some 20 libraries (17% of respondents) indicated that no launch date had yet been finalised. Of those who had still to launch their service, a number explained that they were waiting until they had completed the initial training programme (of which more will be discussed later).

A further 8% of respondents indicated that no 'formal launch' was intended within their particular authority. Instead, a very low-key approach to the Relay was being adopted, and the materials were being made publicly available with little or no publicity.

As can be seen from Table A2, this question received a relatively high 'no response' rate (11%). This might suggest that these authorities also had no intentions of formally launching their Relay service, or were simply uncertain of when such an event would take place.

**Table A2: When was the Public Information Relay service formally launched in your locality?**

Actual and Proposed Launch Dates	No. of Authorities	% of Respondents
Up to and including June 1995	27	23%
July 1995 to December 1995	19	16%
January 1996 to June 1996	25	22%
July 1996 to December 1996	4	3%
No date finalised yet	20	17%
No launch intended	9	8%
No response	13	11%

The questionnaire also sought to investigate whether there had been any concern about initially joining the Public Information Relay.

**Table A3: Were there ever any doubts in your library authority about the advisability of joining the Public Information Relay?**

	No.	%
<b>Yes</b>	21	18%
<b>No</b>	80	68%
<b>Don't Know</b>	16	14%

Only 18% of respondents recorded that there had been doubts about joining the PIR. The nature of doubts included: the costs/resources involved; insufficient information about what membership involved; public indifference to European information/doubts about level of demand; and factors concerning political neutrality.

**Table A4: Are library staff aware of the rationale behind the establishment of the Public Information Relay?**

	No.	%
<b>Yes</b>	100	85%
<b>No</b>	14	12%
<b>No Response</b>	3	3%

It is felt that this question should have stated 'key' or 'relevant' staff in the question, as some respondents appear to have taken it to mean *all* library staff and have answered no. Awareness had been achieved by three mechanisms: staff meetings/briefings/training sessions; the circulation of newsletters and other literature; and participation in the formal

Relay training programme. A number of respondents (10) described a cascading programme of training, from those attending PIR sessions to other members of staff.

## ii) Possible impact on public library neutrality of membership of the PIR

One interesting argument that has arisen since the introduction of the Public Information Relay is that public libraries, in agreeing to participate in the initiative, might be in danger of losing their prized neutral stance. In the light of questions about the purpose of the Relay, it could be argued that public libraries, by their mere involvement, are serving as a marketing tool for the European Union, and indeed are tacitly endorsing European economic and social integration.

With this in mind, the survey set out to gauge the public library community's opinion on the importance of public libraries remaining the “*neutral, non-partisan and democratic territory*” identified in the Comedia report, *Borrowed Time*<sup>i</sup>; and to establish whether or not there were fears that membership of the Relay might affect this neutrality in some way. As Table A5 shows there was overwhelming support amongst the respondents for maintaining public libraries' traditional political neutrality: 88% felt that this was extremely or very important, while only 7% believed it to be unimportant.

**Table A5: In your opinion, how important is it that public libraries maintain a politically neutral stance?**

<b>Extremely Important</b>	<b>No.</b>	<b>%</b>
<b>1</b>	96	82%
<b>2</b>	7	6%
<b>3</b>	6	5%
<b>4</b>	3	3%
<b>5</b>	-	-
<b>6</b>	5	4%
<b>Extremely unimportant</b>	<b>No.</b>	<b>%</b>

However, when asked if participation in the Relay might result in public libraries being perceived as European Union marketing tools, opinions were more mixed. As Table A6 illustrates, some 43% of the respondents agreed with this view to varying degrees, while 57% indicated a level of disagreement. It must be noted that there is a degree of uncertainty displayed with 48% remaining in what might be described as the middle ground.

<sup>i</sup> *Borrowed time? The future of public libraries in the UK*. Bournes Green: Comedia, 1993.

**Table A6: It has been suggested by some commentators that, by joining the Public Information Relay, public libraries might be seen as European Union marketing tools. Do you agree with this view?**

<b>Strongly Agree</b>	<b>No.</b>	<b>%</b>
<b>1</b>	4	3%
<b>2</b>	14	12%
<b>3</b>	33	28%
<b>4</b>	23	20%
<b>5</b>	28	24%
<b>6</b>	15	13%
<b>Strongly Disagree</b>	<b>No.</b>	<b>%</b>

### iii) Resistance and opposition to the Public Information Relay

During the early stages of the project some anecdotal evidence was collected which suggested that some libraries had met with a degree of mild resistance, if not direct opposition, to the Public Information Relay from library users, library staff or elected council representatives. The main reason for this resistance was, as discussed above, that libraries would be seen merely as promotional agents for the European Union.

With this in mind, the survey set out to establish how prevalent this or any other type of opposition to the Relay was throughout the UK. In all, 23 (i.e. 20%) of the respondents had encountered a degree of resistance from various quarters. A detailed breakdown can be seen at Table A7.

**Table A7 Have you encountered any resistance to the Public Information Relay?**

<b>Resistance from:</b>	<b>YES (%)</b>	<b>NO (%)</b>	<b>No response (%)</b>
Library users	10%	85%	5%
Library staff	13%	85%	2%
Library committee members	2%	91%	7%
Representatives of your funding authority	3%	91%	6%

It is interesting to note that of the 21 authorities who, at question A3, had expressed initial doubts over the advisability of joining the Relay, only 9 had encountered some resistance or opposition when actually joining. In fact, in most of the cases, the nature of the problem was entirely different from that originally feared. For example, one library authority had feared that political opposition from its funding authority may have been a stumbling block, but had actually encountered no such problems and, instead, had found that the main opponents were library staff, who felt that there was simply no demand for European information.

This, of course, means that of the other 14 authorities who had actually encountered opposition to the PIR from various quarters, none had expressed any initial doubts over becoming a Relay member. In half of these libraries the opposition was from library users and was of a political nature; while the other half had met with resistance from library staff

concerned about an excessive, specialised workload or a lack of public interest. This would suggest that these potential problems had not been considered prior to joining the PIR, or that they were not felt to be a significant barrier to membership. The nature of actual resistance is summarised below:

**Library users.** 11 respondents indicated that they had encountered resistance from library users. Generally this had been from anti-European groups or individuals who accused the libraries of pedalling EU propaganda. In some cases it had taken the form of letters to the Chief Librarian or to the local press, but one or two other libraries had had their European materials and their EU flag and bunting stolen or vandalised.

**Library staff.** A greater number (15 authorities) had met with a level of resistance from library staff. In some libraries, staff had voiced their concerns over further additions to their workload, particularly as European information work was perceived to be of a rather complex nature; while in other libraries, staff had expressed the opinion that the Relay initiative was something of a pointless exercise because the general public was not really interested in obtaining European information. In addition, one or two authorities had encountered opposition from staff who were personally quite sceptical about the European Union.

**Library committee members.** Only 2 authorities reported opposition to the Relay from members of their library committee. Again, concerns over the level of resources involved, fears about the possible impact on library neutrality, and the personal scepticism of library committee members were cited as reasons for this resistance.

**Representatives of funding authority.** Resistance from representatives of funding authorities had been encountered by just 4 libraries. Financial concerns were again mentioned, as were fears over maintaining political neutrality. Interestingly, though, one library indicated that representatives of their funding authority had felt that the Relay service might be duplicating the activities of the local EDC and EIC; while another reported that their local authority European Liaison Officer was of the opinion that the Relay service was undermining his position as the area's European coordinator.

## **B: Provision of European information**

### **i) Sources of European information held**

The first question in this section sought to investigate the extent of collections by comparison with a sample of the core texts taken from FOLACL's list of suggested basic European information sources, that had been distributed to each Relay member.

**Table B1** Please indicate if the library holds any of the following key hardcopy sources of European information, as published by EUR-OP.

<b>Key Sources</b>	<b>Authorities holding title</b>	<b>% of total respondents</b>
Directory of Community Legislation in Force*	77	66%
General Report on the Activities of the European Communities*	70	60%
Treaties*	69	59%
Bulletin of the European Union	47	40%
Official Journal of the EC 'L' series	46	39%
Official Journal of the EC 'C' series	43	37%
Official Journal of the EC 'S' series	34	29%
COM Documents	21	18%
Annex to the Official Journal	16	14%

With the exception of the *Official Journal 'S' Series* and the *Annex to the Official Journal*, these items appeared on FOLACL's list of suggested basic information sources, although the list indicated that the *Official Journal 'L' and 'C' Series* and the *COM Documents* might only be of interest to larger library authorities.

With regard to the *Official Journal*, there would appear to be a slight discrepancy in the number of libraries stocking the 'L' and 'C' series. As the two items are available only on a joint subscription, these figures should really have been equal.

Higher figures might have been expected for those three titles marked with an asterisk (\*), as these form part of the collection of free "basic texts on the European Union" that each library authority is due to receive as part of the Relay agreement. This might suggest that a number of authorities had yet to receive these items, or that the respondents were not fully aware of their particular library's holdings.

For the 7 responding non-PIR members, the following data was received:

**Table B1 Non PIR Please indicate if the library holds any of the following key hardcopy sources of European information, as published by EUR-OP.**

<b>Key Sources</b>	<b>Authorities holding title</b>
Bulletin of the European Union	2
General Report on the Activities of the European Communities	2
Directory of Community Legislation in Force	1
Treaties	1

It is perhaps more illuminating to consider each library's holdings numerically, as in Table B1a, where the very high number of respondents with 3 titles or fewer (55%) would suggest a significant proportion of poor collections, based upon the sample of core texts taken from FOLACL's list.

**Table B1a: Number of key titles held by respondents.**

<b>Number of Titles</b>	<b>No. of Authorities</b>	<b>% of Respondents</b>
None	21	18%
One	13	11%
Two	12	10%
Three	18	16%
Four	15	13%
Five	6	5%
Six	5	4%
Seven	13	11%
Eight	6	5%
Nine	8	7%

4 non-PIR members held no titles, with 1 respondent respectively recording one, two and three titles, suggesting significantly low levels of stock at present amongst this group.

The next question sought from respondents a qualitative evaluation of their European collection to further inform the numerical picture gained above. The question focused on a broad range of categories of European information extending beyond those actual sources identified by FOLACL.

**Table B2: In your European collection, is the stock you hold on the following subject areas adequate for meeting your users' needs?**

Subject Area	Comp. Adeq. (%)	Adeq. (%)	Inadeq (%)	Comp. Inadeq (%)	No Resp. (%)
General information on the EU's activities	31	61	3	-	5
Customs tariffs and regulations	8	51	25	5	11
Employment and labour	7	74	12	-	7
Education	9	69	14	1	7
Legislation/Implementation	14	55	20	3	8
Social issues/policy	8	71	14	-	7
Citizens' rights	8	77	8	-	7
Transport	5	67	20	-	8
Energy	5	66	20	2	7
Environmental issues	7	71	14	1	7
Agriculture, forestry and fisheries	4	71	15	-	10
Economic and financial issues	6	71	15	-	8
Business opportunities	7	48	34	1	10
Market and company information	7	47	34	3	9
Grants and loans	13	60	19	-	8
Scientific and technical research	4	44	34	7	11
Patents and standards	8	33	40	8	11
Statistics	10	65	15	1	9

(NB 6 authorities (5%) failed to answer any part of this question, indicating it was too difficult to gauge.)

Only for general information on EU activities (31%), legislation (14%), grants and loans (13%) and statistics (10%) did a significant proportion of respondents feel that their collections were completely adequate. Conversely, a significant proportion (more than 20%) recorded that their collection was inadequate or completely inadequate for: customs tariffs and regulations (30%); transport (20%); legislation (23%); energy (22%); business opportunities (35%); market and company information (37%); scientific and technical research (41%); and patents and standards (48%).

Given the potential range of materials that might form a collection, respondents were asked whether critical guidance on materials would be of value.

**Table B3: Do you feel it would be beneficial to receive guidance on what constitutes a quality collection in these subject areas?**

	No.	%
<b>Yes</b>	106	91%
<b>No</b>	11	9%

This is a very significant finding indicating a clear need for emphasis to be given to collection development as part of the training programme and for better systems of critical review of materials. Similarly for non-PIR members, 6 of 7 respondents felt that guidance on quality would be beneficial.



## ii) Electronic sources of European information

The survey sought to investigate the electronic sources of European information available to respondents and the perceived value of such sources.

**Table B4: Please indicate if the library has access to any of the following online hosts.**

Online Host	Authorities with access	% of total respondents
DIALOG	49	42%
DataStar	40	34%
FT Profile	35	30%
ECHO	21	18%
Context	9	8%
Eurobases	9	8%
Consultancy Europe Associates	1	1%
CPC Technologies (formerly BRS)	1	1%
Eurokom	1	1%
Butterworths Telepublishing	-	-
Mead Data Central	-	-
NOMOS Legal Information Service	-	-
WEFA	-	-

Other online hosts mentioned (and the number of authorities who mentioned them) included:-

ESA-IRS (7)	Dun & Bradstreet Select (1)
ORBIT (3)	European Patent Office (1)
Kompass Online (2)	London Research Centre (1)
BLAISE-LINE (1)	PFDS (1)
BT Business Information Services(1)	Questel (1)
CCN (1)	Waterlow Information Services (1)
Chorus (1)	Wilsonline (1)
CRO Online (1)	VolNet UK (1)

As expected, libraries have access primarily to the major online hosts, *DIALOG* and *Datastar*, with a very significant number using *FT Profile*. From the point of view of this project, however, the two most significant findings are: that only 18% have access to the free online host *ECHO* and only 8% have access to the *Eurobases* host, which they receive at a reduced subscription rate of 50% discount; and secondly, that only 56 (48%) of all libraries responding indicated that they had access to **any** online host. Of the 7 non-PIR member respondents only 3 had access to online sources, in all cases only *DIALOG* and *Datastar* were available.

These findings are felt to be highly significant and would suggest that *ECHO* and *Eurobases* should reconsider promotional mechanisms at present in place.

**Table B5 Please rank the top three online hosts you use most frequently to access European information.**

Online Host	Number of Authorities Ranking the Host:		
	1st	2nd	3rd
Context	3	-	-
DataStar	5	9	6
DIALOG	15	10	4
ECHO	2	2	4
ESA-IRS	1	1	1
Eurobases	2	3	-
European Patent Office	1	-	-
FT Profile	1	6	3
Kompass Online	1	1	-
London Research Centre	1	-	-

The total number of authorities who indicated that they *did* frequently use one or more online hosts to access European information was 32 (27% of total respondents).

Using a simple scoring system of 3 points for being ranked first, 2 points for being ranked second, and 1 point for being ranked third, the following list of the hosts most frequently used to access European information was obtained.

1. DIALOG	59 pts	6. Context	9
2. DataStar	39	7. ESA-IRS	6
3. FT Profile	18	8. Kompas Online	5
4. ECHO	14	9. European Patent Office	3
5. Eurobases	12	10. London Research Centre	3

These findings are unexpected in that DIALOG is **not** a rich source of European information: Datastar has several European Union databases, such as CELEX and Spearhead. It is likely that DIALOG's strong showing reflects a lack of awareness of appropriate sources. Interestingly Context is ranked particularly highly by those who use it and is indeed a relevant and useful source.

A growing number of relevant CD ROM titles are available. Respondents were asked to identify titles held.

**Table B6: From the following, please indicate which CD-ROM titles containing European information the library has in stock.**

CD-ROM Title	Authorities with Title	% of total respondents
Eurolaw	12	10%
EC Infodisk	11	9%
Justis Single Market	11	9%
EUROCAT	9	8%
CORDIS	8	7%
Justis CELEX	8	7%
OJ CD	7	6%
Justis European References	6	5%
Justis Parliament	5	4%
Justis Official Journal C Series	3	3%
SCAD+ CD	2	2%
Eurostat-CD	1	1%
COMEXT on CD-ROM	-	-
Justis Official Press Releases	-	-

Other CD-ROM titles cited (and the number of authorities who mentioned each) included:-

Europe in the Round (6)	Euro Kompass (1)
SPACE-Access (2)	Europages (1)
Dun & Bradstreet Europa (1)	Standards Infodisk (1)
The Economist (1)	The Times (1)

The total number of authorities that indicated they held CD-ROMs containing European information was 46 (39% of total respondents). Only 1 non-PIR member held a single CD-ROM title, *Justis Single Market*.

Increasingly, European information is becoming available on the Internet. The European Commission hosts 4 servers, *Europa*, *ISPO*, *I'M Europe* and *ECHO*, and 7 of the Representation offices now have their own sites.

**Table B7: Does the library access European information on the Internet?**

	Number	%
<b>Yes</b>	22	19%
<b>No</b>	93	79%
<b>No response</b>	2	2%

A small but significant proportion of respondents are at present accessing European information via the Internet. It is, however, worth noting that of the 93 who were not presently using the Internet, 17 stated that they would be utilising the facility in the near

future. (None of the 7 non-PIR members responding used the Internet at present to access European information.)

**Table B7a: Useful World Wide Web home pages**

WWW Pages	No. of libraries who find pages useful
EUROPA	11
I'M EUROPE	10
CORDIS	2
ISPO	1
CEUS	1

The significant World Wide Web pages were largely those available via the European Commission servers, but other useful European information Internet pages identified by survey respondents are: those on the European Commission's CORDIS (Community Research and Development Information Service) server; the Commission's ISPO (Information Society Project Office) pages; and those of the Centre for European Union Studies at the University of Hull<sup>i</sup>. The total number of libraries who did find one or more WWW pages particularly useful was 14 (12% of total respondents).

**Table B8: Do you have any plans to add your own European information home pages to the World Wide Web?**

	Number	%
<b>Yes</b>	14	12%
<b>No</b>	99	85%
<b>No response</b>	4	3%

Only 12% of respondents indicated that their library authority had plans to add its own European information home pages to the Internet, some of them pointing out that such work is already in progress. In fact, on browsing the home pages of the 30 or so public library authorities listed in *The UK Public Libraries Page*<sup>ii</sup>, it can be seen that several make reference to their European collections and Relay membership. Indeed, some authorities are in the process of constructing quite ambitious European pages. Hertfordshire Libraries<sup>iii</sup>, for example, provide links to the European Commission's Europa service and to the home page of the Centre for European Union Studies; while the Surrey Libraries' pages<sup>iv</sup> contain links to the Commission's Europa service and ECHO databases, as well as a form on which users can

<sup>i</sup> [[http://www.hull.ac.uk/Hull/CSS\\_Web/ceushomepage.html](http://www.hull.ac.uk/Hull/CSS_Web/ceushomepage.html)]

<sup>ii</sup> [<http://dspace.dial.pipex.com/town/square/ac940/ukpublib.html>]

<sup>iii</sup> [<http://hertslib.hertscc.gov.uk/europe.htm>]

<sup>iv</sup> [<http://www.surreycc.gov.uk/scc/europe/europe.html>]

submit their European information enquiries by E-mail. None of the non-PIR members responding had any plans to create European information home pages.

### iii) Collection development

The questionnaire sought to determine what proportion of libraries' collections was constituted by non-official publications and to what extent libraries felt it necessary to supplement the free or official materials they received.

**Table B9: From the following, please indicate approximately what proportion of your total European collection is official material published by EUR-OP:**

Proportion	Number of Authorities	% of Respondents
None	-	-
1-30%	21	18%
31-50%	24	21%
51-70%	24	21%
71-80%	17	14%
81-90%	8	7%
91-99%	14	12%
100%	4	3%
No response	5	4%

From the above the following can therefore be derived:

**Table B9a: Proportion of European collection produced by commercial publishers**

Proportion	Number of Authorities	% of Respondents
None	4	3%
1-9%	14	12%
10-19%	8	7%
20-29%	17	14%
30-49%	24	21%
50-69%	24	21%
70-99%	21	18%
100%	-	-
No response	5	4%

93% of the respondents indicated that they stock, to a greater or lesser extent, European materials produced by publishers other than EUR-OP. Similarly, all of the 7 non-PIR members responding held a mixture of official and non-official publications. From the figures it follows that:

In 39% of the responding libraries, the European collection comprises at least 50% non-official, commercially-produced materials

## OR

In 60% of the responding libraries, the European collection comprises at least 30% non-official, commercially-produced materials

However they are stated, the results would suggest that libraries find it necessary, or desirable, to supplement their collections to a significant extent. 85 respondents (63%) gave reasons for supplementing their collection. It is interesting to examine in a little more detail the frequency of identification of certain reasons, for these tell us much about attitudes to EUR-OP publications.

**variant levels of treatment** - 40 respondents felt that they required literature which catered to the specialist requirements of certain user groups, such as school children, students and business people, by providing textbooks or explicatory material. A number felt that official publications were not geared to the lay person, often too specialised or generalised.

**offering different perspectives** - 36 respondents felt that it was necessary to purchase materials which created balance ideologically, offering independent and critical commentary. 2 respondents additionally felt that materials offering a UK specific perspective were required.

**user friendliness** - 28 respondents supplemented their collections by buying material that was felt to be more approachable, accessible and readable for their users. Examples such as the *Times Guide to EC* and *Croner's Europe* were cited.

**ensuring comprehensiveness** - 21 respondents felt it was necessary to fill gaps in subject coverage, particularly in terms of business information and statistics.

**enhanced subject access** - 10 respondents felt that commercially published works had better indexes allowing easier subject retrieval than official materials.

**attractiveness** - 4 respondents felt that commercial publications were physically more attractive to users and generally represented '*a higher quality of publications*'.

**currency** - only 3 respondents felt that it was necessary to supplement the collection in order to ensure current information.

The questionnaire sought also to measure the extent to which library collections had grown with membership of the Relay.

**Table B11: To what extent has your European collection grown since joining the Public Information Relay?**

<b>% Growth</b>	<b>Number of Authorities</b>	<b>% of Respondents</b>
Not at all	1	1%
1-30%	53	45%
31-50%	23	20%
51-70%	10	9%
71-80%	6	5%
81-90%	7	6%
91-100%	5	4%
>100%	8	7%
No response	4	3%

These figures suggest that for the majority the receipt of documentation subsequent to joining the Relay has added materially to the collection: for 65% these materials had added to the collection by up to 50%. Very few libraries (11%) had negligible collections prior to that point. (The one library authority who indicated that its European collection had not grown at all since joining the Relay pointed out that it had been encountering difficulties in obtaining materials from the European Commission.)

#### **iv) Quantities of stock received as a member of the Public Information Relay**

Question B12 was an attempt to quantify the stock each library authority had received from the European Commission since joining the Relay. It asked for details of the number of “start-up packs”<sup>i</sup> of free material received, the number of additional booklet and pamphlet-type materials received, and the number of items obtained at the 50% discount offered in the Relay agreement.

However, there appeared to be some confusion over the wording of this particular question: a number of libraries seemed unclear as to what a “start-up pack” was; while others pointed out that the question failed to specify whether it was the number of volumes or the number of titles that was required. In addition, several libraries indicated that the stock received from the Commission was somewhat difficult to quantify, and were therefore only able to offer terms such as “multiple copies” or “two boxes” as responses.

As a result, it was impossible to arrange the answers to this question in a tabular form. What became clear from the responses, though, was that several authorities had been ordering hundreds and sometimes thousands of the free handout materials; and that 34 authorities (29% of the respondents) had yet to obtain any discounted publications.

<sup>i</sup> The term “start-up pack” is used by the FOLACL Expert Group in its Public Information Relay Profile, and refers to the free copies of basic texts on the European Union (such as the *General report on the activities of the European Communities*, and *Basic statistics of the Community*) that each library authority is due to receive as part of the Relay agreement.

**Table B13: Is the form and level of the material published by EUR-OP suitable to the needs of the general public?**

	Number	%
<b>Yes</b>	87	74%
<b>No</b>	25	22%
<b>No response</b>	5	4%

A very significant majority (74%) felt that the form and level of material was appropriate for the general public. Similarly, 5 of the 7 non-PIR members responding felt that the level and form of the material published by EUR-OP was acceptable. For those that did not, the main reasons for disaffection were: that the content was too dry, technical, and full of jargon; and that the arrangement of publications was poor, with no indexes or poor indexes. (See also earlier comments re the reasons identified for supplementing official publications.)

Libraries are at present using a wide variety of bibliographic aids in developing their collections of European information.

**Table B14: Which of the following do you use when selecting European information sources for collection development and ongoing selection of new titles?**

Selection Tools	Number of Authorities	% of Respondents
EUR-OP catalogues	97	83%
Other publishers' catalogues	82	70%
FOLACL's list of suggested basic sources	78	67%
Standard bibliographic tools (e.g. BNB)	68	58%
Library suppliers' lists	68	58%
Journal reviews	67	57%
Informal recommendations by colleagues	63	54%
European Information Service	49	42%
European Access	48	41%
Other media reviews	31	26%
Other current awareness services	12	10%

Other selection tools mentioned (and the number of authorities who mentioned them) included:-

HMSO Daily Lists (3)	<i>EC Infodisk</i> (1)
EIA members' information sheets (2)	<i>EIA Review</i> (1)
<i>EUR-OP News</i> (2)	<i>EP News</i> (1)
Library suppliers' approvals collections (2)	Trade journals (1)
Publishers' circulars/fliers for individual titles (2)	Visits to booksellers/suppliers (1)
<i>Bookseller</i> (1)	

Of interest here is the relatively low use (41%) of the very useful *European Access* and the *European Information Service*, the comparatively heavy reliance on non-specialist selection tools and the surprisingly high perceived value of informal recommendations by colleagues. Clearly, however, librarians are actively seeking to develop quality collections. A similar pattern of use is observed in non-PIR members' responses.



**Table B15:** Please indicate if you have any difficulties in finding out what has been published by EUR-OP.

	Number	%
<b>Yes</b>	17	14%
<b>No</b>	97	83%
<b>No response</b>	3	3%

Although only 14% of respondents had difficulties finding out about EUR-OP publications, the nature of problems encountered is interesting: that printed catalogues are poorly arranged and not always current; and the lack of bibliographic control for items published by other EU institutions.

**Tables B16:** Once you are aware of what has been published by EUR-OP, do you have any difficulties in obtaining the sources you require?

	Number	%
<b>Yes</b>	16	14%
<b>No</b>	94	80%
<b>No response</b>	7	6%

Again only 14% had encountered difficulties in ordering and delivery and these included: delays in delivery; restrictions in the number of copies that can be ordered; and the fact that prices are given in ECUs was seen to be a disincentive by some.

**Table B17:** Once added to your stock, does European documentation present any additional problems?

	Number	%
<b>Yes</b>	40	34%
<b>No</b>	71	61%
<b>No response</b>	6	5%

Those who identified difficulties cited only display and subject arrangement of stock as problematic and these will be dealt with later in discussing the response to Question B21.

#### **v) The location and arrangement of the European information collection**

It was hypothesised in advance of the survey that many libraries would choose to review their location of the European collection in the aftermath of joining the Relay. Many libraries were likely to have no single point at which such materials were gathered. The next question sought to determine the nature of the changes that have taken place.

**Table B18: Prior to joining the Public Information Relay, where was most of your European information located?**

Location	Number	%
In a central reference library	61	52%
Scattered throughout various departments/libraries	41	35%
In a dedicated European information unit	6	5%
In a commercial/business/technical library	6	5%
In a central lending library	3	3%

For the majority of the respondents (52%) European information had formed part of a general reference collection, along with UK government publications and a variety of other reference materials. For a significant minority (35%), there had been no single collection point but European materials could be found in a variety of other departments, scattered by the library's classification scheme. For non-PIR members the majority (4 of 7) held their European information in a central reference library, 2 others had European material scattered throughout the collection and 1 held it in a central lending facility.

However, upon joining the Relay, the majority (56%) have relocated their European information collection.

**Table B20: Have these arrangements changed, or are they about to change, as a result of joining the Public Information Relay?**

	Number	%
<b>Yes</b>	66	56%
<b>No</b>	51	44%

**Table B20a: Post-Relay locations of European collections.**

Location	Number	%
In a central reference library	54	46%
In an identifiable European section within a central location <sup>i</sup>	21	18%
Scattered throughout various depts/libraries	15	13%
In a dedicated European information unit	9	7%
In a commercial/business/technical library	6	5%
In an unspecified central location	6	5%
In a central lending library	3	3%
In a large branch library	3	3%

Of the 102 library authorities who will now hold most of their European material in a central location, 21 specified that smaller collections were also being established in other service

<sup>i</sup> 20 in a central reference library, 1 in a commercial library. *Note:* These 21 authorities were the only ones who specified that they had created, or were about to create, an identifiable European section within a central location.

points. 46% would form part of a general reference collection, 18% would form a discrete European section in the central library, only 7% in a dedicated European unit. A significant minority (13%) would leave European materials scattered throughout the library; thus perpetuating long standing problems for users in retrieving materials. While 5% would place the European collection within a business department; thus perhaps conveying an inappropriate impression to users who might not view the collection as being intended for the general public.

The nature of relocations presents a complex pattern, but the major trends are summarised below:

**Same location but creation of an identifiable section within that location (21)**

In a central reference library	20
In a commercial/business/technical library	1

**From scattered throughout various depts/libraries to a central location (or, in large county authorities\*, more than one central location) (28)**

To a central reference library	12	(Plus branches etc., 5)
To an unspecified central location	4	(Plus branches etc., 4)
To a European unit/section	3	(In ref lib 2; Unspecified 1)
To a commercial/business/technical library	3	
To a large branch library	3	
* To more than one unspecified location	2	(Plus branches etc., 1)
To a central lending library	1	

**Move from one central location to another (3)**

From a commercial/business/technical library to central reference library	2
From a central lending library to a central reference library	1

**Remaining in same central location (or in large county authorities\*, more than one central location) but extending collection(s) to other service points (12)**

In a central reference library	8
* In more than one central reference library	2
In a European unit	1
In a central lending library	1

**From a central location to scattered throughout various depts/libraries (2)**

From a central reference library	2
----------------------------------	---

**No changes in accommodation (51)**

Central reference library	29
Scattered throughout various depts/libraries	13
Dedicated European information unit	5
Commercial/business/technical library	3
Central lending library	1

For the majority the relocation has involved a centralisation and consolidation of the collection. The major forms of arrangement are briefly discussed in terms of their impact upon service quality. However, the respondents' comments summarised below should be considered in the light of the fact that many libraries had still to implement reorganisations and further qualitative data should be gathered after the impact of such relocations is clear.

### **Separate European Section**

9 respondents hold European material in a dedicated European unit.

**Advantages** - materials kept together in one place; ease of training and of developing expertise in staff; can apply published indexes more effectively; a specialist classification scheme can be applied.

**Disadvantages** - less expertise amongst other staff who consider Europe a 'mystery'; inaccessibility to users; serendipity factor of browsing users happening upon interesting material.

### **Part of a central reference department**

54 respondents hold European material as part of their central reference collections with other official publications.

**Advantages** - most enquiries are received in the reference collection at present and most users expect to find information there; easier for browsing; larger body of staff build up expertise; can still have a separate section if desired; materials are integrated with other related stock that is non-EU specific and users can therefore link with other materials, e.g. on commercial matters or law; the material by being reference only is always available for consultation; known point of contact for other staff; materials are more secure.

**Disadvantages** - material less available to branches and to users without access to the central reference department; scatter across classification thus failing to provide an overview of EU material and allowing material to 'get lost' within the reference collection; no distinct profile for the European information service and difficult to promote awareness of its existence; lack of a distinct European focal point; majority of staff (of the total library staff) still unfamiliar with European material; material not available to borrow; lending material not collated with related subjects in the reference collection.

### **Part of a business library**

Only 6 respondents held European material as part of their business collection.

**Advantages** - material is collated with much related material such as trade directories and statistical sources; link with single market materials previously gathered; staff develop familiarity and expertise.

**Disadvantages** - very specific collection with one major user group and there is likely to be a failure to reach a wider public; promotion of material difficult.

### **Part of a central lending department**

Only 3 libraries held European materials within a central lending facility.

**Advantages** - material is very easily accessible and visible to users.

**Disadvantages** - material might be out on loan; no clearly identifiable section.

### **Material scattered throughout several departments**

15 libraries held material thus scattered throughout the service.

**Advantages** - wide availability and accessibility of materials to users; continue to allow non European subject approach.

**Disadvantages** - difficult to find stock on subjects; lack of specialist staff knowledge; confusion for users; lack of focus and low resultant profile for the European service; users unaware of service; users require greater degree of staff assistance in locating materials; possible duplication of resources; lack of control over materials; lack of central coordination of collection making updating and collection development difficult.

***Table B21: Does the display and storage of European documentation present any problems?***

	Number	%
<b>Yes</b>	67	57%
<b>No</b>	50	43%

A majority of respondents detailed problems in the storage and display of materials. These included: lack of space, often due to storage of the *Official Journal* in hard copy and the volume of free material; the format of EU materials, often consisting of leaflets and pamphlets, was difficult to display effectively on traditional shelving; and problems associated with the subject arrangement of materials in a manner that would allow browsing or subject retrieval. It was felt that the standard classification schemes adopted by most libraries were inappropriate for a collocated European collection. Those respondents who were applying the library classification were left with some material scattered throughout the collection.

A number of libraries, particularly EDCs, are using the subject arrangement of *European Access* for shelf arrangement, and a copy of these subject index headings is circulated to those attending training sessions. The broad subject headings developed by Manchester Public Library for use with European booklets and pamphlets were also distributed to training session attendees. This is an area which would merit further investigation to determine whether it is possible to develop a useful and easily applied shelf arrangement system which would assist subject retrieval, potentially by examining and building upon the base already established by the 2 methods described above. 1 respondent felt that it was desirable for an agreed standard classification to be adopted and suggested that UDC might be adopted for this purpose. This respondent also saw merit in the classification at source, i.e. EUR-OP, of all official documents. (See later description of the arrangement of the collection of Case Study 1, in Section 3.)

For the 2 of 7 non-PIR member respondents who identified problems in display and storage of European material, the difficulty lay in shortage of space for the collection.

#### vi) Staffing the European information collection

Question B22 sought to identify the job titles of those staff responsible for the European information collection. However, the wide variety of terminology encountered meant that the response to this question was particularly uninformative. A list of the variant titles is included in Appendix VIII. Rather more illuminating were responses given to the next question.

**Table B23** *Prior to joining the Public Information Relay, did your library have any staff with specialist expertise in dealing with European enquiries?*

	Number	%
<b>Yes</b>	29	25%
<b>No</b>	87	74%
<b>No response</b>	1	1%

Only a minority of libraries (25%) had, prior to joining the Relay, any expert staff to call upon to provide a European information service. 2 of 7 non-PIR member libraries had specialist staff.

**Table B23a:** *How expertise was attained*

How attained	No. of Authorities
Experience	26
Training	18
Qualifications	5

For those libraries that did have expert staff, 26 had staff with relevant experience, while 18 had staff that had completed specialist training courses. (1 non-PIR member respondent had staff with experience; 1 had staff with specialist training.)

Very few libraries planned to employ additional staff after joining the Relay.

**Table B24:** *As a result of joining the Public Information Relay, do you plan to employ any additional staff, or re-assign staff from other duties?*

	Number	%
<b>Yes</b>	9	8%
<b>No</b>	105	90%
<b>No response</b>	3	3%

Of the 9 authorities who *did* plan to make staffing changes, only two indicated that this would involve the employment of additional personnel. Indeed, one of these had already appointed a European Information Officer, on a 1-year fixed contract, to manage and publicise the implementation of the Relay service. The other library, meanwhile, had identified the need to establish a similar post but had not yet obtained the appropriate funding.

With regard to the other seven authorities answering ‘Yes’ to this question, their general situation was that particular members of staff had had specific responsibility for European matters added to their duties. It is perhaps safe to assume, though, that this arrangement will have been adopted in a number of the authorities who actually answered ‘No’ to this question, and, in fact, one or two of these libraries indicated in their replies that this was indeed the case.

#### vii) Staff training

**Table B25:** *Have any library staff undertaken all or part of the European Commission’s initial Public Information Relay Training programme.*

<b>Nation</b>	<b>Yes</b>		<b>No</b>	
	<b>No.</b>	<b>%</b>	<b>No.</b>	<b>%</b>
England	76	95%	4	5%
N. Ireland	2	100%	-	-
Wales	-	-	5	100%
Scotland	29	97%	1	3%
<b>Totals</b>	107	91%	10	9%

Questions B25, B26 and B28 concentrated on the training provided by the European Commission as part of the Relay agreement. Each authority was asked if library staff had attended any of the Commission’s training sessions, and if they had not, to provide any particular reasons for non-attendance. They were also asked to rank and comment on the effectiveness of the training received so far, and to indicate any future training needs which the Commission might need to address.

With regards to the training, however, the situation is somewhat complex, with different parts of the UK being at different stages of the programme, or indeed undertaking a different programme entirely. With this in mind, the situation in each part of the UK is discussed separately, as are the responses from the relevant library authorities.

## England and Northern Ireland

Libraries in England and Northern Ireland have been participating in an initial training programme devised by the FOLACL Expert Group's Sub-Group on Training. This programme consists of three core modules aimed at providing reference librarians with the knowledge and skills required to supply a basic reference and enquiry service.

Module 1 consisted of a visit to the European Commission Representation in the UK (i.e. in London) and gave the participants the opportunity to hear about the work of the Representation and the rationale behind the establishment of the Public Information Relay. Three such sessions took place between January and March 1995, and further sessions were held in June 1995 and in November 1995.

Module 2 was held on a regional basis and looked at the various EU institutions and the publications they produce. Delegates were provided with guidance on tracing and acquiring these items, and took part in practical enquiry-answering workshops which made use of many of the key sources. Ten such sessions were held throughout England and Northern Ireland between June and December 1995.

Module 3 was also held on a regional basis and concentrated on EU legislation. Participants were introduced to the law-making process and to a variety of sources of legislative information. Again, practical hands-on work was included, and this focused on the use of COM documents and the *Official Journal*. Eleven Module 3 sessions were held throughout England and Northern Ireland between December 1995 and May 1996.

At the time of receiving the questionnaire, then, the majority of library authorities in England and Northern Ireland had sent representatives to a Module 1 and a Module 2 session, while the pilot Module 3 session (which was held in Belfast in 13th December) was just about to get underway. As a result, with the possible exception of the two Northern Ireland Education and Library Boards who answered the questionnaire, the marks and comments presented here will relate to Modules 1 and 2 only.

As can be seen from Table B25 the vast majority of responding authorities (i.e. 78 out of 82) from England and Northern Ireland had undertaken at least part of the FOLACL Sub-Group's training programme. Three out of the four authorities who had not taken part in training offered an explanation for non-attendance: this was basically that all three were relatively new members of the Relay and that participation in the training programme would begin in due course. It is perhaps worth pointing out, though, that two of these authorities expressed some concern over having to travel to London to participate in Module 1.

As Table B26a shows, when asked to rank the effectiveness of the training received so far, 89% of the authorities in England and Northern Ireland gave a positive response. However, when asked to provide further comments on the effectiveness of the programme, most of those authorities who responded tended to focus on its negative aspects.

With regard to the administrative aspects of the programme, a number of libraries were critical of the delay in delivering Modules 2 and 3 (the original Sub-Group timetable indicated that the first Module 2 and 3 sessions would take place in March/April 1995) and pointed out that the launch of their Relay service had been deferred as a result. In addition, some respondents felt that there was an unreasonable limit on the number of staff from each authority that could attend each training session.



With regard to the actual content of the programme, some libraries suggested that it would have benefited from more time being devoted to practical hands-on sessions. Some others, meanwhile, felt that it was difficult to judge the level at which the sessions were aimed; as a result, they found that much of the training covered knowledge that the library staff already possessed.

When asked if there were any particular aspects of European information provision that should be covered in future training sessions, legislation, electronic sources, grants and loans, and statistics were the topics mentioned most frequently. Two or three authorities also suggested social issues and citizens' rights.

EU legislation has, of course, been subsequently covered in Module 3, and it is interesting to note that most of the other subjects have already been earmarked by the FOLACL Sub-Group for inclusion in its follow-up training programme. Indeed, the following list of specialist modules have been agreed so far:

- Electronic sources of EU information (Module 4: due to be piloted in mid-1996)
- Grants and loans from Europe
- Statistical sources
- People's Europe
- Europe and local authorities

It should also be pointed out that the Training Sub-Group was involved in the production of a training manual - *The European Handbook* - draft copies of which were made available to PIR members in June 1996.

## **Wales**

Library authorities in Wales were also due to follow the training programme devised by the FOLACL Sub-Group. However, following a recommendation made by the European Commission Representation in Wales, this has been deferred, and consequently the Welsh authorities have yet to receive any Relay training. This explains the 100% non-attendance figure in Table B25. The principle reason for this postponement was the upheaval likely to be caused by local government reorganisation, which is to result in the previous 13 library authorities being replaced by those in 22 new unitary authorities.

However, some of the responses received from Welsh authorities suggested that the reason behind the decision to postpone their Relay training had not been adequately conveyed to the relevant library personnel. Indeed, the three authorities that attempted to explain why staff had not attended training sessions all expressed complete ignorance of the Commission's training programme. This was confirmed during a subsequent telephone conversation with a representative of one Welsh authority who was somewhat critical of the lack of information from the Commission. Indeed, in order to make the Relay service available to the public without further delay, that particular authority had organised its own in-house training programme with the assistance of its local European Information Centre.

## Scotland

In Scotland, meanwhile, a practical desire to ensure that the training sessions are actually held in accessible locations, has led the Scottish public library community to develop a separate training programme. The Scottish Public Information Relay User Group organised a one-day training seminar which was held in four different locations throughout Scotland between April and June 1995. These training days were regarded very much as general awareness-raising sessions and included brief introductions to a number of the topics covered in FOLACL's initial three modules, such as the EU institutions, EU legislation, and handling general enquiries.

Subsequently, though, the Scottish User Group established a small training group to review the initial sessions and consider future training provision. As a result, two further training days were held in March 1996. The first of these was held in Glasgow and was a revised version of the awareness-raising seminar. The second, held in Edinburgh, was a more specialised, in-depth look at European materials and enquiry work.

At the time of receiving the questionnaire, then, the only Relay training received by Scottish libraries was that provided at the four awareness-raising sessions held during the first half of 1995. In fact, as can be seen from Table B25, all but one of the responding Scottish authorities had been represented at one of these sessions. The exception was an authority situated in one of the more geographically remote parts of the country, and it went on to explain that the travelling costs involved were difficult to meet within its limited budget.

When asked to rank the effectiveness of the training received so far (see Table B26b), Scottish authorities reacted less enthusiastically than their counterparts in England and Northern Ireland, with only 55% giving a positive response, and 38% describing it as somewhat ineffective. Only a few Scottish authorities answered the request for further comments on the effectiveness of the training received so far, and amongst those who did respond opinions were decidedly mixed: while one respondent described the training as "realistic and apt", others regarded it as rather superficial and of little practical use.

When asked about future training needs, again only a small number of authorities responded. There were requests from individual authorities for re-runs of the awareness-raising sessions, more detailed coverage of key sources and enquiry work, details of useful electronic databases, information on EU grants and loans, and advice on cataloguing and classifying a European collection. With the exception of grants and loans, these topics were, to a certain extent, covered during the subsequent training days held during March 1996. (Incidentally, early feedback, received by the Scottish User Group, from these two training days was of a positive nature - in responding to an evaluation questionnaire, Scottish libraries gave good marks to the speakers, the content and relevance of the papers, and the opportunity to participate)

It is also worthwhile mentioning that, following the initial awareness-raising training days held in 1995, the Scottish User Group undertook an investigation into future training needs. It found that there was considerable interest among Scottish authorities in visiting other European information providers, such as EDCs and EICs, and in hearing a speaker from a library authority that had already developed its Relay service. (This latter request was met at one of the March 1996 training days, which was attended by a speaker from an English library authority). The survey also established that Scottish authorities were interested in obtaining information on electronic sources, and on the acquisition and bibliographic control of EU materials.

**Table B26a: Effectiveness of initial training programme in England and Northern Ireland. (No response: 1 authority = 1%\*)**

<b>Extremely Effective</b>	<b>No.</b>	<b>%*</b>
<b>1</b>	6	8%
<b>2</b>	38	49%
<b>3</b>	25	32%
<b>4</b>	4	5%
<b>5</b>	3	4%
<b>6</b>	1	1%
<b>Extremely Ineffective</b>	<b>No.</b>	<b>%</b>

\* i.e. of the 78 authorities who had attended training sessions

**Table B26b: Effectiveness of initial training programme in Scotland. (No response: 2 authorities = 7%\*)**

<b>Extremely Effective</b>	<b>No.</b>	<b>%*</b>
<b>1</b>	-	-
<b>2</b>	6	21%
<b>3</b>	10	34%
<b>4</b>	6	21%
<b>5</b>	3	10%
<b>6</b>	2	7%
<b>Extremely Ineffective</b>	<b>No.</b>	<b>%</b>

\* i.e. of the 29 authorities who had attended training sessions

The questionnaire also sought to determine whether staff had undertaken in addition courses provided by other agencies.

**Table B27: Have any library staff ever undertaken European information courses, other than those organised by the European Commission? (e.g. those run by the EIA, Aslib, etc.)**

	<b>No. of Authorities</b>	<b>% of Respondents</b>
<b>Yes</b>	40	34%
<b>No</b>	77	66%

The majority of respondents whose staff had received additional training had attended courses organised by the European Information Association and, to a lesser extent, Aslib. Reference was also made to visits or seminars held by EDCs, EICs and the Local Government International Bureau. Also worthy of mention are the training sessions provided for Scottish public libraries by Scottish Enterprise Tayside, who are the Scottish National Awareness Partner of the European Commission's IMPACT 2 Programme. They have arranged a number of seminars throughout the country which, through on-line demonstrations and discussions, have informed public library staff of the information available on the

European Commission's databases and World Wide Web sites. Feedback received by the Scottish Relay User Group, however, suggests that these sessions are rather too advanced for librarians new to European information provision.

3 of 7 non-PIR member authorities' staff had attended European information courses, run by the European Information Association, the Library Association, a local EDC and at a university.

#### vii) Contact with other European information relays

**Table B29: Prior to joining the Public Information Relay, how frequently was contact made with the following external European information providers?**

Agency	Daily (%)	Weekly (%)	Mthly (%)	Occas. (%)	Never (%)	Not Known (%)	No Resp. (%)
Reps. of the EC in the UK	-	2	5	48	26	12	7
EDCs	-	3	12	50	21	9	5
EICs	3	3	8	41	28	9	8
Carrefours	-	-	1	2	63	21	13
ERCs	-	-	-	11	61	16	12
DEPs	1	-	2	16	58	12	11
Other Lib Auths	1	7	4	50	17	8	13

(NB: 2 authorities (2%) failed to answer any part of this question.)

Prior to joining the Relay the majority of contact with other Relays took place on an occasional basis. The majority of contacts was made with the Representations, the EDCs, the EICs, and other library authorities. The 'never' contacted figure was very high for Carrefours, ERCs and DEPs.

A number of respondents identified other agencies which they contacted for European information and these are detailed in Table B29a.

**Table B29a: Frequency of contact with other agencies.**

Agency	Daily (No.)	Weekly (No.)	Mthly (No.)	Occas. (No.)
Local Authority European Officers/Units	-	-	2	3
EIA	-	-	-	3
LGIB	-	-	-	1
European Parliament Office	-	-	-	1
UK Government Departments	-	-	-	1
London Research Centre	-	-	-	1
European Patent Office	-	-	1	-
BLDSC	-	-	-	1
Cleveland European Advice Centre	-	1	-	-
European Business Information Centre (Belfast)	-	1	-	-

Apart from local authority European units and the European Information Association, these were in all cases identified by a single respondent. One of the most interesting facts to emerge from the comparison of members to non-PIR members, was that although the pattern of usage of official European Relays is very similar to that of PIR members, there was a much higher level of contact proportionately (3 of 7) with local authority European units amongst non-members of the Relay.

It was hypothesised that contact inter-Relays would be likely to grow in the aftermath of libraries joining the PIR.

**Table B30: Since joining the Public Information Relay, has there been a significant change in the level of contact with any of these agencies?**

	No.	%
<b>Yes</b>	45	39%
<b>No</b>	60	51%
<b>Don't Know</b>	12	10%

While a significant minority (39%) felt that contact has increased, this was less commonly the case than had been expected. Some respondents indicated that there was greater *awareness* of other agencies and that factor was felt to have increased referrals. A number of respondents indicated that staff were involved in forums/groups in their area where contact takes place.

**Table B31: Which of the above agencies do you most often use for:**

Agency	Referrals (No.)	Seeking Advice (No.)	Seeking Info. (No.)	Assistance with Obtaining Docs (No.)
Reps. of the EC in the UK	14	35	31	31
EDCs	35	18	21	24
EICs	30	17	25	13
Carrefours	-	-	-	-
ERCs	2	2	2	1
DEPs <sup>i</sup>	1	1	1	1
Other Lib Auths	12	7	7	6

The total number of authorities responding to this question was 85 (73%). Some only partly answered, and some indicated that they used more than one agency in equal measures. Of interest here is the continued high level of use of Representations when seeking information, which would raise questions as to whether the message is getting across as to the changing role of UK Representations, from the direct provision of information to supporting/enabling. In addition to the Representations, the EDCs and EICs are the major resource used by respondents. Referrals are made by a number of respondents to each. However, only a minority of respondents are using other Relays as a resource at present. Inter-agency cooperation is an area where encouragement is necessary if a true network of Relays is to exist.

**Table B31a: Other Agencies used frequently for:**

Agency	Referrals (No.)	Seeking Advice (No.)	Seeking Info. (No.)	Assistance with Obtaining Docs (No.)
EIA	-	2	3	1
EP Office and Library	-	1	1	2
HMSO	-	-	-	2
Local Authority European Office	1	3	1	-
BSI	-	-	-	1

A number of other agencies were also approached in each instance in a very small number of cases, as can be seen from the table above.

<sup>i</sup> The single authority who uses a European Depository Library actually hosts such an agency.

**Table B31b: Non-PIR Which of the above agencies do you most often use for:**

Agency	Referrals (No.)	Seeking Advice (No.)	Seeking Info. (No.)	Assistance with Obtaining Docs (No.)
Reps. of the EC in the UK	-	1	1	-
EDCs	2	1	1	3
EICs	3	3	3	1
Carrefours	-	-	-	-
ERCs	-	-	-	-
DEPs	-	-	-	-
Other Lib Auths	-	-	-	1
Local Authority European Office	2	2	1	1
Local MEP's Office	-	1	1	1

For non-PIR members there is an emphasis on the use of local authority European units and on the EICs.

**Table B32: To what extent are library staff aware of the resources held and the services provided by these agencies?**

Agency	Completely Unaware (%)	Aware of Existence (%)	Aware of Stock and Services (%)	No Response (%)
Reps. of the EC in the UK	2	65	30	3
EDCs	6	57	33	4
EICs	4	55	36	5
Carrefours	59	30	2	9
ERCs	40	45	8	7
DEPs	35	45	12	8
Other Lib Auths	6	48	33	13

Even for agencies with whom contact was frequent, such as the Representations, EDCs, EICs and library authorities, staff were frequently still felt to be unaware, in the majority of cases, of the precise nature of agencies' stock and services. Similarly for non-PIR member staff only 1 respondent was very familiar with the stock and services of EDCs, 2 with EICs and 1 with DEPs. A high proportion of non-PIR members were completely unaware of Carrefours.

**Table B32a: Awareness of other agencies.**

Agency	Aware of Stock and Services (No.)
AIRE (Advice on Individual Rights in Europe) Centre	1
European Parliament Office	1
Law Society European Information Service	1
Local Government International Bureau	1
Local Authority European Unit (i.e. in the council of which the particular library is a part)	1

Single respondents identified a number of other agencies that they felt very familiar with and these are included in Table B32a.

Question B33 asked how staff awareness could be raised. A number of possibilities were mentioned by respondents. These included: through the training programme; via opportunities for familiarisation visits to these agencies; and by the production of a directory/guide (or other explanatory material) containing information on holdings and services. Since the design of the questionnaire a directory of Relay members in the United Kingdom has been produced, in January 1996, which will help to make staff more aware of Relays, but does not provide much indication of the kinds of stock and services to be found within the various Relay members' collections.

#### viii) Promotion of the European information service

**Table B34: Prior to joining the Public Information Relay, was your European collection actively promoted?**

	<b>No.</b>	<b>%</b>
<b>Yes</b>	18	15%
<b>No</b>	98	84%
<b>No Response</b>	1	1%

Very few library authorities (15%) had promoted European information as part of their collection prior to joining the PIR.. Where there had been any attempt at informing the public this had taken a variety of forms. Unsurprisingly, none of the non-PIR member authorities had promoted European information provision as part of their service.

**Table B34a: By what means was it promoted?**

<b>Method of Promotion</b>	<b>Number</b>
Leaflets/posters	17
Exhibitions and displays	14
Guiding	13
Seminars/meetings	6
Subject bibliographies and booklists	6
Newspaper advertisements and articles	3
Local radio	3

The most popular methods were the production of leaflets and the display of materials. Guiding was in place in a small number of libraries, but may have taken a simple form. In addition, one of the 18 authorities indicated that they promoted their European service by carrying out 'work with local individuals and businesses'. Very little, however, was being done by the vast majority of libraries to tell people that they were a valuable source of European information. It was thought likely that this would be one area where membership of the Relay was likely to have made a very significant impact on library policy.



**Table B35: Since joining the Public Information Relay, which of these methods have been used, or will be used, to promote your European information service?**

Method of Promotion	Number	%
Leaflets/posters	106	91%
Guiding	81	69%
Exhibitions and displays	74	63%
EU bunting	63	54%
EU flag	63	54%
Newspaper advertisements and articles	39	33%
Seminars/meetings	27	23%
Subject bibliographies and booklists	27	23%
Local radio	19	16%

And indeed the findings would suggest that changes are very considerable in relation to active promotion of the European information available. Almost all libraries (97%) were undertaking some form of promotional activity. Leaflets, poster and guiding were now being used by the majority, while many others have put on exhibitions and displays. The majority (54%) are displaying EU bunting and the flag, and a significant minority have been involved in active promotion via advertisements, special events and media coverage. In addition to the above range of activities, 3 library authorities indicated that they had used, or plan to use, the services of their local MEP to promote the Relay service.

**Table B36: Do you have any concerns about conducting a Public Information Relay promotional campaign?**

	No.	%
<b>Yes</b>	39	33%
<b>No</b>	74	63%
<b>No Response</b>	4	4%

A significant minority of respondents (33%) had concerns about promoting their membership of the Relay. These related to: the staff time and additional costs involved in support of the service; the likelihood that they would create a demand or expectations that could not be met; and that a promotional campaign would raise issues about the neutrality of the library service.

## C: Financial Implications of Relay Membership

**Table C1: Have additional funds been committed to your European information service?**

	No.	%
<b>Yes</b>	37	32%
<b>No</b>	80	68%

In a significant minority of cases (32%) additional funds have been allocated to European information provision since joining the Public Information Relay. (None of the non-PIR members had allocated additional funds to European information provision.) It would be interesting to investigate further those respondents who had not felt that there had been cost implications to membership of the Relay.

**Table C1a: To which of the following areas have these funds been allocated?**

Areas of Funding	Number	% *
Stock	34	92%
Publicity	15	41%
Training	14	38%
Equipment	8	22%
Accommodation	7	19%
Overheads	2	5%
Staffing	2	5%

(\* i.e. of the 37 authorities who have had additional funds committed to their European information service)

In the great majority of cases (92%) additional funds have been assigned to stock purchase, but publicity, training, equipment and accommodation have also required extra monies.

The questionnaire sought to determine from where the additional funds committed had come and whether other budgets had suffered as a result.

**Table C2: If additional funds have been committed to your European information service, have other budgets within your library service fallen as a result?**

	No.	% *
<b>Yes</b>	20	54%
<b>No</b>	10	27%
<b>Don't Know</b>	5	14%
<b>No Response</b>	2	5%

\* i.e. of the 37 authorities who have had additional funds committed to their European information service

In the majority of cases (54%) alternative budgets had fallen as a result of additional funds being allocated to European information. Where this had taken place the budgets to suffer as a result included: general bookfund; journal subscriptions; adult non-fiction; and *reallocation* of reference budgets. There may, however, have been some misunderstanding of this question for those respondents who claimed that no other budgets had fallen as a result of additional funds being committed to the PIR. In response a number stated that additional funds had come from existing bookfunds where clearly other book purchases must have

suffered from the money being used for European material. In one case funds had come from a bookfund contingency fund, while two others indicated that their overall budget had increased (although one respondent specified that this arose from a “reallocation of resources and service review”). Only two respondents suggested that European information had attracted ‘*real*’ additional funding, with one of these having had a relatively long-established European service.

## **D: Usage of the European Information Service**

### **i) User statistics**

***Table D1: Do you have any information on the frequency with which requests are made for European information?***

	<b>No.</b>	<b>%</b>
<b>Yes</b>	14	12%
<b>No</b>	103	88%

Only 14 authorities could offer information on the frequency with which requests are made for European information, and in many cases these were acknowledged to be very approximate figures. For example, the responses included “*approximately one enquiry every 2-3 days*”, “*once or twice a month*”, and “*around 500-2,000 per annum*”. (None of the non-PIR members held information on requests for European information.)

However, statistical reports were received from two authorities, both of them English county library services. The first of these authorities provided a quarterly report for the period July-September 1995, which indicated that European enquiries accounted for 5.3% of their total enquiries. The authority concerned gave no indication of what constituted a ‘European’ enquiry.

The second authority, meanwhile, provided a more detailed account of a European enquiry survey carried out during the traditional ‘statistics week’ of 23rd to 28th October 1995. This report showed that out of 10,957 enquiries made throughout the county that week, 60 were European (i.e. 0.57% of the total). In this case, a ‘European’ enquiry included anything to do with the European Union, but excluded such things as requests for travel information in Europe and languages, except for business purposes. (For more details see Section 3, Case Study 4.)

As can be seen, there is a marked difference between the figures received from the two authorities discussed here, and indeed they suggest that the proportion of European enquiries made in the first county is almost ten times that made in the second county. This might be regarded as a questionable difference and suggests that each service’s definition of a European enquiry might differ. As a recent investigation by the Library and Information Statistics Unit at Loughborough University pointed out, inconsistencies in enquiry counting methods are responsible for many of the anomalies that appear in inter-library statistical comparisons<sup>i</sup>.

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<sup>i</sup> Sumsion, John, Marriott, Richard, and Pickering, Helen. To count or not to count, is that a question? *Public Library Journal*, 10(2), March/April 1995, pp.39-43.

The questionnaire sought first to determine whether respondents were aware of an increase in European enquiries in the period leading up to and after the establishment of the Single Market.

**Table D2: Has the service noted an increase in the number of European enquiries received over the last five years?**

	<b>No.</b>	<b>%</b>
<b>Yes</b>	73	62%
<b>No</b>	14	12%
<b>Don't Know</b>	27	23%
<b>No Response</b>	3	3%

The majority recorded an increase, however, this finding is likely to be based upon impressionistic rather than real data. Although not specifically asked for further comments, one or two specified that this had only been a slight increase, and one or two pointed out that the increase had occurred chiefly over the '1992'/Single Market development period. Interestingly, 5 of 7 of the non-PIR member respondents felt that there had been a notable increase in usage of European information over the period.

**Table D3: Has the service noted an increase in the number of European enquiries received since joining the Public Information Relay?**

	<b>No.</b>	<b>%</b>
<b>Yes</b>	32	27%
<b>No</b>	52	45%
<b>Don't Know</b>	27	23%
<b>No Response</b>	6	5%

At first glance this response looks disappointing, in that only 27% of respondents had observed any impact upon demand in the aftermath of joining the Relay. However, it must be borne in mind that not all authorities had launched their service at the time when the questionnaire was completed, and so:-

Of the 27 authorities who had launched their service up to and including June 1995:-

- 13 (48%) had noted an increase in enquiries (more encouraging)
- 9 (33%) had not noted an increase
- 4 (15%) did not know
- 1 (4%) did not respond to the question

One respondent was at pains to point out that this increase could not be attributed to being a Relay member. A high proportion answered 'don't know' again highlighting the lack of statistics gathering.

**Table D4: Prior to joining the Public Information Relay, did the following user groups make significant use of your European collection?**

User Group	Very Sig. (%)	Signif. (%)	Insignif. (%)	Don't Know (%)	No Resp. (%)
Businessmen/businesswomen	6	41	29	21	3
Primary producers (i.e. farmers, fishermen, etc.)	1	3	51	35	10
Further/higher education students	21	45	16	15	3
The general public	4	37	39	16	4
Local government officers	5	31	40	20	4
Job seekers	3	25	44	24	4
Schoolchildren	8	50	25	14	3

(NB 3 authorities (3%) failed to answer any part of this question.)

In order of perceived significance the following rates the user groups:

PIR members	Non-PIR members
1. FE/HE Students	1. FE/HE Students
2. Schoolchildren	2. Business people
3. Business people	3. Job seekers
4. General public	4. General public
5. Local government officers	5= Local government/schoolchildren

These responses would support prior anecdotal evidence as to the high frequency of use of European Union information by young people and for educational purposes. They also demonstrate the very significant use made of public libraries in the UK by the business community.

**Table D4a: Other user groups making significant use of collection.**

User Group	Very Signif. (No.)	Significant (No.)
Patent users	2	-
Environmental groups	-	1
MEPs' researchers	-	1
Police, Fire, Health and Prison Services	-	1
Teachers	-	1
Voluntary organisations	-	1

**Table D5: Have any of these groups become more frequent users since your library authority joined the Public Information Relay?**

	<b>No.</b>	<b>%</b>
<b>Yes</b>	38	32%
<b>No</b>	64	55%
<b>Don't Know</b>	10	9%
<b>No Response</b>	5	4%

**Table D5a: User groups becoming more frequent users since joining PIR\*.**

<b>User Groups</b>	<b>Number of Authorities reporting more frequent use</b>
Further/higher education students	25
Schoolchildren	17
Local government officers	11
The general public	9
Businessmen/businesswomen	8
Job seekers	2
Primary producers (i.e. farmers, fishermen, etc.)	-

(4 of the 38 authorities felt there had been a general increase in use by all groups.)

The interesting result to emerge from this question is the fact that 3 user groups which are not specifically targeted by the Relay initiative have to a greater extent become more frequent users, in the aftermath of the Public Information Relay, than have the targeted group, the general public. This is a highly significant finding and calls into question the ethos of targeting user groups by the establishment of separate Relays. 4 of the 38 authorities felt that there had been a general increase in use by all of these user groups.

There is a much greater proportion (56%) of the 27 authorities who had launched their service up to and including June 1995 who believe that usage has grown. Of these:-

- 15 (56%) noted that some user groups had become more frequent users
- 10 (37%) noted that no group had become a more frequent user
- 2 (7%) did not know

**Of these 15 authorities:** one felt that there had been a general increase in use by all of these user groups, and the rest:

<b>User Groups</b>	<b>Number of Authorities reporting more frequent use</b>
Further/higher education students	11
Schoolchildren	8
Local government officers	6
The general public	4
Businessmen/businesswomen	1
Job seekers	1
Primary producers (i.e. farmers, fishermen, etc.)	-



ii) *Information needs*

**Table D6: Please indicate the frequency with which information on the following topics was requested prior to your library service joining the Public Information Relay:**

<b>Subject</b>	<b>Daily (%)</b>	<b>Weekly (%)</b>	<b>Mthly (%)</b>	<b>Occas. (%)</b>	<b>Never (%)</b>	<b>Don't Know (%)</b>	<b>No Resp. (%)</b>
General info on the EU's activities	11	28	14	34	2	10	1
Custom tariffs and regulations	2	11	14	46	13	10	4
Employment and labour	3	18	21	41	5	10	2
Education	4	14	24	38	7	10	3
Legislation/ Implementation	9	21	21	31	6	10	2
Social issues/policy	3	19	17	43	7	10	1
Citizens' rights	2	15	15	47	8	10	3
Transport	2	5	13	48	18	10	4
Energy	1	8	12	53	13	10	3
Environmental issues	4	15	19	43	7	10	2
Agriculture, forestry & fisheries	1	6	13	47	20	10	3
Economic and financial issues	6	15	21	39	6	10	3
Business opportunities	8	23	18	29	9	10	3
Market & company information	18	20	15	27	6	10	4
Grants & loans	10	22	20	34	3	10	1
Scientific & technical research	2	2	6	40	35	10	5
Patents & standards	7	10	8	34	26	10	5
Statistics	18	21	19	28	3	10	1

In addition, one library authority indicated that information on 'Consumers' issues' was requested on a daily basis.

The most frequently requested topics (i.e. asked for on at least a monthly basis in at least 50% of the responding authorities) were:

1. Statistics
2. General information on the EU's activities
3. Market and company information
4. Grants and loans
5. Legislation/implementation

**Alternatively**, the most frequently requested topics (i.e. asked for on at least a weekly basis in at least 30% of the responding authorities) were:

1. Statistics
2. General information on the EU's activities
3. Market and company information
4. Grants and loans
5. Business opportunities
6. Legislation/implementation

Although the data may be impressionistic given the low level of statistics gathering by respondents, there is a good deal of agreement between the results of these two methods of calculating frequently used categories of European information: only *business opportunities* appears in a single case. Clearly, a significant level of demand is felt for materials that do not fall into the *general information* category. In particular, the comparatively high level of demand for statistical information is felt to be significant, in that this is a costly area of information purchase for libraries. For non-PIR members the number of respondents involved renders the data on frequency unmeaningful: general information and market/company information are the only 2 categories which emerge.

***Table D7: Have any of these topics become more popular since your library service joined the Public Information Relay?***

	<b>No.</b>	<b>%</b>
<b>Yes</b>	31	26%
<b>No</b>	69	59%
<b>Don't Know</b>	8	7%
<b>No Response</b>	9	8%

The percentage of respondents who felt that there had been a growth in the popularity of particular topics since joining the Relay is almost identical to that relating to growth in the number of enquiries (27%).

**Table D7a: Topics becoming more popular since joining PIR**

3 of the 31 authorities felt that *all* of these topics had become more popular.

Subject	No. of Authorities
General information on the EU's activities	14
Grants and loans	12
Legislation/Implementation	10
Social issues/policy	10
Statistics	8
Citizens' rights	7
Employment and labour	7
Business opportunities	4
Environmental issues	4
Agriculture, forestry & fisheries	2
Education	2
Market & company information	2
Transport	2
Customs tariffs and regulations	1
Economic and financial issues	1
Energy	1
Patents and standards	1
Scientific & technical research	1

General information is seen by 14 respondents as a growth area, and there is a greater emphasis here on categories that might be deemed to be of particular interest to the general public, as private citizens of Europe, rather than in a professional or commercial capacity: social issues, citizens' rights.

Again, particularly significant here are the responses of the 27 authorities who had launched their service up to and including June 1995. Of these: 13 (48%) had noted that some topics had become more popular; 11 (41%) indicated that no topics had become more popular; and 3 (11%) did not know. Of the 13 authorities who had noted that some topics had become more popular: 2 felt that *all* of these topics had become more popular, and the rest:

Subject	No. of Auths.
General information on the EU's activities	4
Grants and loans	4
Social issues/policy	3
Citizens' rights	2
Employment and labour	2
Statistics	2
Agriculture, forestry & fisheries	1
Business opportunities	1
Education	1
Legislation/Implementation	1
Scientific & technical research	1

Several other categories were detailed by this group of respondents:

Regional information (2)	European integration (1)
Consumer rights (1)	Economic and monetary union (1)
The European Parliament (1)	Maps of Europe (1)

**Table D8: Prior to joining the Public Information Relay, were the European information needs within your locality investigated at any time?**

	<b>No.</b>	<b>%</b>
<b>Yes</b>	10	8%
<b>No</b>	105	90%
<b>No Response</b>	2	2%

As expected, only a very small percentage (8%) of libraries had, prior to joining the Relay, investigated user needs in relation to European information. 1 non-PIR member authority had carried out a survey of European information for their region.

**Table D8a: What methods were used?**

<b>Method</b>	<b>Number</b>
Analysis of enquiries received	4
Analysis of stock used	4
Observation	4
Interviews	1
Survey by questionnaire	1

More than 1 method had been used by some respondents. The most popular methodologies focused upon analysis or observation of present patterns of usage rather than investigation of potential use. In addition, one authority indicated that they investigated their users' needs through their involvement with the Council's European Group.

**Table D9: Since joining the Public Information Relay, have you investigated, or do you intend to investigate, the European information needs within your locality?**

	<b>No.</b>	<b>%</b>
<b>Yes</b>	48	41%
<b>No</b>	66	56%
<b>No Response</b>	3	3%

Encouragingly, a very much higher number of library authorities (41%), since joining the Relay, have investigated or intend to investigate user needs in relation to European information.

**Table D9a: Which of the following methods have been or will be used?**

Method	Number	% *
Analysis of enquiries received	37	77%
Observation	32	67%
Analysis of stock used	25	52%
Survey by questionnaire	18	38%
Interviews	4	8%

\* i.e. of the 48 authorities who have investigated, or intend to investigate, the European information needs within their localities.

The majority would undertake analysis of present levels of usage (77% and 52%), but a significant number (67%) plan observational studies in an acknowledgement of the significance of the reference user who does not approach library staff. An impressive 18 plan a survey by questionnaire. In addition, one authority indicated that it has established, or plans to establish, a discussion group with key users.

It is felt that this is a very encouraging response, suggesting a very much more proactive approach by member libraries. It is recommended that a mechanism for drawing together and synthesising results should be developed in order to share knowledge of patterns of user need and use of European information.

### **E: European Union Information Policy Issues**

***Table E1: Please indicate if you are aware of the existence of the National Coordinating Committee of the UK Network of European Relays.***

	<b>No.</b>	<b>%</b>
<b>Yes</b>	82	70%
<b>No</b>	34	29%
<b>No Response</b>	1	1%

There is now a high level of awareness amongst respondents (70%) as to the existence of the National Coordinating Committee, although for the significant minority (29%) that are unaware of the NCC, efforts should be made to ensure knowledge. It is thought likely that activities such as the conference held in Newcastle in June, 1996, will have a significant impact on raising awareness, particularly if such events are widely and fully reported.

***Table E2: Please indicate if you are aware of the existence of the European Commission Directorate-General X's Users' Advisory Council.***

	<b>No.</b>	<b>%</b>
<b>Yes</b>	28	24%
<b>No</b>	88	75%
<b>No Response</b>	1	1%

Much less well known (24%) is DGX's Users' Advisory Council, which was recommended as part of the *Information, communication and openness* document, adopted in January 1994, in order to provide a new form of dialogue between the Commission and the main users of its information output.

***Table E3: Do you personally feel part of the Public Information Relay?***

	<b>No.</b>	<b>%</b>
<b>Yes</b>	95	81%
<b>No</b>	20	17%
<b>No Response</b>	2	2%

A highly encouraging 81% of respondents felt personally involved in the Public Information Relay. This is significant in that it is by such involvement at the workplace that the success of the Relay will be ensured. It has been in the area of involvement and feelings of membership that other Relays have battled with problems. EDC librarians and staff in Carrefours and EICs often feel isolated. Developments like Eurodoc, the e-mail system for EDC librarians, are evidence of an awareness that communication and interaction between staff of the Relays is highly significant to their success.

***E4 Do you foresee any problems in meeting the following obligations of Public Information Relay members, as set by the European Commission:***  
***Table E4(i) To bear the costs of staff, overheads and the necessary discounted materials***

	<b>No.</b>	<b>%</b>
<b>Yes</b>	43	37%
<b>No</b>	70	60%
<b>No Response</b>	4	3%

For the significant minority (37%) who felt that there would problems in meeting their obligations as members of the Relay, the problems predicted related largely to funding pressures.

***E4 Do you foresee any problems in meeting the following obligations of Public Information Relay members, as set by the European Commission:***  
***Table E4(ii) To make official documents and publications of the EU available to the general public.***

	<b>No.</b>	<b>%</b>
<b>Yes</b>	28	24%
<b>No</b>	84	72%
<b>No Response</b>	5	4%

For the 24% who predicted problems in making documents available, costs again, plus previously mentioned problems of display and storage were the major factors cited.

***E4 Do you foresee any problems in meeting the following obligations of Public Information Relay members, as set by the European Commission:***  
***Table E4(iii) To establish links and cooperate with local members of other sectorally established relays (e.g. EDCs, EICs, Business Links).***

	<b>No.</b>	<b>%</b>
<b>Yes</b>	21	18%
<b>No</b>	91	78%
<b>No Response</b>	5	4%

Only 18% felt that there would be difficulties in cooperating with other relays, due to lack of staff time and a lack of awareness/knowledge of other relays.

***E4 Do you foresee any problems in meeting the following obligations of Public Information Relay members, as set by the European Commission:***  
***Table E4(iv) To report back on activities and feedback from information users on an annual basis.***

	<b>No.</b>	<b>%</b>
<b>Yes</b>	37	32%
<b>No</b>	75	64%
<b>No Response</b>	5	4%

A higher proportion (32%) felt that there would be problems in providing feedback from information users annually. Factors cited included: staff time required; that European enquiries are currently not recorded separately; and that there was no knowledge at present of the precise form that such feedback would take.

***E4 Do you foresee any problems in meeting the following obligations of Public Information Relay members, as set by the European Commission:***  
***Table E4(v) To publicise the existence of the Public Information Relay by using the designated logo adopted by FOLACL and through various local events.***

	<b>No.</b>	<b>%</b>
<b>Yes</b>	14	12%
<b>No</b>	101	86%
<b>No Response</b>	2	2%

Very few respondents (12%) foresaw problems in publicising membership of the Relay: of those that did, time and costs involved were cited. A number of respondents felt that the promotion of the Relay would create a demand or expectations that could not be met; while others were concerned about the issue of the library's neutrality. (Response very similar to those for Question B36.



## **F: Future Development of the Public Information Relay**

Question F1 asked respondents to indicate preferred methods of reporting back to Brussels. It was an open question in order not to bias results: however, the responses that were given were very varied and difficult to analyse as a result. 89 (76%) respondents answered the question, often citing more than 1 method, and these are analysed into broad categories of methodologies, with the number of respondents favouring each.

**Standardised questionnaire / proforma.** 34 respondents felt that a standard form or questionnaire would be appropriate. (CIPFA proformas were mentioned by 3 respondents as exemplars.)

**Annual report,** containing details of usage, activities, meetings. 33 respondents favoured some form of annual report. Many sought guidelines upon compilation and standardisation or consistency in approach. A number also sought brevity.

**User statistics.** 17 respondents indicated that user statistics should be gathered. A number emphasised that these should record informal and formal usage and that their collection might present difficulties. Methods cited included: user logs, users' comments books; the idea of quarterly survey weeks, when detailed records could be kept.

**Annual meeting/forum/conference of PIR members.** 9 respondents felt that some form of annual general meeting would be useful and that coordinated feedback could by this mechanism be provided. In addition, another 7 respondents felt that local or regional meetings would be valuable.

**Discussion/focus group meetings with users.** 5 respondents felt that this mechanism would provide useful feedback data on performance.

**Standard/formal user surveys.** Only 3 respondents favoured carrying out an extended user survey on a regular basis to provide feedback.

Responses varied from those who were willing to provide feedback in several forms to those who felt that the feedback should not put too great demands on staff and resources and should be as brief and easily compiled as possible. A number of respondents emphasised the need for guidelines and standardisation in order to ensure that members were 'measuring the same things'. It was also felt that Relay members should have a say in the design of feedback systems in order to ensure that realistic performance measures were established and that the workload was kept to a minimum. It was recommended by some respondents that a summary or consolidated report should be prepared for the PIR as a whole, in order to share best practice, as well as to allow 'comparison and inspiration'. It was also felt that the feedback should allow for the identification of necessary improvements to the Relay as a whole.

**Table F2: Which of the following would be useful in furthering the development of the Public Information Relay?**

<b>Suggested Development</b>	<b>Number</b>	<b>%</b>
A regular newsletter for PIR members	95	81%
Regular coverage of the PIR's activities in the professional literature	91	78%
A hotline/helpdesk for dealing with PIR matters	86	74%
Opportunities to meet members of other UK relays	84	72%
A directory of relays and relay members	83	71%
An IT network (supporting E-mail, bulletin boards, etc) linking all public libraries in the PIR	81	69%
An annual meeting/conference of PIR members	76	65%
An annual report on the PIR's activities	76	65%
Opportunities for cross-Europe meetings	41	35%

The idea of a regular newsletter had a great deal of support (81%), as did coverage of the PIR in the professional literature (78%). The authors of the present report have helped to contribute to such coverage, with 3 articles already appearing, and a further planned detailing results of this project. A newsletter would be attractive, indeed one already exists for Scottish Relay members, *Relay News*. However, there is already experience of newsletters appearing and then disappearing, (e.g. *Carrefour News*), and it is recommended that a single newsletter for all Relays would be more effective, perhaps building upon the title already established in Scotland. Such a newsletter would have a much wider circulation and could carry regular reports on each of the Relays and their activities.

The idea of a hotline or help desk to deal with queries and problems has already been addressed with the recent establishment by AEIDL of a help desk in Brussels to answer queries from all relays.

Opportunities to meet with other UK relays was felt to be desirable by 71% of respondents. Again this objective is already being partially met by the establishment of the annual conference of UK relays, the first meeting of which was held in June. Equally the training programme has allowed interchange between staff of the PIR and staff of other relays, in particular of the EDCs.

A directory of relays (thought useful by 71% of respondents) was published in December 1995 (*European Union information: a directory of UK sources*): from the results of the case studies following in Section 3, most respondents felt that the directory was very effective and a useful resource. It is felt from the results above, however, that a more informative and descriptive source is also needed, which would develop understanding of the nature of services and collections of each category of Relay.

The idea of an IT network, linking all public library members of the PIR and supporting e-mail and bulletin boards, was thought desirable by 69% of respondents. The value of such a network has already been displayed by Richard Caddel's establishment of the Eurodoc network for EDC librarians. EBLIDA intend to lobby for such a network for all Relays and this response would indicate that there is a significant body of support for its necessity.

65% of respondents were positive about the idea of an annual meeting specifically for PIR members and the support for the Seminar held to discuss the results of this project would again support the belief that libraries are willing to support staff costs in travelling to such events. 65% of respondents felt that an annual synthesised report on the PIR's activities in general would be useful. Opportunities for cross-Europe meetings were the least popular potential future development, perhaps due to envisaged costs, although there were still a significant minority (35%) in favour of such meetings.

Overall there was a very positive response to this question, with all respondents keen to see some future development of the PIR in ways which would heighten awareness of activities, both amongst staff and members but also by the broader professional community.

The final question asked simply what else could be done to assist in the development of the Public Information relay. 47 respondents identified other measures which could be taken to develop the Relay. The most popular option was a national publicity campaign (several specified that schools and other educational institutions should be targeted) using national press/TV/radio, mailshots, Internet, etc. 2 respondents emphasised the necessity for continuing support from the European Commission in providing high quality promotional material. Additional Commission funding was felt to be desirable, in particular for IT support and more training.

### **G: Non-PIR members**

4 of the 7 non-PIR member authorities responding plan to join the Relay; 2 committing themselves to joining within the next 12 months; 1 uncertain when the authority would join; and 1 uncertain due to financial constraints.

Of the 2 authorities who did not plan to join the Relay, 1 did not have enough space or staff, while the second, though doubtful of the library service's capacity, requested further information from the Research Team and was clearly prepared to consider further.

1 respondent answered 'don't know' awaiting the results of reorganisation before committing to the Relay.

It is perhaps significant to note that despite its establishment at a period of some uncertainty for library authorities, very few have hesitated to join the PIR and this reflects on the level of enthusiasm of staff and their commitment to the provision of the best service to users.

### **SECTION 3: CASE STUDY VISITS**

#### **A: Case Study 1**

The first case study visit was to an English Metropolitan District library authority. It serves an area of 45 square miles containing a resident population of just over 431,000. The city in which it is based has, over the last 10 or so years, increasingly seen and promoted itself as a European city.

The authority has a staff establishment of 424 FTEs and has 24 static service points and 3 mobiles. In 1994-95 it received almost 3.5 million visits and dealt with over 778,000 enquiries. The library service was among the first to provisionally agree to join the Public Information Relay in May 1994, and formally became a Relay member in the December of that year. The Relay service was formally launched in July 1995.

This particular library service has a long tradition of providing European information. Indeed, it began collecting the *Official Journal* when it first appeared in the 1950s. A growing demand for European information (particularly following the signing of the Single European Act in 1986) led, in 1989, to an ill-fated joint bid by the library authority and the local Chamber of Commerce to host an EIC. This, in turn, led to the library service, with some funding from the City Council, establishing its own European Information Unit in 1991, and appointing a full-time European Officer to organise the Unit's collection and provide expert advice to users. The Unit is currently financed from within the library service's Business and Technology Group budget.

The European Information Unit is located within the District's Central Library and, more specifically, is a clearly identifiable partitioned-off section situated within the area of the building occupied by the Commercial Library. It should be pointed out that the Central Library itself receives over one and a half million visits each year, and is seen very much as a regional reference and information centre. Indeed, it finds that a significant proportion of its users come from the population of 5 million people living within half an hour's travel of the library.

#### **European Information Sources Held by the Library Service**

The European Information Officer has been heavily involved in the development of the PIR, being part of both the FOLACL Expert Group and its Sub-Group on Training, and has been largely responsible for compiling the lists of suggested sources provided to Relay members. It is unsurprising, then, that the Unit holds 75 (i.e. 96%) out of the 78 titles/series appearing on the FOLACL lists, although it should be emphasised that this is just a small proportion of the titles held by the Unit.

At the beginning of 1992, the library service took the conscious decision of attempting to obtain more material on CD-ROM. As a result, the Unit currently holds three Justis titles - *CELEX*, *European References*, and *Single Market* - and is currently planning to look at other, official titles. Of particular interest will be a revised version of the *Panorama of EU industry* and some of the statistical titles produced by Eurostat. The CDs are currently available on public access at one terminal, although additional terminals are about to be installed.

Online sources of European information are not used regularly, although the Unit has recently subscribed to the Eurobases host and is particularly interested in exploring the press

releases database, RAPID. Similarly, access to the Internet has only recently been obtained and has therefore been largely of an experimental nature, mainly using the EUROPA server.

European material is also held in other subject departments within the Central Library. For example, the Commercial Library has an extensive range of European company and marketing information, and a selection of European trade directories; while the Technical Library has a collection of European technical translating dictionaries, and has access to European patent abridgements. Small collections are also being established in the authority's District Libraries - they currently hold some basic texts, such as the *Guinness European Data Book* and the *Times Guide to the European Parliament*, together with reference and give-away copies of the European Commission's booklets and pamphlets.

### **Arrangement of the European Collection**

With regard to the arrangement of the European Information Unit's collection, the text books are classified using the scheme which appears in the current awareness source, *European Access*. The Unit finds this classification particularly useful because, for example, each EU institution has its own class number, material on individual Member States is kept together, and material on some of the most popular subjects, such as employment or human rights, is also kept together. As the collection has been developed through analysing the types of questions asked, some sections are decidedly bigger than others. For example, the agriculture section of the collection, perhaps not surprisingly, contains very little. The Unit's stock is regarded very much as a 'cost-effective' collection, where each source can be used by a variety of users.

Periodicals, meanwhile, are stored and displayed in their own unit. However, a lack of space has resulted in some titles being kept in folders at the appropriate subject area of the main collection - an arrangement which can affect users' awareness of their existence.

Although there is space for a certain amount of the free booklet and pamphlet-type material to be displayed within the Unit, bulk copies are stored in the stack area. With this in mind, a subject guide to this material has been devised, where each title is listed alphabetically under one of the following broad headings:-

General	External Relations
Agriculture	Funding
Business and Industry	Institutions
Consumer Issues	Legislation
Economic and Monetary	Single Market
Education and Culture	Social
Environment	Transport

These broad headings are based on the types of general enquiries that are being asked by users, and therefore when such an enquiry is made, staff can quickly access copies of the relevant items which are stored in alphabetical order in the stack area.

## Use of the Collection

Each enquiry received by the Unit is logged using the simple 'five-bar gate' method, although 'European' enquiries received in the Central Library's other subject departments, and in the library authority's other service points are not recorded. The total enquiries received by the Unit over the last four years are detailed below.

Year	Personal	Telephone	Other*	Total
1992-93	926	342	229	1497
1993-94	3730	677	140	4547
1994-95	4951	986	177	6114
1995-96	5000	1174	250	6424

\* 'Other' = research, postal and fax enquiries (A research enquiry is one lasting 30 minutes or more)

As can be seen, there was a dramatic increase in the number of enquiries handled during 1993-94. This was due to the fact that, up until October 1993, the Unit's enquiry desk was staffed solely by the European Information Officer. After that date the current arrangements were introduced, whereby two members of staff, who also work in the adjacent Commercial Library, are utilised to ensure that the enquiry desk is manned for the entire 46 hours per week that the Unit is open. Although the number of enquiries has risen since the Unit launched its PIR service in July 1995, the European Information Officer finds it difficult to attribute this to Relay membership, because the numbers have been increasing steadily over the last few years anyway.

As has already been indicated, the development of the Unit's collection has been very much demand-based. To assist in this process, and more importantly to provide a practical and valuable reference aid, the Unit maintains an enquiry book, which is a selective record of enquiries asked, together with the answer and the source(s) consulted. The Unit also maintains information files which contain addresses, telephone numbers and concise pieces of information on the most frequently requested topics.

The European Information Unit is utilised by a wide variety of user groups, the most frequent being students (from A-level upwards). The District has a large concentration of students - including around 45,000 at three local universities - and many of their courses and projects have a European element. The subjects that students request can be many and varied, and can require the use of a wide range of sources. They often require quite detailed statistical information. The second largest user group are business people, who also request information on a variety of topics, including legislation, grants and loans, statistics and marketing information.

However, the Unit is also used on a significant basis by the general public, who can request information on anything from health and safety legislation to travel and passport requirements; by local government officers, who ask about such topics as legislation, grants and loans, and statistics; by primary and lower-secondary schoolteachers, who want to introduce 'Europe' into the classroom; by jobseekers, who want to live and work in another EU country, or indeed work for one of the EU institutions; by voluntary organisations, who often require information on funding opportunities; and by the local police, fire, health, and prison services, who tend to ask for details on EU legislation, often concerning health and

safety. The European Information Officer is also aware of the Unit being used regularly by the local MEPs' researchers, but to what purpose is not known.

Primary and lower-secondary schoolchildren also use the Unit, but to a far lesser extent than their more senior counterparts. These age-groups tend to use their local District Libraries for what are usually very general project enquiries. Incidentally, when European enquiries are received in the District Libraries, and staff are unable to answer them using the sources available locally, they will telephone the European Information Unit. The user is then offered the choice of visiting the Unit personally, or having the appropriate material posted or faxed to him/her.

## **Training**

As was already indicated, the European Information Officer has been heavily involved in developing the Relay training programme. With this in mind, the Relay modules have been attended by the two members of staff who divide their time between the Commercial Library and the European Information Unit. Although already having considerable expertise in dealing with European enquiries, the two staff concerned have found this exercise worthwhile, as the background information on the EU provided at the Relay modules has helped to put their previous knowledge into context. This previous expertise was gained not only through dealing with European enquiries and materials on a regular basis, but also through an ongoing in-house training programme developed by the European Information Officer. This programme has covered a variety of topics, such as tracing EU legislation and using electronic sources, and has included a great deal of practical, hands-on work. The European Information Officer is currently considering how to provide training to staff in the District Libraries.

## **Links with Other European Information Providers**

Given the library authority's relatively long tradition of providing European information, it is unsurprising that the Unit has developed close links with a number of other European information providers. For example, there is an EIC and an EDC within close proximity of the Unit, and users are frequently referred to them. Library staff have also visited these agencies. This is very much a reciprocal arrangement - both agencies refer users to the Unit, and representatives of both have visited the Unit. Indeed, even when the nature of the contact with other agencies is largely referrals, the European Information Officer is keen to ensure that the person being contacted is known personally, as it is believed that correct referral reflects positively on the Unit's service. Similarly, where appropriate, the European Information Officer is keen to ensure that users are aware of other relevant agencies they can contact. For example, local government officers will be told of the Local Government International Bureau, while solicitors will be made aware of the Law Society's EC Information Service.

Since joining the Relay, the Unit has had increased contact with the Library at the European Parliament's London Office. This largely stems from a familiarisation visit made to the London Office during a Module 1 training session. These improved links have been particularly useful for accessing European Parliament documentation. In addition, as the library service is very much regarded by other public libraries as a lead authority in European information provision, there has been frequent contact made by other Relay members, both for advice on establishing their Relay service and (from Relay members in the local region) assistance in answering enquiries.

## **Promotion and Publicity**

Since the Unit was established in 1991, the library service has attempted to ensure that it has a high profile. Certainly, within the Central Library it is well signposted, and the Unit itself makes full use of the EU flag, as well as posters, promotional leaflets, etc. But the authority is particularly keen in promoting the Unit throughout the wider, local community, and has therefore been heavily involved in high profile events such as a local Italian Week, and the local contributions to the European Year of Older People. The European Information Officer has also given a number of presentations to local government officers, voluntary organisations, colleges and schools. In fact, as the Unit sometimes receives visits from groups of local schoolchildren, a number of games with European themes have even been devised. With regard to the launch of the Relay service in July 1995, the event included presentations and a photo-call involving representatives of the embassies and consuls of the three newest Member States.

## **Current Awareness Service**

The Unit also produces a monthly current awareness bulletin. It largely consists of short abstracts of interesting articles on EU developments which have been identified by systematically scanning the *Official Journal* and other periodicals, such as *European Information Service*, *Financial Times*, and *Social Europe Magazine*. It also provides details of future events and of the Unit's recent acquisitions. Although originally intended for public libraries and those in local government (much of the content deals with local authority interests), copies are now circulated to colleges, voluntary organisations, etc. Around 270 copies are produced each month.

## **Future Developments**

Although the Unit has several ideas it would like to put into practice, current staffing and financial restrictions act as something of a barrier. One of its main priorities is to do more outreach work with local schools and colleges, and indeed an unsuccessful bid has already been made for Public Library Development funding to finance a post that would develop closer links with the education sector. The Unit is to continue looking for opportunities to fund such a project.

The Unit would also like to develop the use of IT. As has already been mentioned, it is to receive additional terminals to allow greater public access to electronic sources of European information; and there are also provisional plans to add more information about the Unit to the library service's Web pages. The possibility of allowing remote access to the Unit, and to the library's other services, is also being investigated.

## **User Survey**

During the afternoon of the visit (i.e. 2-5pm) 21 people visited the European Information Unit, although 5 were observed simply using the Unit's study tables to work with material obtained from the adjacent Commercial Library. Of the remaining 16 users, 6 were interviewed, 1 declined to be interviewed, 1 'escaped' while another interview was taking



place, 4 were observed removing material from the Unit to study it in the adjacent Commercial Library and were not seen again, and 4 were still studying in the Unit when the project team member left the premises. It should be pointed out that the period in which the case study visit was made (i.e. in the week before the Easter weekend) is generally a relatively quiet period for the Unit.

Of the six users interviewed, two were businessmen looking for supply contracts in the *Official Journal 'S' series* - one in printing, the other in computer software and systems. Both regularly visited the Unit to scan this source. The other four interviewees were all students looking for information for their coursework, and all four consulted the Unit's staff during their visit. Three of the four were quite frequent users of the Unit, having originally heard of its existence from their course leaders. The respective topics required by the students were: information on the Italian paint industry; information on the impact of the Single European Market on the motor industry; comparative statistics on education; while one was looking for a particular journal article on EU legislation. With the exception of the student looking for the specific journal article (who was referred to the law section of the Social Sciences Library), all obtained the information required. Indeed, all of the interviewees were decidedly positive about the Unit's facilities and of the staff's assistance and knowledge.

It is perhaps also worth mentioning that, of the users who were not interviewed, one was browsing through the *Official Journal 'S' Series*, one was observed successfully obtaining environmental information for a school project, while another was also seen to be working with environmental material. It should also be pointed out that the Unit received three telephone enquiries during the 3 hour period but, unfortunately, the content of these calls was not noted by the project team member.

## **B: Case Study 2**

Case study 2 is a Scottish library authority which serves an area of 116 square miles containing a population of around 142,500. It has a staff establishment of 74.5 FTEs and has 7 static service points and 3 mobiles. In 1994-95 it received over 1.4 million visits and handled over 137,500 enquiries. The authority joined the PIR in June 1995 and formally launched the Relay service in January 1996.

### **European Information Sources Held by the Library Service**

The main European collection is located in the reference room of the authority's largest library. It is estimated that, on joining the Relay, around £500 was initially spent on stock within this particular library. This money was reallocated from within the existing reference budget, and is believed to have had no real effect on other areas of the reference stock.. In addition, a smaller European collection is located in the only other library in the authority with a reference room. This library is responsible for its own acquisitions. The other libraries in the authority, meanwhile, have been supplied with copies of the free pamphlet material.

Altogether, the library service holds 28 (i.e. 65%) of the 43 titles/series appearing on FOLACL's list of suggested sources for smaller library authorities, although it should be pointed out that it also holds a selection of the titles which FOLACL suggested might be of interest to larger libraries, as well as a number of the items appearing on the subsequent FOLACL lists (which, of course, this particular authority will not have received).

With regard to electronic sources, the library service is really just beginning to introduce IT, and therefore has no current access to online databases or CD-ROMs containing European information. There are plans to introduce three new terminals for CD-ROM access, but there are no immediate plans to purchase European information titles. Internet access has also been recently obtained, but is still very much at an experimental and evaluative stage and has not yet been used for searching for European information.

### **Arrangement of the Collection**

Most of the European material in the authority's main collection is kept together in a single bay, which is situated almost immediately adjacent to the reference room's enquiry desk. This bay consists of a 'parallel' sequence of text books and pamphlets classified using Dewey, together with pamphlet boxes containing multiple copies of the give-away material. When catalogued, the sources in this bay are given two classmarks: one is the general Dewey number for the EU, and indicates that the source is located in the bay; the other is the precise Dewey number which indicates the exact location of the item within the bay. In addition to the 'European' bay, some materials with a European element in their subject content (e.g. works on studying abroad) remain located within the normal classified sequence. This arrangement appears to have worked well so far.

## **Use of the Collection**

Although the number of all enquiries received in the reference room is recorded using the five-bar gate method, these are not categorised in any way, so the precise level of European information enquiries is not known. There has, however, been a noticeable increase in the number of European enquiries received since launching the Relay service, particularly from students and schoolchildren. As well as the local schools, there is a commercial college and a college of nursing in close proximity to the library, and a European element is quite common in their project work, often requiring the use of statistical information. The library staff find that enquiries from students and schoolchildren are of a cyclical nature, and tend to occur at certain times of the year, presumably when the relevant modules are being carried out. There is also relatively significant use of the collection by business people, who tend to require information on funding or business opportunities. Use by the general public, however, has been somewhat modest, and the questions asked so far have been of a very general nature, such as 'Who is the local MEP?', and 'How many Member States are there?'.

The library has recently started a European enquiry book. As with the one maintained by the European Information Unit in Case Study 1, this is designed to act both as a reference tool and as an aid to future collection development. The entries made in the enquiry book so far suggest that the library is currently receiving an average of one European enquiry per week. An information folder is also being maintained, containing useful addresses and snippets of frequently requested information.

With regard to European enquiries received at other service points, one library, as has already been mentioned, has a reference collection of its own and will therefore be able to answer most enquiries itself. The other libraries, meanwhile, will generally contact the library holding the main European collection to confirm that relevant material is available before referring users in.

## **Training**

The Relay training programme sessions have so far been attended by two members of staff: one going to the original awareness-raising day and the subsequent materials and enquiry-work session; and the other going to the repeat awareness-raising session. The information obtained at these sessions have been passed on to other staff through group discussions, the circulation of relevant papers, and also through an in-house training session carried out as part of the library's overall in-house training programme. The staff believe the Relay sessions have proved useful, but the moderate demand for European information so far, coupled with the fact that the library staff are constantly circulating between the library's reference and lending departments, mean that there is little opportunity to practise these skills. With this in mind, they believe that reiteration of the basic training may well prove necessary, perhaps on a yearly basis.

## **Links with other European Information Providers**

Although library staff have visited the nearest EIC and telephoned a nearby European Reference Centre to establish the extent and nature of their respective stocks and services, subsequent contact with these two agencies has been rare. However, the library has developed close links with a local Trade Development Centre (which is funded by the local Council, the local Enterprise Agency and the local Chamber of Commerce, and which is an access point to the nearest EIC) and quite frequently uses their free services when dealing

with business-related enquiries. The level of contact with the European Commission Office in Edinburgh has also increased, both through efforts to obtain free material and promotional items and, more significantly, through the library authority being represented on the Scottish PIR User Group.

### **Publicity**

When the authority launched its Relay service in January 1995, it organised an event involving the local MEP, local councillors, and representatives of the European Commission and SLIC. Coverage of this event appeared in the local press. Subsequent publicity, though, has been more modest: there is some guiding in the library, the PIR is mentioned as part of the Reference and Information Services in the library service's information pack, and the Relay service also receives a mention in a local directory of council services. More vigorous promotional activities are unlikely, for two main reasons. Firstly, the staff resources to conduct such a campaign would be impossible to spare; and secondly, the library does not wish to promote its European information service to a greater degree than its other reference and information services. Indeed, the library believes it is currently providing a good, solid, basic European information service, and therefore has no real plans to alter it in any way.

### **User Survey**

Unfortunately, during the afternoon of the visit, no-one looked at or used the European collection. A possible contributing factor may have been the fact that the visit took place during the period when the library's most frequent users of European information - students and schoolchildren - were on holiday.

### **C: Case Study 3**

The third case study visit was to an English County library authority which serves an area of 914 square miles containing a resident population of just under 595,000. It has a staff establishment of 237 FTEs and has 36 static service points and 6 mobiles. In 1994-95 it received over 3.6 million visits and dealt with almost 322,000 enquiries. The authority was one of the first to provisionally agree to join the PIR in May 1994, and formally became a member in December that year. The Relay service was formally launched on Europe Day, 9th May 1995.

Before joining the PIR, however, the authority had previously been actively involved in providing European information. Indeed, at the beginning of 1992, following an unsuccessful bid to host an EIC, the local County Council, together with the local Chamber of Commerce and Industry, the local Enterprise Agency, the local Training and Enterprise Council, and a local College of Higher Education, established its own Business and European Information Centre located within the County's Central Library. As its name suggests, the centre provides national and international business information across the County. It is also a satellite of the nearest EIC. At the time of the case study visit, the Centre was situated on its own, near the main entrance of the building, however it was just about to be relocated to the Reference Department, on a different floor of the library.

#### **European Information Sources Held by the Library Service**

Following the library authority's membership of the PIR, the Centre also became the focus of the Relay service, and therefore it currently holds the vast majority of the library service's European materials (many of which, it should be said, were already being stocked prior to Relay membership). However, the County's six area libraries also hold a small European collection, comprising a selection of basic texts, such as *The Economist Pocket Europe* and the *Guinness European Data Book*, and copies of the Commission's pamphlets and booklets; while all other libraries also hold the free material, together with a copy of the *European Community Factbook*. Altogether, the authority (and more specifically the Business and European Information Centre) currently holds 56 (i.e. 84%) of the 67 titles/series suggested by FOLACL in its PIR profile and in its Module 2 sources list, while several more of these items are currently on order. (Unfortunately, the project team was unable to check the library's holdings against the Module 3 list of sources).

With regard to electronic sources of European information, the Centre makes quite regular use of the AIMS database at the University of Strathclyde's European Policies Research Centre. This database provides up-to-date information on financial assistance schemes from the EU institutions, national public bodies, and regional and local development bodies. Other than the AIMS database, though, the Centre rarely uses online sources, and instead prefers the CD-ROM format. Only one European CD title - *Justis Single Market* - is held, however, although it does receive regular use, often from students. Internet access, meanwhile, has only recently been obtained and is not yet used for accessing European information, although a project currently being carried out by the Council's Public Information Strategy Group should be mentioned. This project is looking at the implications of providing the general public and council staff with Internet access to public, environmental and European information.

## Arrangement of the Collection

The main European collection is located within a particular corner of the Business and European Information Centre. It is divided into the following 32 subject areas, which are in alphabetical order on the shelves:-

Agriculture and Fisheries	Health and Safety
Anti-EEC	Indexes
Business and Industry	International Relations
Communications	Law
Company Law	Leisure and Tourism
Eastern Europe	Local Authorities
Education	Politics
Employment	Public opinion
Energy	Regional Policy
Enlargement	Research and Development
Environment	Single Market
European Community	Social Policy
European Parliament	Social Security
Finance	Statistics
Glossaries	Transport
Grants and Loans	Treaties

A list of 'SEE' references are also displayed beside the collection to guide the user (for example, Disabled SEE Social Policy, Public Procurement SEE Local Authorities). As can be seen, the list of subject headings includes one entitled 'Anti-EEC'. It should be pointed out, though, that the material in this section has not been specifically acquired to counteract any hostility towards the Relay, as has been the case with at least one other Relay member. Indeed, much of the material was acquired during the 1960s and pre-dates the UK's entry into the then EEC.

With regard to the free booklets and pamphlets, although a selection is on view in leaflet dispensers, there is no room for them all to be publicly displayed. With this in mind, a sample copy of each item is numbered and kept in a reference folder. Users can then browse through this folder and select titles of interest, and staff can then retrieve copies from the bulk stock, which is kept in the appropriate numerical order in an adjacent storeroom.

## Use of the Collection

Using the five-bar gate method, the Centre records both the number of enquiries received about the European Union, and the number of European company information enquiries. The exact nature of these enquiries, however, is not recorded. The figures from the last two years can be seen below:-

Year	EU Enquiries	European Company Information Enqs
1994-95	707	279
1995-96	560	249

There has been no increase in the level of enquiries received since joining the PIR, and indeed, from the figures above, it appears the numbers have actually dropped during the period. Certainly, the Centre's staff believe there is still a lack of public awareness of the Relay service (of which more will be discussed later).

Given the nature of the Centre, it is unsurprising that one of the major users of its European information is the local business community. An increasing number of business people visit the Centre to scan the *Official Journal 'S' Series*, while enquiries on EU legislation and on grants and loans are also frequent. The other major users of the European collection are students, who request information on a variety of topics, including equal opportunities, the Social Chapter, and economic and monetary union. Indeed, the coursework of some local students requires them to establish a hypothetical company in another EU country, therefore they often ask the same types of questions (on employment law, taxation, etc.) as business people. The Centre also receives significant use by local government officers, who often request information on health and safety legislation and on the public procurement directives. Schoolchildren, too, are becoming more regular users, in most cases requiring general information on the EU for project work. Use by the general public, however, is somewhat infrequent.

When European enquiries are received in other service points, and staff are unable to answer them using the sources available locally, the authority operates a referral system similar to that used in Case Study 1. The Centre will be contacted by the library concerned and the user will be offered the choice of visiting personally, or receiving copies of the relevant material by post or by fax.

## **Training**

The first three Relay training modules have been attended by one librarian from the Business and European Information Centre, and a member of staff from the Economic Development Unit of the County Council's Planning and Transportation Department, who works in the Centre one day each week. This training has so far been cascaded to the rest of the Centre's staff. It should be pointed out, however, that due to the delay in the European Commission delivering Module 2, the authority arranged its own internal training session prior to the Relay service being launched. This session was for all Information Librarians and Operational Managers, and involved both external and internal speakers.

In addition, the County's Area Librarians have visited the Centre and undertaken training sessions in both business and European information. Similarly, in preparation for the Centre moving from its present location, business and European training is being given to librarians in the Reference Department. It is planned that the last stage of this programme will make use of the Relay Modules' practical worksheets. Training sessions for library assistants are to follow, but these will not be so detailed.

## **Links with Other European Information Providers**

As has already been mentioned, the Centre is a satellite of the nearest EIC, and therefore is in relatively regular contact with that particular agency. Indeed, there are currently some "interesting" negotiations taking place over the level of the Centre's subscriptions to the EIC's services. The Centre also occasionally refers users to the nearest EDC, and has recently been talking with a Business Link currently being established locally. Contact is also occasionally made with the European Commission in London, usually for details of forthcoming events.

There are also plans, over the next year or so, to develop closer links with the local education relay and the local voluntary sector relay.

The library authority is also part of a PIR forum, which consists of those County library authorities in the region that are currently Relay members. This forum was established largely to consider the training implications of the Relay, for it was felt that it was desirable to have a focused training programme that was relevant to their particular regional needs. A number of meetings have taken place over the last year, although it is felt that this work has been superseded by the European Commission's subsequent decision to give the training programme a standard, national focus. Soon after the case study visit took place, the forum was to meet again to decide on its future direction.

### **Current Awareness Service**

The Business and European Information Centre also compiles a current awareness bulletin from the contents of the *Official Journal* and other periodicals, including *European Access*, *EIA Review* and *Croner's Europe Bulletin*. This bulletin largely contains European information of interest to local government, and is sent to local government officers, local councillors, and other key individuals with an interest in Europe. However, a review of the service is currently in progress to establish whether or not it might be undertaken by the Local Government Information Service instead. Interestingly, part of the review consisted of an audit of the European information sources held within the Council's individual departments.

### **Promotion and Publicity**

Since it opened in 1992, the Centre has been the subject of a variety of promotional activities, largely aimed at the business community. A number of open evenings and seminars have been arranged, staff have given talks to business clubs, exhibition stands have been set up at a number of business shows, and a selection of promotional literature has been produced. Indeed, the Centre developed its own promotional logo which has subsequently been adapted and used nationally as the PIR symbol. More recently, in order to meet a corporate and departmental goal of promoting European resources and expertise within the library authority to Council officers and members, the Centre have held a number of 'drop-in' sessions for these particular groups, and the Centre's staff have also given talks to gatherings of Council officers. A presentation, focusing on funding opportunities, has also been given to representatives of the voluntary sector.

As has already been indicated, though, there appears to be a lack of awareness of the Relay service among the local general public. Although the Relay launch event (which was attended by local dignitaries and representatives of the European Commission) was featured in the local press, and occasional displays have been mounted in the Central Library's foyer, it would appear that this has had little impact so far. When the Centre has completed its forthcoming relocation, the staff hope to use some guiding to increase awareness of the service, amongst present library users at least.



## User Survey

During the afternoon of the visit, although the Business and European Information Centre was visited by 19 people, only one had a European information enquiry. This was a part-time lecturer on the wine industry, who required some basic information, suitable for students, on importing and exporting wine in EU countries. The user took away the free DTI book *Business in Europe: the Single Market*, and borrowed a relatively old text-book (published in 1987, but apparently the most current source) on wine in the EC. The user was impressed with the Centre's facilities and the helpfulness of the staff but, quite understandably, reserved judgement on the suitability of the sources provided until they had been examined more closely.

During the course of the visit, the Centre also received a telephone enquiry from a businessman in the glass and reinforced plastics industry who wanted information on CE Marking. The Centre staff found some information on the subject amongst their DTI, British Standards, and Croner's Europe material, and advised the enquirer to visit the Centre the next day, when they had also made arrangements for him to look through the *Justis Single Market* CD-ROM.

#### **D: Case Study 4**

Case study 4 is also an English County library authority, this time serving an area of 633 square miles with a resident population of just over 1 million. The staff establishment is 452 FTEs and the authority has 53 static service points and 13 mobiles. In 1994-95 it received over 7.9 million visits and dealt with some 1.46 million enquiries.

Like the previous case study, the authority was among the first to provisionally join the Relay, and formal membership was obtained in December 1994. The authority launched its PIR service in May 1995. Later that year, following a successful bid for funding from the County Council's Economic Development Department, the library service appointed a European Information Officer, on a 12 month fixed-term basis, to develop and promote the Relay service. Not surprisingly, then, the work of this officer underpins much of the authority's European information activities.

#### **European Information Sources Held by the Library Service**

The main European collection is located in the County's Central Resources Library, which is acknowledged locally as a specialist reference and information centre. In addition, a number of large Community Libraries in the County hold basic texts, such as *Basic Statistics of the Community*, and copies of the Commission's booklets, although the devolved nature of stock selection in the library service means that some of these libraries may have more substantial European collections. Indeed, in some cases the Information Specialists based in the Community Libraries have also placed copies of the booklet material in the smaller libraries in their particular locality. A more standardised approach to the acquisition of European materials throughout the County is currently being considered, though. Altogether, the library service holds 51 (i.e. 76%) of the 67 titles/series suggested by FOLACL in its PIR profile and in its Module 2 sources list.

Online sources of European information are not used to any great extent, although business and company information related to particular EU countries is occasionally looked for in the Dun & Bradstreet databases on the Datastar host. The Central Resources Library, however, holds two titles - *EUROCAT* and *Eurolaw* - on CD-ROM. Although *EUROCAT* is not used a great deal, frequent use is made of *Eurolaw*, largely by business people, but quite often by students. In fact, these two CDs are also available, via a Wide Area Network, in four of the County's Community Libraries. The Internet is also used, generally by the European Information Officer, for answering European enquiries. The sites most frequently visited are the Commission's EUROPA and I'M EUROPE servers, and the pages of the Centre for European Union Studies at the University of Hull.

#### **Arrangement of the Collection**

Most of the European stock in the County's Central Resources Library has simply been integrated within the standard reference collection at the appropriate Dewey classmarks. This is certainly an arrangement approved of by the library staff, who prefer the avoidance of separate sequences. Similarly, publications such as *EP News* and the *Official Journal* are situated, in alphabetical order, amongst the library's other periodicals. In addition, a selection of the free booklet material is displayed in a dispenser. Indeed, at the time of the visit, these were quite prominent within the library, due to them being situated in front of an exhibition/display board on temporary loan from the London Office of the European

Parliament. Like Case Study 3, the library also has folders containing reference copies of the free material, with instructions for users to ask staff if they require take-away copies. Bulk copies of these items are stored in the library's post room.

### **Use of the Collection**

Shortly after being appointed, the European Information Officer coordinated a survey of the level of European enquiries throughout the County's libraries. This was largely to act as a benchmark with which to measure the success of future publicity and marketing of the Relay service. The survey, carried out during the normal CIPFA statistics collecting exercise, found that European enquiries accounted for just 0.57% of the County's total enquiries. Of the European enquiries received, 48% were from the education sector, 23% were from business people, and 18% were made out of personal interest. The survey concluded that there was clearly a need for a major publicity campaign to heighten awareness of the Relay. In particular it was felt that the local voluntary sector and local government officers should be targeted, as neither group was making significant use of the authority's European materials. The survey will, of course, be repeated once such publicity has been undertaken.

At the Central Resources Library (which accounted for 40% of the County's total European enquiries during the above survey) the most frequent requests for European information are from business people and students. Business people tend to require information on legislation, grants and loans, and on business opportunities in other Member States. Students, meanwhile, often require comparative statistical data, and, like those in Case Study 3, can sometimes assume the role of a businessman/businesswoman and ask similar questions. Schoolchildren are also quite frequent users of European information, mainly asking very general questions on, for example, the number of Member States, or the role of the European Parliament. Use by the ordinary man or woman in the street, however, appears to be rare, although the staff point out that the extent to which the public take-away or use the Commission's booklet material is impossible to monitor.

### **User Needs Survey**

Following the survey of European enquiry levels in the County, the library service decided to investigate the European information needs of the local public. They therefore carried out a postal survey of a random sample of 2000 households in the County. This questionnaire was designed to establish actual and latent demand for specific categories of European information. A response rate of almost 53% was obtained (i.e. 1053 replies).

The survey found that 18.5% of the respondents had, in the past, tried to obtain information on any aspect of the EU, mainly from libraries and printed sources. Of these, 47% had wanted the information for business or work-related reasons, 24% for a personal interest, and 23% for education purposes. When asked about the types of European information they might use, almost 55% of the respondents indicated geographical information, with legal information (50%) and political information (41%) being the other most popular subjects. Some 27% said they would never look for European information.

Less than 2% of the respondents had heard of the PIR service - a finding which reinforced the library service's earlier conclusion that a major local publicity campaign is required. And interestingly, over 66% of the respondents indicated that they would like to see a section of their local library dedicated to European information - a finding which appears to conflict with the library staff's wish for an integrated collection. With this in mind, the survey report

concluded that each Relay point should have a strong focal point dedicated to European information containing, at the very least, basic information and indications of where the user should go to obtain more details.

## **Promotion and Publicity**

Although, given the above survey results, the library service is conscious that more publicity is required, it has already carried out a significant number of promotional activities. The Relay launch event, for example, involved local MEPs and councillors and was featured in the local press; an information leaflet outlining the County's Relay service has been produced; the European Information Officer has given presentations to various groups of visitors (e.g. the European Union of Women) and recently ran a workshop on European information sources at a County-wide European conference involving the local university, colleges, and borough councils; and a display stand outlining the Relay service is currently circulating amongst the County's Community Libraries.

The Relay service is also featured on the library's Internet home pages. This is an area in which much development is taking place locally; indeed, the library's pages now offer links to other relevant sites, including the European Commission's EUROPA server. However, perhaps the most unusual example of the library service's promotional activities has been the placement of large versions of the PIR logo on the sides of two of its delivery vehicles. These signs bear the slogan, "I'm Into European Information", together with the telephone number of the Central Resources Library.

## **Training**

At the time of the case study visit, representatives of the library authority had attended Modules 1 and 2 of the Relay training programme. Indeed, the relevant Module 3 session was being held the day after the visit. Much of the training provided to other library staff, however, has been devised by the European Information Officer. He has organised three sessions of a full-day course (a fourth was to follow within a week of the case study visit) for not only library staff, but also local government officers from various County Council departments (Trading Standards, Corporate Services, etc.). Over the three sessions, the course has been attended by almost 50 people.

The morning of this course comprises some background information on the PIR, an introduction to the various EU institutions, a look at some European information sources, and an introduction to European legislation. The afternoon, meanwhile, consists of a practical enquiry-answering session (based on the Relay Module 2), and a session in which the European Information Officer runs through the legislative process from COM document to statutory instrument. The course is divided into 1-hour 'soundbites' so that those who are unable or feel they do not need to attend the entire course can select the particular part(s) of interest. The library staff interviewed found this course extremely valuable, although they feel that, as the skills gained are not being used on a constant basis, it needs to be repeated on a regular basis.

Whilst on the subject of training, it should be pointed out that the European Information Officer has also run a 2-hour in-service training session for colleges in the area. This was a basic introduction to European information sources.

## **Links with Other European Information Providers**

Much of the library service's contact with other European information providers has so far been enquiry-driven. Although there are occasional referrals to the nearest EDC, contact with the local EIC is more frequent, generally when the library holds no current information on a given topic, or when the information they do hold is impenetrable. Library staff have found these agencies cooperative, although the response time of the EIC can sometimes be rather slow - on occasions they have taken three days to answer an enquiry.

More recently, the library service has been actively developing relations with the local Business Link. Comparisons of the sources held by the two organisations have been made, and plans for cooperation in acquiring European materials are being developed.

The European Information Officer is also involved in a forum for European information providers in the region. The group, which meets to discuss European information matters on a quarterly basis, includes representatives from an EIC, an EDC, and the London Representation of the European Commission. As part of the group's work, the European Information Officer has recently been asked to produce some training sheets on EU funding opportunities for use throughout the region.

## **Future Developments**

Some of the authority's plans for the Relay service have, of course, been outlined above. However, it has a number of other future priorities, one of which, not surprisingly, is to retain the services of the European Information Officer beyond the initial 12-month period. With this in mind, the library service is hoping to obtain further Economic Development money or find an alternative source of funding in order to continue the post.

The library service is also seeking to develop its European information role within the County as a whole. The County Council has recently established a European Policy Panel, comprising council staff and elected members, and has some finance available for developments in European information provision and European awareness. The library service is very much at the centre of these events and has been asked to develop a blueprint for a European intelligence-gathering service for the County. With this in mind, the European Information Officer is planning to establish a discussion group (on a one-off basis to begin with) with representatives of key users (e.g. other council departments, university, colleges, MEPs, etc.) in order to establish their particular European information needs.

## **User Survey**

As the European material is scattered throughout the standard Dewey sequence in the Central Resources Library, it was somewhat difficult to accurately monitor use of these sources during the afternoon of the case study visit. All that can be confirmed is that, when the sources check-list was being completed, no-one used the material in the particular section of the collection at which the member of the project team was located at the time; and that, after the check-list exercise had been completed, no-one was observed looking at or using the free material in the leaflet dispenser.

However, library staff were asked to notify the project team member if any of the visitors asked for European information, and one such enquiry was made. This was from a gentleman

considering starting up in business as a tour operator, and requiring some information on package holiday and package tours regulations in the EU. The gentleman had been informed of the Relay service by the local Business Link, had actually phoned the library the previous day, and had had a commercially-published text-book - *Practical guide to package holiday law and contracts* - set aside for him. It is therefore unknown whether the member of staff receiving the initial enquiry had attempted to find additional or alternative sources of information. The gentleman in question appeared positive about the information provided and the library's service.

In addition, the library received a telephone request for information on any EU legislation on the minimum vehicle size when transporting hazardous substances. The member of staff concerned had ruled out using the *Eurolaw* CD-ROM (as it proves difficult to use if no directive number is provided, or if no obvious keywords can be used) and had found nothing in the library's Health and Safety Executive material. With this in mind, the Health and Safety Executive was to be contacted on the user's behalf. The ultimate outcome of this enquiry is not known.

## **E: Case Study 5**

An Outer London Borough library authority was the subject of the fifth case study visit. It serves an area of just over 45 square miles containing a resident population of almost 232,000. The staff establishment is 106.2 FTEs and there are 10 static service points. In 1994-95 the authority received over 1.5 million visits and dealt with over 250,000 enquiries. The authority joined the Relay in May 1995.

### **European Information Sources Held by the Library Authority**

The authority's main European collection is held in the Reference Department of the Central Library. In addition, small core collections, basically consisting of the Commission's booklet material, are available in the Borough's nine branch libraries. Altogether, the library service (and more specifically the Central Library) holds 32 (i.e. 48%) of the 67 titles/series suggested in FOLACL's PIR profile and Module 2 sources list. It should be emphasised, though, that at the time of the authority joining the Relay, it was under severe financial pressures and was unable to purchase new bookstock. In the current financial year, however, a successful bid has been made to obtain almost £1400 from the library's Systems Fund in order to purchase another 13 of the items appearing on the FOLACL lists.

With regard to electronic sources of European information, the authority has not been greatly involved with IT, and although it hopes to have an Internet connection soon, access to online database hosts is very much a long-term aspiration. The library does, however, stock some CD-ROMs, and it has recently made a successful bid of £1400, again from the Systems Fund, for the planned purchase of two European information titles - *CELEX* and *Europe in the Round*.

### **Arrangement of the Collection**

Like the previous case study, much of the European stock is integrated within the standard reference collection at the relevant Dewey classmarks. Although it should perhaps be mentioned that the library does not currently have a security system, therefore some of the European material that is more likely to 'disappear' (e.g. *Basic Statistics of the Community*) is kept behind the issue/enquiry desk.

In addition, the booklet material is arranged under subject headings adapted from those used in Case Study 1 (which were distributed amongst attendees at the Relay Module 2 training session):-

EUR1 Public Opinion/Euromyths	EUR10 Agriculture
EUR2 Institutions and Political Activities	EUR11 Law and Legal Policy
EUR3 Treaties	EUR12 Social Policies
EUR4 Foreign Policy and Defence	EUR13 Health
EUR5 Economic Policy	EUR14 Environmental Policies
EUR6 Employment Policy	EUR15 Transportation
EUR7 Regional Policy	EUR16 Science and Technology Policies
EUR8 Grants	EUR17 Education and Training Policies
EUR9 Commercial and Trade Policies	EUR18 Sport

Unfortunately, due to a lack of space in the Reference Department, these booklets are kept in a filing cabinet, rather than in a display unit or leaflet dispenser, therefore they are somewhat out of the public eye. Indeed, the lack of space in the library is such, that this material is for reference purposes only - although some duplicate copies are available, there are currently no facilities for stocking bulk copies of give-away items. The library is currently considering how this problem might be overcome. Indeed, it is worthwhile noting that the library is also thinking about bringing all of its European material together to form a stand-alone collection, possibly using the subject arrangement described above.

### **Use of the Collection**

Other than during the annual CIPFA statistics-gathering exercise, the authority does not record enquiries of any kind, therefore no specific details of the number of European enquiries are available. However, in preparation for possible use in the annual report to the European Commission (as specified in the Relay agreement) the library has been recording some of their more 'interesting' European enquiries. A browse through the enquiry book reveals that these include possible EU funding opportunities for dyslexic teenagers, and the procedure for pursuing compensation for a dog attack occurring in Portugal.

As has been the case with most of the previous case studies, the Central Library finds that most use of the European collection is made by business people, students and schoolchildren. Business people have been looking for information on legislation, grants and loans, and supply contracts in the *Official Journal 'S' Series*; and students and schoolchildren have been requesting statistical data, and information on subjects such as the development of the Single European Market and the effect of the Common Agricultural Policy on the UK. Local government officers are also quite frequent users, generally of information on grants and legislation. Enquiries from the general public, though, are rarer, and are usually about the procedures involved when travelling abroad.

### **Links with Other European Information Providers**

Since joining the Relay, the authority has found it has had considerable contact with the London Representation of the European Commission. This has generally been to obtain assistance with enquiries that cannot be answered using the resources held within the library. Although there is an awareness of other agencies, such as EDCs and EICs, actual contact with them is negligible.

The library is, however, currently developing close links with the Borough Council's recently appointed European Liaison Officer. Their respective collections have been compared and evaluated, and the library will sometimes approach the Liaison Officer with enquiries, particularly concerning grants and loans, that cannot be answered using the library's stock. In fact, there is now an arrangement whereby the Council's European Liaison Officer (who is based in the Chief Executive's Department) is assisting financially with the subscriptions to the *Official Journal* and the *Bulletin of the European Union*, both of which are held in the Reference Department of the library. There are also plans to collaborate in promotional activities, and indeed a joint display was due to be mounted in the Central Library during the week of Europe Day.



## **Training**

At the time of the case study visit, the Relay Modules 1 and 2 had been attended by one member of the library's staff. Some of the information obtained at these sessions has been cascaded to the authority's Senior Library Assistants and Branch Librarians by means of presentations at their respective monthly meetings. However, the library service has an ongoing Investors In People programme, and as part of this all members of staff are to be given a training session on the PIR. This will consist of a tour of the Reference Library, a presentation on the Relay and on European information sources, and a practical enquiry-answering session.

## **Promotion and Publicity**

Shortly after joining the PIR, a meeting of the Council's Leisure and Recreation Services Committee was held within the Central Library, and the library service took the opportunity of mounting a display of European material, together with the EU flag and bunting, to heighten awareness of the PIR amongst local councillors. There was no similar event aimed at the general public, however, and the library feels, in retrospect, that this has perhaps been disadvantageous, for there is currently something of a lack of local public awareness of the Relay service, and certainly there is little evidence of an increase in the number of European enquiries received since the service was made available to the public. There are plans to deal with this, though - as has already been mentioned a public display was due to be held in May, and the library is also currently working on the production of a general publicity leaflet outlining the PIR service. In addition, a mail shot designed to increase awareness amongst the local business community is also being considered.

## **User Survey**

As in the previous case study, the scattered nature of the library's European collection made it difficult to accurately monitor its use during the afternoon of the visit. Again, though, when the sources checklist was being completed, no-one was observed using any of the relevant items.

Library staff were asked to notify the project team member if anyone asked for European information, however, and two interviews were obtained as a consequence. The first was with a woman who, on behalf of her son (a part-time student), was looking for information on the effects of modern technology on employment in the EU. The woman, who had been referred to the library by the London Representation of the European Commission, was given a selection of the Commission's booklets to take away, including *Europe's science and technology: towards the 21st century* and *Creating jobs*, but, of course, reserved judgement on their relevance to her son's project. She was pleased that the library was holding this material, but felt that it required more publicity locally. Interestingly, she had initially tried her own local library, which is situated in a neighbouring London Borough library authority and is also in the Relay network, but had apparently been "fobbed off" and told that they could not help her.

The second user was a local secondary school librarian (who had actually formally worked in this public library) looking for copies of basic items to be used for reference purposes in her own library. She had been made aware of the PIR through a notice placed in the School

Library Service's monthly bulletin by the public library. She was given a selection of the library's duplicate copies of the Commission's booklet material and informed that the possibility of obtaining bulk copies for give-away purposes was currently being investigated (as was discussed above).

## **F: Case Study 6**

The sixth case study visit was to an English Metropolitan District library authority which serves an area of just over 55 square miles containing a resident population of over 202,000. It has a staff establishment of 138.5 FTEs and has 18 static service points and 2 mobiles. In 1994-95 the authority received almost 1.4 million visits and handled almost 290,000 enquiries. It formally joined the PIR in April 1995.

### **European Information Sources Held by the Library Service**

The authority's main European collection is located in the Reference Department of the Central Library. At the time of the visit, though, reference collections of the Commission's booklet material had just been installed in 4 of the service's main branch libraries, and there were plans for this arrangement to be extended to all other branch libraries. The future placement of some basic reference books in the other service points is also being considered. Altogether, the Central Library holds 49 (i.e. 73%) of the 67 titles/series appearing in the FOLACL PIR Profile and Module 2 sources list.

The library also currently holds three CD-ROM titles, all of which are on public access - *EC Infodisk*, *Euro Kompass*, and *Europe in the Round*. The first two titles are used regularly, but *Europe in the Round* is regarded as being perhaps not the best buy, and receives very little use. There are also plans to obtain the *CELEX* CD-ROM.

The use of online databases for European enquiries, meanwhile, is infrequent, and is normally only attempted when other sources have been exhausted. Those generally used are the UK News and European News Service databases on the FT Profile host.

The Internet is also used, although generally for current awareness work carried out on behalf of the library service's senior management. The European Commission's EUROPA and I'M EUROPE servers are found to be valuable sources of green papers and calls for proposals.

### **Arrangement of the Collection**

The Central Library's European collection is, like the previous two case studies, integrated within the Reference Department's main classified sequence, although a significant percentage of the text book material is to be found at the general Dewey number for the EU, 382.9142. European periodicals, meanwhile, are held with the library's other periodicals in alphabetical order, but with a sticker containing the Relay logo displayed on their storage boxes.

With regard to the free booklet material, the library operates a system similar to that in Case Studies 3 and 4, and has three pamphlet boxes containing display copies of these items, with bulk copies being stored 'behind the scenes'. These pamphlet boxes are situated beside a display board which acts as something of a focal point for the Relay service. As well as accommodating leaflet dispensers containing a small selection of the free material, the board includes an EU map, a number of posters, colour photocopies of the covers of recent acquisitions, and the current edition of *The Week in Europe*.

## **Use of the Collection**

The library service has recently started recording the number and nature of European enquiries in a dedicated enquiry book, although staff emphasise the difficulty (which is discussed elsewhere in this report) in defining exactly what a European enquiry is. With this in mind, enquiries recorded in the book tend to be those strictly relating to the EU and its institutions - a request for, say, information on the population of a particular town in another Member State would probably not be recorded. A browse through the book reveals a range of enquiries, from information on a European Court ruling on prescriptions, to details of copyright law changes caused by European harmonisation. On average, around 7-8 enquiries have been recorded every month.

The European collection's most frequent users are business people, students and local government officers. Business people tend to look for information on grants and loans, and for contracts in the *Official Journal 'S' Series*; students appear to be particularly interested in social policy and disability; and local government officers tend to be looking for particular documents on subjects such as the environment and transport. A number of enquiries are also received from teachers and schoolchildren, generally for basic information on the EU's institutions, and the library is beginning to receive more interest from the local voluntary sector, who are looking for various funding opportunities. With regard to the general public, though, while staff have observed library users examining the notice board and taking away some of the free material, there has been no significant demand for European information expressed at the enquiry desk.

There is little evidence of European enquiries being made at service points outwith the Central Library. However, as small collections are deposited within the branch libraries, it is hoped that public awareness will be raised and that more enquiries will be made as a consequence. Certainly, the branch libraries will be actively encouraged to refer users with more difficult enquiries onto the Central Library.

## **Training**

At the time of the case study visit, the Relay Modules 1 and 2 had been attended by two members of staff. Some of the information gained at these sessions has been passed onto other relevant staff by means of an in-house training programme developed by the member of staff who coordinates the library's Relay activities. This programme consists of five weekly sessions of 45 minutes duration which cover five different areas of European information - legislation, statistics, business information, electronic information and basic sources. These sessions, which are aimed at all reference and information staff, take place during the library's regular weekly training slot. At the time of the visit, the first complete cycle of sessions had been completed, and the second and final cycle had just started. These sessions have been well-received so far, and it is believed that staff are now becoming more confident in dealing with what is perceived to be a very difficult area.

## **Promotion and Publicity**

When the library service launched its Relay service, a formal publicity event took place involving local councillors, the local MEP, etc.; and at the time of the visit, preparations were taking place for some small-scale promotion during the week of Europe Day. In addition, a general publicity leaflet has been produced, and the Relay logo is certainly very much in

evidence throughout the Reference Department. However, the library staff feel that perhaps more could be done to raise awareness of the service locally and, as has already been suggested, it is hoped that making the free material available in all of the branch libraries will assist in this aim.

### **Links with Other European Information Providers**

Although business users are occasionally referred to a nearby EIC, and the London Representation of the European Commission is sometimes contacted for promotional materials, it is with the nearest EDC that the library has developed the closest links. The contact with the EDC is generally enquiry-driven and occurs when the library has completely exhausted its own sources. Because the EDC concerned is generally very busy and telephone contact is often impracticable, the library always faxes its requests for information, together with details of the sources already examined.

### **Possible Influence of a Neighbouring Library Authority?**

At the PIR-related seminar organised by Capital Planning Information in May 1995, Michael Dolan, the Convenor of the FOLACL PIR Expert Group, reflected on the reasons why certain public library authorities had not yet joined the Relay network. He pointed out that some library services, concerned about the resource implications, had decided to leave it to larger, neighbouring authorities to provide the service.

As the library service discussed here is unusual (among the case studies at least) in that the central reference library of another, larger Metropolitan District authority is situated only 1½ miles away, then it was decided to investigate any possible influence that this might have on its Relay service. It would appear, however, that this has had no real impact. Much of this is due to the historical development of the two authorities which, in many ways, has resulted in their respective services effectively complementing one another. For example, the larger authority's reference library has a long-standing reputation for providing a specialist business information service (indeed, it hosts a local Business Link), which to a certain extent has allowed the smaller authority to concentrate on providing a more generalised reference and information service aimed at a wider public. As it is felt that there is a danger that 'Europe' might be perceived as just being of interest to businesses, the smaller authority feels it is important to ensure that their generalised tradition is extended to the provision of European information.

### **Future Developments**

Over recent years, the library service has had considerable experience in projects within the EU's Telematics Programme. It has, for example, been involved in a project called ESLI (European Sign Language Interactive) which is looking at digital sign-language services for those with aural disabilities, and in a project called REACTIVE TELECOM (Residential Access to Information by Everyday Telecommunications) which is looking at developing an interactive cable television service. It has also recently made an application (which is currently on the EU's highly-recommended list) for a project called MAISON (Multimedia Access to Information Services Online). This project is aiming to establish video-telephony access to the library's reference and information services, so that, say, sign-language users can dial into the library and address an enquiry remotely. The library's proposed partners in

this project are in Greece (an EIC), Belgium and Finland, and if the project application is successful, the focus will be on the video-telephonic relay of European information.

In addition, as part of the EU's Teleregions Project, the library service is part of a cross-sectoral super-consortium of organisations which is aiming to establish a telematics infrastructure in the region. When the infrastructure is in place (possibly in May 1997) it is anticipated that high priority will be given to creating and gaining telematics access to sources of European information.

### **User Survey**

During the afternoon of the visit, use of the European collection was observed on only one occasion. This was by an elderly couple who were actually in the library to carry out some family history research. However, they had noticed the Relay display board, and as they were aware that their daughter-in-law was carrying out some European project work in her college course, they had taken away copies of the selection of free material that was currently on display in the hope that they might prove useful. As the couple were rather vague about the nature of their daughter-in-law's coursework, it is not known whether any of the items were of relevance.

## **G: Case Study 7**

Case study 7 is a Scottish library authority serving an area of 78 square miles with a resident population of 680,000. Its staff establishment is 532 FTEs and it has 42 static service points and 2 mobiles. In 1994-95 it received over 6.1 million visits and dealt with almost 405,000 enquiries. This library service was among the first to provisionally agree to join the PIR in May 1994, and it formally launched its Relay service in September 1995.

### **European Information Sources Held by the Library Service**

The library service's main European collection is located in the Social Sciences Department of its large central reference library. Indeed, it holds 41 (i.e. 75%) of the 55 titles/series suggested in the FOLACL PIR Profile, as well as several items that appear on the subsequent FOLACL lists (which, of course, this library would not have received). There are also "representative" collections in the service's 8 large lending libraries. These consist of the basic texts, *General Report on the Activities of the European Communities* and *Basic Statistics of the Community*, together with comprehensive collections of the Commission's booklet material. In addition, all other libraries have more basic collections of the booklet and pamphlet type material.

With regard to electronic sources, the Social Sciences Department does not use any online databases containing European information. It has, however, held the CD-ROM title *Eurolaw* for some time, although following a suggestion from another Scottish library authority, the library is considering replacing it with the *OJ CD*, which is believed to be as good yet less costly. At the time of the visit the *Europe in the Round* title had also just been received, but further CD-ROM acquisitions are unlikely, in the foreseeable future at least, due to hardware limitations within the library.

Internet access is also increasing and the library has a growing number of European pages 'bookmarked'. Concise pieces of information that will answer some of the more frequently asked questions are often downloaded and displayed on the staff noticeboard; and the *Daily News Flashes* on the Commission's EUROPA server are printed off, on a daily basis, and displayed on the Relay notice board (of which more is discussed below).

### **Arrangement of the Collection**

In the Social Sciences Department, a certain amount of the European material held prior to joining the Relay has been brought together and added to the sources obtained since joining to form a stand-alone European collection. Most of this material is arranged in Dewey order within an island of shelving. It should be pointed out, though, that a significant percentage of the material held prior to Relay membership remains within the normal classified sequence. It is believed that this arrangement has not had any great impact on users who may have traditionally used the library's European materials.

Within the stand-alone collection, the thicker, more substantial booklet-type material has generally been integrated with the text book material. Those items containing only a few pages are displayed on an adjacent wire stand. It should be pointed out that, in general, just one reference copy of each pamphlet/booklet is held in the collection, and these have been laminated and strengthened accordingly. No bulk supplies of give-away copies are held, largely because, being located in a reference library, the Department wishes the users to

retain the traditional understanding that all sources accessed on the premises remain on the premises. If free copies are wanted, then users are encouraged to visit their local branch library where bulk stocks are held.

Like the previous case study, this library has established a notice board which acts as something of a focal point for the Relay service. Situated immediately adjacent to the collection, it includes a list of the Scottish MEPs, information on Structural Funds eligibility in Scotland, the latest copies of some Eurodesk material, the *EUROPA Daily News Flashes* already described, and a current calendar of main EU activities also downloaded from the EUROPA server.

### **Use of the Collection**

Although the number of all enquiries are recorded using the five-bar gate method, the library does not record their nature, therefore no specific details on the number of European enquiries are available. It is believed that there has been a slight increase in the number since launching the Relay service, but it is felt that this demand cannot really be attributed to PIR membership, but more to the curricular developments within the local universities, colleges and schools, where European topics are becoming increasingly popular. Indeed, based on the enquiries received directly by staff, it is estimated that around 90% of the users of the European collection are students and schoolchildren. The information they request range from general information on the EUs institutions to more specific details on subjects such as the Common Agricultural Policy or the Maastricht Treaty. The Social Sciences Department does not receive many European enquiries from business people, for they will go either to the central reference library's Business Department (which has European trade directories, European patent information, etc., and which also operates a TED service) or to a nearby EIC. Enquiries from the general public, meanwhile, are infrequent, although staff point out that the stand-alone nature of the collection makes it extremely difficult to accurately gauge the extent and nature of the use.

### **Links with Other European Information Providers**

Although the Social Sciences Department has occasionally referred users to the local EIC, and contact is sometimes made with the Scottish Office and with Eurodesk, it is with the local EDC that the closest links have been formed. Library staff have visited the EDC to view its stock and facilities, and are in regular contact with the EDC librarian, generally when library users are being referred to her. Library staff have also visited and made quite regular contact with the local European Partnership Office, which represents the Structural Funds interests of local government, enterprise agencies, development corporations, etc.

In order to increase awareness of the above local agencies amongst library staff (particularly those in the branch libraries to whom European information provision is new) the Social Sciences Department has produced and circulated a brief guide to their respective services. However, European enquiries made at the branch libraries have tended to be general requests for information for school projects, or requests for details of funding opportunities, and have been answerable using the sources held locally, therefore referrals have generally proved unnecessary so far.



## **Training**

Within the Social Sciences Department, although some staff have attended the Scottish Relay training sessions, pressures of time and a significant staff turnover have meant that the subsequent cascading of the expertise gained at these sessions has been somewhat limited. Not surprisingly, then, when European enquiries are made, the onus tends to fall on one or two particular members of staff. As in-house training sessions appear unlikely, in the foreseeable future at least, it is hoped that junior members of staff within the Department might be able to attend any future re-runs of the Relay courses. The Branch Librarians, meanwhile, all attended the practical materials and enquiry work Relay training session held in March 1996.

As this library authority was one of the very first in Scotland to publicly launch its PIR service, it has become regarded as the lead Scottish authority in Relay matters. As a result, it was quite heavily involved in the two Relay training sessions held in March 1996. In the first, a member of staff demonstrated some European CD-ROMs and some European pages on the Internet; and in the second, two members of staff gave papers which described their experiences in setting up the library's PIR service. These papers proved particularly popular with the attendees, who were reassured to find that a practising library service had encountered problems similar to those that they were currently facing.

## **Promotion and Publicity**

When the library service launched its Relay service, it held an event involving the local MEP, local councillors, and the Representation of the European Commission in Scotland. This was featured in the local press and in various library and council newsletters and bulletins. In addition, throughout the Central Reference Library, considerable use is made of posters displaying the Relay logo. However, other pressures on time and resources, coupled with the less than extensive public demand for European information expressed so far, mean that it will be difficult for the library to expend further time and effort in promoting the Relay. It does, though, have plans to produce a basic publicity leaflet outlining its European information service, and it hopes eventually to add its own European pages to the Internet, perhaps with links to other relevant providers.

## **User Survey**

During the course of the afternoon, only one person was observed using the European collection. One possible explanation for the lack of use offered by the library staff was that the local students (who, as we have seen, are the most frequent users of the European collection) were currently preparing for their exams rather than collecting information for coursework, therefore there may have been less interest in the European collection at that particular time of the year.

The one person who did use the collection was a rather reticent gentleman looking for information on EU exportation regulations. This gentleman (who, for practical reasons, was the only user in all of the case studies to be interviewed prior to leaving the department/building) was obviously a user who preferred to look for information himself rather than seek the assistance of library staff, and was finding the material examined so far not very user-friendly and of a level beyond that suitable to the general public. Indeed, after 40 minutes he appeared to give up and leave the library empty-handed.

## **H: Case Study 8**

The final case study visit was to a Scottish library authority which serves a large, predominantly rural area of around 1820 square miles containing a resident population of just under 106,000. The authority has a staff establishment of 59.3 FTEs and has 13 static service points and 7 mobiles. In 1994-95 it received some 415,500 visits and dealt with just over 30,000 enquiries. The library service joined the PIR early in 1995.

Before discussing its current Relay service, however, it is worthwhile considering a previous attempt by the authority to raise awareness of European matters amongst the area's population and to make European information more readily available to library users. During the build up to the establishment of the Single European Market, the library service, together with the local Training Services Agency, carried out an initiative entitled 'Towards 1992'. This consisted of a trailer-based roadshow which toured the area's libraries and hosted a number of displays, quizzes, competitions and other events. During the project, which lasted for over 12 months, the authority produced promotional material, such as badges, stickers and leaflets, and also purchased a number of European information sources. Despite these efforts, however, the resultant public interest in obtaining European information (from the area's public libraries at least) was virtually non-existent, and this is a situation which appears to have remained unchanged to date. It is perhaps fair to say that the library authority's experiences during and after this initiative have influenced the nature and level of its PIR service.

The authority does not have a central library, and although the library service headquarters holds some reference materials, there are no facilities for the public to browse through these items, nor for staff to deal with personal reference enquiries. With this in mind, the main European collection is held in one of the service's branch libraries. The branch library concerned is not the biggest or busiest within the area - it was selected basically because, at the time of joining the Relay, it was the only one with space available to house the additional sources.

### **European Information Sources Held by the Library Service**

The main collection itself consists almost entirely of free publications received from the European Commission. It has been neither classified or catalogued, but instead has been placed in a series of six pamphlet boxes which cover a number of broad subject areas: -

- 1) News, Reviews, Conferences
- 2) Publications, Documents
- 3) EU general
- 4) European Parliament, Statistics, Institutions
- 5) Employment, Education, Agriculture, Law
- 6) Funding, Grants, Single Currency, Business

These are situated in a reference area upstairs from, and largely out of sight of, the library's issue/enquiry desk. There is no evidence of guiding, but some small EU flags and a display cabinet (containing a large EU flag and a selection of the sources) are situated immediately adjacent to the collection. In addition, some give-away copies of the pamphlet-type material have been placed in a leaflet dispenser beside the building's main entrance.

It should also be pointed out that the library holds some other European material in its lending and reference sections, although these are generally items that have been acquired as a matter of course (books on living and working in Europe, directory of higher education in the EU, etc.), rather than as a direct consequence of joining the PIR.

In fact, many of the authority's other branch libraries hold similar material in their normal reference and lending stocks. The library service headquarters, meanwhile, also holds a small number of relevant titles, largely as a legacy of the 'Towards 1992' initiative.

Altogether, the library service holds 23 (i.e. 53%) of the 43 titles/series appearing on FOLACL's list of suggested sources for smaller library authorities, although it should be emphasised

that it also holds some of the items on the subsequent FOLACL lists (which, of course, have not been received by the authority). However, as the vast majority of the sources held have been free, or have been titles traditionally purchased, the library service's additional expenditure on European information sources since joining the Relay has been negligible.

With regard to electronic sources, the library service is really just beginning to introduce IT, and has therefore no current access to electronic European information, either online or in CD-ROM form. There are no immediate plans to change this situation.

### **Use of the Collection**

As was mentioned previously, the main European collection held in the nominated branch library is largely out of sight of the issue/enquiry desk, and it is therefore impossible to accurately gauge the extent to which it is used by the public. However, European information enquiries directed towards the staff have been extremely rare indeed and, almost without exception, have been made by schoolchildren carrying out project work. These have tended to be very general enquiries about particular aspects of the EU, such as agriculture, and generally require the use of statistical information.

Given the findings of the project survey detailed in Chapter 2, and the other case studies outlined above, it is perhaps surprising that other user groups (particularly business people and students) do not use the collection. Library staff also expressed surprise that enquiries have not been received from the large local agricultural community, particularly as farmers are regular visitors to the premises.

When asked if they were aware of any particular reasons for this lack of use, library staff suggested that perhaps alternative information providers are being used. Certainly they are aware that a local college has access to a variety of online hosts, and that a nearby enterprise agency has a business shop containing European information. Given the lack of demand so far, though, the library service has not found it necessary to actually contact other European information providers. (Incidentally, the business shop, which is a local access point to one of the two Scottish EICs, was subsequently visited by a member of the project team, and was found to be holding a significant collection of European sources, and receiving a growing number of European enquiries from the local business community. This might suggest that, in this particular locality, businesses do not view the public library as a source of useful European information.)

Library staff are also aware that, so far, little has been done to publicise the Relay service (there has been no launch event and no promotional literature), and that therefore there is perhaps a lack of public awareness locally. However, in view of their past experiences, it is unsurprising that they feel quite sceptical about any potential value in actively promoting the PIR to the local public.

Instead, though, it is believed that there might be some scope in targeting the only user group who have so far expressed an interest in using the European collection - schoolchildren - although it is felt that this would first have to be given considerable thought. Not only are there concerns that such publicity might create a demand amongst local schools that the library service (and in particular the one branch library currently holding the European collection) could not meet, but only minimal training has so far been received by library staff. Indeed, due to administrative difficulties caused by local government reorganisation, representatives of the library were unable to attend any of the PIR training sessions held in March 1996, therefore the training received has so far been limited to one person's attendance at one of the original awareness-raising days. Although the library staff (and more specifically, the one member of staff who has been 'assigned' the role of dealing with European enquiries) have been able to handle the few general questions received so far, attendance at an enquiry-answering workshop session would obviously be of benefit, particularly if more frequent and more complex queries were to arise as a result of promotional work. With these points in mind, it is unlikely that any such developments will occur in the foreseeable future.

### **User Survey**

Given what has been discussed above, it will perhaps come as little surprise to learn that no-one looked at or used the European collection during the afternoon of the visit.

## **I: Additional Information from Case Studies**

As was indicated in Section 1c(ii), those members of senior management who were interviewed during the course of the visits were asked a number of common questions relating to their library's policy and to the financial arrangements for their Relay service. The responses are briefly summarised below.

### **Library Policy**

Each library service was asked if it had developed an information policy document (perhaps an information plan or strategy, or a list of aims and objectives) in which the provision of European information was specifically mentioned. Only one authority, Case Study 3, had a current Information Strategy document which mentioned European information although, not surprisingly, given the existence of its Business and European Information Centre, it is dealt with in terms of business developments. The Relay service is not specifically mentioned, although as the Strategy document is currently under review this is a situation which might change. Indeed, three of the other library authorities are also currently working on Information Strategy documents, and in two of these cases it is believed that European information provision (and more specifically, the PIR) will be included.

The authorities were also asked if it was possible to rank the position of their European information service in their list of priorities. This proved a difficult question to answer, however. While four believed it to be "relatively high" or "very near the top" of a hypothetical list of priorities, the remainder felt that, while European information provision was important, to prioritise the various elements of their overall information service was impossible or indeed undesirable.

### **Financial Arrangements**

With the exception of Case Study 4 (who, of course, received funding for its European Information Officer) none of the library authorities visited had received any additional finance for establishing the Relay service - all expenditure had come from within existing budgets. All of these libraries indicated, however, that this has had no real detrimental effects on other areas of their service. The discounts offered by the European Commission were acknowledged as a significant factor here (particularly in those authorities with a tradition of stocking these items), but interestingly, and unsurprisingly, there was an almost unanimous desire to see the current restrictions on the number of discounted items lifted, and to see the discount extended to CD-ROM sources.

With regard to future levels of financial support for the Relay service, all of the case studies, in common with many other public library authorities, have had their bookfunds either cut or frozen for the current financial year, so their purchasing powers will inevitably have been reduced. While it was generally agreed that it was difficult to accurately assess the potential impact of these developments, most interviewees were optimistic that there would be no great changes to their particular PIR service.

## **J: Case Studies Conclusions**

It is interesting to note that 2 of the 8 case studies had been involved in unsuccessful bids to become EICs. This perhaps reflects a bias on the part of DGX and a lack of awareness of the record of public libraries in the UK in the provision of business information. The eventual outcomes in these two library authorities highlight the importance of linking with other European related activities locally and gaining access to funding opportunities.

In this respect it is interesting to note that 2 of the library authorities visited are regarded as the prime providers of current awareness on European matters within their particular local authority.

Mention should be made of the effective use of a reference folder (or variations on the theme) for the free booklet and pamphlet-type material in a number of the case study libraries. This is clearly a useful method and is worthy of consideration by other PIR members. Similarly, the use of a PIR noticeboard as a focal point for the collection in 2 of the libraries is an approach which other members may wish to adopt.

An important question which arose was how to define a 'European' enquiry. There is a clear need for some guidance on this matter, particularly if enquiry statistics are required as part of the reporting back process. However, it would perhaps be important not to be too prescriptive with a definition as this might result in apparently low levels of enquiry. It is equally clear from the case studies that the level of public use of the free material is rather difficult to measure.

Throughout the case study libraries there was a prevalence of in-house training programmes designed to cascade the official Relay training down to other relevant staff. In general, it can be said that staff are becoming more confident in dealing with what has been perceived as a very difficult subject area.

As illustrated in Case Study 7 (where advice on the comparative merits of the *OJ CD* and the *Eurolaw CD* was received from another library authority) it is important that PIR members (and, of course, members of other relays) share critical and evaluative information on relevant publications and sources.

As Case Study 8 illustrates, there are particular difficulties facing those public library authorities in rural areas where no central reference service exists.

Overall it is clear that, while there are considerable variations in the level of commitment, enthusiasm and investment in the PIR throughout the library authorities described here, much of that variation results from either variations in the level of resourcing input available to the individual library service, or from the size and internal structure of the service. Such variations may make it difficult to establish a single model of best practice but might suggest that multiple models are necessary. However, there are several points which emerge and these will be discussed in Section 6 in conclusion.

## **SECTION 4: USER SURVEY**

In total 372 user questionnaires were completed, by users of the public libraries in Aberdeen, Glasgow and Moray: in comparison the Gallup poll of 1995 surveyed 1024 members of the general public. The data collected as part of this project is available broken down for each of the library authorities: however, for the purpose of this report only the collective findings will be discussed.

In common with all sample surveys, the results presented here are subject to margins of error. With this in mind, the table below provides the margins of error, for 95% confidence levels, based on the full sample size of 372. The table indicates the margin of error (plus or minus) associated with the sample size of 372 and with various percentage values. For example, a percentage value of 60% (or, of course, 40%) has a margin of error of + or - 5.0%. This indicates that the true value of the result (at the 95% confidence interval) lies within the range 55% and 65%.

<b>Sample Size</b>	<b>Percentage Value</b>	<b>Margin of Error</b>
372	50/50	± 5.1%
"	60/40	± 5.0%
"	70/30	± 4.6%
"	80/20	± 4.1%
"	90/10	± 3.0%

The first question sought broad information on actual prior need for European information by respondents.

***Table 1: Have you ever tried to obtain information about the European Union?***

YES	103	28%
NO	269	72%

A minority of respondents (28%) had actively sought European information in the past. This figure is, however, higher than that of the Gallup polls, 15% (1993), 15% (1994) and 18% (1995). This might suggest that public library users are more active and informed users of information than the general public.

**Table 1a: If YES, where did you go to obtain this information? (103)**

Public library	74
University/college/school library	26
EDC	7
Internet	5
EC Representations in the UK	3
EIC	3
Books and other literature	2
Business information centre/shop	2
European Commission, Brussels	2
MEP	2
Attended public lectures	1
Almelo Gemeentehuis, Netherlands (Local govt offices)	1
Department of Trade and Industry	1
European Parliament, Strasbourg	1
MP	1
Newspaper library	1
The press	1
Relatives in another Member State	1
Scottish Office	1

There were several very individual responses to this open question, but for the great majority (72%) the public library had been their resource, with educational libraries forming the only other significant category (25%). It is likely that, given the fact that the questionnaire was disseminated in public libraries, this factor might have impacted upon response. What can be said is that public library users see public libraries as a natural source to which to go for European information.

**Table 2: Have you ever tried to obtain European information from a public library?**

YES	74	20%
NO	298	80%

20%, i.e. 74 of **all** respondents had in the past sought European information from a public library. Again this figure is higher than that for the Gallup polls, where in 1995 16% (i.e. 22 respondents) of **those who had previously sought** European information had done so in public libraries, while a very significant 21% had relied upon a more passive use of newspapers and magazines for their information.



**Table 2a: If YES, what kind of information did you try to obtain? (74)**

Employment/job opportunities	12
Market and company information	8
Business opportunities	7
Grants and loans	6
Economic and financial issues	5
Legislation	5
Citizens' rights	4
Travel information	4
Patent information	3
Political information	3
Statistics	3
Environmental issues	2
General information on EU's activities	2
Social policy	2
Census information	1
Current affairs in other Member States	1
Customs regulations	1
Energy	1
Information on individual Member States	1
Information on Maastricht Treaty	1
Languages	1
Scientific and technical research	1
Trade union information	1
Not specified	5

For those that had sought European information in the past, there was a very wide range of information need in terms of subject. Employment opportunities is the most significant single category, followed by a number of business-related subjects. General information comes fairly low on the list of subjects, in contrast with the perceptions of the libraries in Section 2. This varied and highly individualistic response suggests that it will be very difficult for libraries to predict the nature of information approaches that they will encounter and implies that a wide range of information in terms of subject will be necessary within the collection in order to fully respond to information needs.

**Table 3: Are you aware that the library service is part of a network of public libraries providing European information? (i.e. the 229 respondents in Glasgow and Moray, where the Relay materials are currently available to the public)**

YES	57	25%
NO	172	75%

Only 25% of the respondents in Glasgow and Moray (where the Relay service had been made publicly available) were aware that the library was a member of the Public Information Relay, suggesting that at the time of the survey the promotional message had not fully got across to users.

**Table 3a: If YES, how did you find this out? (57)**

Publicity/display	22
Told by library staff	6
By word of mouth	5
Through university/college course	5
By browsing through library	3
Found reference in literature	1
Through UK Patent Office	1
Not specified	14

For those that were aware of the service, the most effective mechanism had been by means of publicity and displays. A high proportion did not specify the source of their awareness of the library authority's membership of the Relay.

**Table 4: Which of the following subjects do you feel you might want to find out more about, either at the present or in the future?**

1. Employment/job opportunities in the EU	161	43%
2. Citizens' rights in the EU	141	38%
3. Education in the EU	105	28%
4. General information on the EU's activities	105	28%
5. EU grants and loans	100	27%
6. EU legislation	95	26%
7. Business opportunities in the EU	92	25%
8. EU environmental issues	90	24%
9. EU social policy/issues	84	23%
10. EU economic and financial issues	83	22%
11. Customs (duty free) regulations in the EU	62	17%
12. Scientific and technical research in the EU	55	15%
13. Transport in the EU	55	15%
14. EU statistics	53	14%
15. Farming, forestry and fishing in the EU	51	14%
16. EU market and company information	48	13%
17. European patents and standards	35	9%
18. Energy in the EU	27	7%

When asked to predict future information needs in relation to Europe, respondents again displayed a wide range of interests, as well as a much higher expectation of need than had been apparent from past usage. The figures, although high are still less than those gathered as part of the Gallup poll (1995) where users predicted a future need for information on Europe and their region (73%), employment opportunities (72%), the environment (69%), working conditions (69%), equal opportunities (68%) and education (66%). Interestingly, the response to the present survey also contradicts the impressions of libraries as to needs as detailed in Section 2 of this report. Library respondents had reported a high level of use of statistical and business related information. The response by users would suggest that to a far greater extent, employment information, citizens' rights, educational and general information

would be sought. The emphasis is much more on the individual and the private citizen, rather than on the professional or commercial need.

Several other categories were identified in responses. These included: competitive policy in Europe; the implications of an independent Scotland in Europe; languages; and travel information. Only 31 respondents (8%) felt that they would not require European information in the future. This is a highly significant finding, suggesting a growing awareness amongst users of the ways in which they might require to have access to information about Europe in the future.

**Table 5: For what reasons might you want this information? (i.e. out of the 341 users who said they would like to find out more about particular topics)**

Educational/study reasons	168	49%
A general interest	147	43%
Work reasons	139	41%
Job-seeking reasons	113	33%
Recreational reasons	55	16%

The highest number of respondents identified educational reasons for seeking EU information (49%), but a significant number (43%) felt that the need would arise out of a general interest. Other reasons that were identified included: 'Religious reasons' (1); and 'Environmental activism and lobbying' (1).

**Table 6: Why are you visiting the library today?**

To find something out	172	46%
To borrow/return books	145	39%
To sit and study	91	24%
To read newspapers/magazines	67	18%
To browse	41	11%
To use a photocopier or fax	34	9%
To borrow/return cassettes/CDs/videos	30	8%
To see an exhibition/event	1	0.3%

Respondents were using the library for a variety of purposes, chiefly to gain information (46%) or to borrow books (39%), as would be expected. A significant number were, however, using the library for study or reading activities, often concerned with a more general raising of awareness.

**Table 7: Please provide some details about yourself:**

	<b>Males</b>	<b>Females</b>	<b>Not Specif.</b>	<b>Total</b>
Under 15	-	1	-	1
15-19	9	23	-	32
20-29	47	62	-	109
30-44	64	34	2	100
45-54	42	20	2	64
55-64	21	10	-	31
65-74	16	10	1	27
75+	3	3	-	6
Not specified	-	-	2	2
<b>Totals</b>	<b>202</b>	<b>163</b>	<b>7</b>	<b>372</b>

The respondents were a good and representative sample of the population as a whole, with the 15 - 19 age group most poorly represented particularly for males. This is unsurprising as the questionnaires were not disseminated in specialised 'youth' libraries and teenagers are a notoriously poor library user group, particularly males. The results are interesting in that they display a very high incidence of users between 20 and 45 and a greater proportion of male users overall.

**Table 8: Employment**

	<b>Male</b>	<b>Female</b>	<b>Not Specif.</b>	<b>Total</b>
In paid employment	82	49	2	133
Self employed	26	7	1	34
Seeking work	21	7	1	29
Retired	32	17	1	50
Running a home	1	16	-	17
Student	39	66	-	105
Not specified	1	1	2	4
<b>Totals</b>	<b>202</b>	<b>163</b>	<b>7</b>	<b>372</b>

The most significant category of user was that of people in paid employment and self employed, but overall the group forms the minority (45%), with a very high proportion of users being students (28%) or retired people (13%).

## **Conclusions**

It is particularly interesting to note the positive results of this survey in the light of the relatively low level of use of European information by the general public in the majority of the case study libraries. This survey found that 28% of users had sought European information in the past, and that 72% of these had used the public library to find the information sought. In total 20% of users had sought European information from the public library.

92% of users predicted a likely future need to find European information and displayed a wide range of subject interests.

It is highly significant to note the relatively high incidence of use of the public library for educational (49%) and business or work related (41%) reasons.

These are all positive findings suggesting a growing awareness of the potential significance of European information by public library users. Yet the experience of many of the case study libraries is of a much lower level of demand.

## **SECTION 5: PROFESSIONAL RESPONSE - THE PROJECT SEMINAR**

### **OFFICIAL WELCOME AND CHAIRMAN'S INTRODUCTION**

The official welcome was made by **Geoffrey Martin**, Head of the Representation of the European Commission in the UK. He welcomed the appearance of the Project report and stated that a copy would be sent to each of the Commission Representations in the other Member States. He pointed out that the provision of EU information at a local level in the UK was well in advance of that in other Member States, and that therefore the PIR initiative was being watched with great interest throughout Europe.

At a time when 'Europe' was being treated as something of a political football, and was the subject of inaccurate and often offensive press reports (particularly regarding the BSE crisis), the Project seminar was, he believed, particularly timely. It is at times like these, he said, when the general public should look towards their public library as a guarantor of reliable information on the EU.

Mr Martin then went on to state that public libraries must now begin to take the PIR initiative further forward, particularly into the regions. Operating with other Relays on a regional basis had, he believed, an exponential effect, and he was therefore pleased to hear that the first Module 4 training session of Relay operators at a regional level was to take place during the week following the seminar.

Mr Martin concluded by looking forward to the introduction, in the next 6 months or so, of the Education Relay, and to the beginnings of the Association of Local Government in 1997.

By way of an introduction to the seminar, the chairman **Michael Messenger**, County Librarian and Arts Officer of Hereford and Worcester, and Vice President (England) of the Society of Chief Librarians, then gave a brief presentation on the role of FOLACL in the development of the PIR. He outlined the genesis of the Relay, through early meetings with the Local Government International Bureau and the London Office of the European Commission, and through the two Stoke Rochford conferences; and he discussed FOLACL's negotiations with the European Commission which resulted in obtaining discounts on publications and databases, and the promise of centrally funded training.

Mr Messenger then went on to indicate the continued involvement of the successor to FOLACL, the Society of Chief Librarians (SCL). He spoke of how, at the Second Annual Conference of the UK Network of European Relays in Newcastle in June 1996, the PIR had determined that it needed an annual meeting of practitioners, and of how he felt sure that this would be endorsed by the SCL executive. He also advised delegates that the SCL had appointed an adviser on European matters who will receive regular reports on the Relay and its operation. He concluded, however, that there was still much to do - not least the resolution of current difficulties over the number of copies of EUR-OP publications on which discount could be obtained (PIR members had very recently been notified that the number of allowable discounted copies had been reduced from 3 to 1, so this was to become something of a recurrent theme during the course of the seminar), and the need to establish close working links with the emerging Education Relay.

## THE ROBERT GORDON UNIVERSITY PROJECT TEAM

The next part of the seminar programme was delivered by the Robert Gordon University Project Team. **Rita Marcella**, a Senior Lecturer at the University and Head of the Project Team, outlined the rationale and the methodology for the Project; while **Graeme Baxter**, a Research Assistant, summarised the most significant Project results. This information is, of course, provided in detail throughout the previous sections of this report.

In addition, **Susan Parker**, also a Research Assistant, discussed future European information research. She described an investigation (which she is currently undertaking for a higher degree at the University) into the European Commission's Information and Communication Policy and its implementation in the UK, not just by the PIR, but by EDCs and EICs and by sectoral Relays, such as the TUC and the Law Society. She also highlighted another two key areas that would merit further investigation. Firstly, in consultation with PIR practitioners, the identification of the most appropriate method for reporting back annually to the European Commission on activities and feedback from information users, as was outlined in each library authority's agreement with the European Commission when joining the Relay. Secondly, an investigation into the implementation of the Commission's Information and Communication Policy at a transnational level, and the identification of a model of best practice, taking into account the different structures and national characteristics that will exist in each of the 15 EU Member States.

## WILLIAM BELL

A Scottish perspective of the Project results and the PIR as a whole was then provided by William Bell, Depute Director of Glasgow City Libraries and Archives, and Chairman of the Scottish Public Information Relay User Group. He firstly described the development of the User Group, and pointed out that the issue with which it had become most involved was that of training. Mr Bell further explained that, in recognition of the User Group's limited resources and of the training programme work already carried out by FOLACL, the initial Scottish awareness-raising training sessions were modified from the modules used in England and Northern Ireland. Commenting on the Project's finding that the initial training programme in Scotland had been less well received than that in England and Northern Ireland, Mr Bell acknowledged that it had been only partially successful. With hindsight, he said, in trying to cut down on the training commitments for authorities, too many issues were dealt with on a superficial basis. He pointed out, however, that the two subsequent sessions organised by the User Group's small training sub-group had received a positive response. With regard to future training, Mr Bell stated that the possibility of re-running the training seminars was currently being considered, and that the User Group would be investigating whether the Society of Chief Librarians' distance learning materials could be utilised by Scottish library authorities.

Mr Bell then went on to describe the User Group's newsletter *Relay News* which is, he explained, the principal means of communication with the library authorities that the Group represents. This newsletter provides information on the issues discussed at User Group meetings, news of plans being considered by the Group, questions to which the Group require a response, and invitations to comment on PIR developments at a local or a national level. It is clear from anecdotal evidence, he continued, that practitioners find *Relay News* a useful tool.

The effects of the reorganisation of Scottish local government were also discussed by Mr Bell. He pointed out that, as a result of the upheaval caused by the creation of the new unitary structure, it has proved difficult to establish how many of the new authorities have actually started a public Relay service. Indeed, he was concerned that reorganisation may have weakened the commitment to establishing the Relay amongst some authorities, and had therefore arranged for a questionnaire to be sent to all Scottish Chief Librarians which asked about actual or planned start dates. It is hoped that, where necessary, this survey will renew a level of commitment to the Relay, and will give the User Group the opportunity of assisting those authorities who may have fallen behind. With regard to actual launch events, Mr Bell described that which took place in Glasgow, and told delegates of a helpful checklist, developed by Renfrew Libraries and subsequently issued by the User Group.

The forging of relationships with other relevant bodies was, Mr Bell stated, vital to the successful development of the PIR. Although the Scottish User Group is progressing slowly in this area, he described one example of current cooperation. This is a pilot project with the Edinburgh office of Eurodesk, where participating libraries are receiving free subscriptions to Eurodesk materials (which provide information on EU education, training and youth programmes) for a nine month period. What is now the Society of Chief Librarians will also continue to be a prime contact, and Mr Bell paid tribute to the way in which the Society has responded to the Scottish User Group's requests so far. With regard to the National Coordinating Committee, however, he questioned whether a regional approach, such as that adopted by the Scottish User Group, can successfully interface with the Committee as it is presently constituted.

The question of IT development was also addressed by Mr Bell, who indicated that this was an area to which the User Group had yet to devote much attention. Prior to reorganisation, IT development in Scotland was, in general, somewhat patchy, but following reorganisation there are clear signs that this situation is changing and that many of the new authorities have recognised the need to deal with this deficiency. With this in mind, he felt that this was an area to which the User Group would now give greater emphasis.

Mr Bell also felt it was vital that each library authority should plan the development of their Relay service within the overall context of an information strategy for both the library service and for its local authority. With this in mind, he drew the delegates' attention to a recent report, published by the Scottish Library Association, entitled *Developing an Information Strategy: the Role of the Library Service*. This report, which cites the PIR as an example of information provision, makes the case for the public library service having a major role to play in the development and operation of an information strategy.

Mr Bell concluded by expressing a desire to see more regular meetings of PIR members, either on a national or a regional basis. This, he believed, would provide a more focused approach than that presently delivered by the current coordinating structure.

## **DOROTHY CONNOR**

The next speaker was Dorothy Connor, European Information Officer at Manchester Central Library, and Vice-Chair of the National Coordinating Committee's Training Group. She chose to discuss three of the key issues highlighted by the Project results - training, collection development and networking.



## **Training**

Ms Connor began by pointing out that the European Commission had recognised from the outset that, if the PIR initiative was to be successful, then a comprehensive training programme for public librarians was essential. This initial training commitment by the Commission has resulted in some 27 training events having taken place throughout England and Northern Ireland, with a total attendance of almost 500. The importance of cascading this training in-house to other staff is also recognised and, recalling her own experiences of cascading training to others, Ms Connor stated that an element of self-training is necessary as part of the learning process. With this mind, she felt that consolidating and building upon the knowledge gained at the training modules (perhaps by reading items such as Ian Thomson's *Documentation of the European Communities*, or the more recent *European Handbook*) would be a wise investment.

She recognised that one of the prime barriers to cascading in-house training is a lack of time and staff resources, and that, in reality, the training received has often to be adapted into manageable sessions of perhaps just 45 minutes duration. While acknowledging that this can be difficult, Ms Connor advised delegates to think of the time that staff can waste unprofitably looking for information in the wrong sources due to lack of training, or to think of what might happen if a library's only 'EU expert' is on annual leave when a European enquiry is made.

Commenting on recent discussions she has had with fellow public librarians, Ms Connor suggested that the cascading process might be made easier if a 'train the trainers' session was incorporated in the training modules. In addition, the possibility of having training materials produced centrally for the benefit of all PIR members, or having an arrangement whereby PIR members could share their locally-produced training materials with others, was also considered worthy of further discussion. Indeed she felt that, as it would be unreasonable to expect the Commission to continue to provide free training ad infinitum, given the financial commitments involved, then an element of self-help and support to each other will be essential if members are to provide an efficient Relay service.

## **Collection Development**

Ms Connor then turned her attention to collection development. She began by emphasising the great diversity of public library services, and the fact that what would represent a 'quality' collection in one library, based on its users' needs, would not necessarily be the case in another library, whose users' needs were perhaps more detailed and specialised.

The location of the European collection was also discussed and, commenting on the Project results (see Section 3b(v) ), she felt that whatever location was chosen a range of advantages and disadvantages would exist, and that in some cases the decision may be based on a range of other variables that may have nothing to do with the European collection itself. Citing her own experiences in Manchester, she felt that once such a decision had been made, the use of publicity material and guiding can positively increase awareness and use of the material; and that awareness sessions for staff in other departments or libraries can ensure that the scope of the collection is widely known and that accurate referrals are then possible.

Ms Connor then moved on to the content of the European collection, and pointed to the fact that 91% of the Project survey respondents felt some guidance on what constituted a quality collection in various subject areas would be beneficial. She felt that this was an obvious area

where more assistance could be given to public librarians, particularly at a regional level, through contact with experienced information professionals from other relays, and through visits to see other collections.

She also emphasised that the issue of minimising duplication within particular geographical areas was an important one, and cited the Project survey finding that 41% of respondents felt that, in the area of scientific and technical research, their collections were inadequate. This begs the question, she stated, should this be an area where public libraries would expect their collections to be adequate, when EDCs specifically provide assistance to the academic and research community and when UK Innovation Relay Centres deal specifically with research and development? With this in mind, she pointed out that one of the key benefits of being part of the UK Network of European Relays is that practical links (for collection comparison or otherwise) can be established with other relays to the benefit of users.

Ms Connor then moved on to the subject of making informed purchasing decisions, and she emphasised the importance of ensuring libraries have access to all of the relevant catalogues and bibliographical sources. The practical advice provided during the Relay training programme was also mentioned, although she acknowledged that, realistically, only a small fraction of the sources available can be covered during these sessions. Bearing this in mind, she further emphasised the value in visiting other collections within one's own region.

Ms Connor then put forward an idea that has already been discussed amongst librarians in the North West of England - that of regional publication discussion groups that could meet on a semi-social basis a few times each year. These groups, which would include representatives of other relays, could discuss interesting new sources, and could put forward ideas for new titles or provide feedback on current publications to the European Commission.

She also suggested that the PIR network should consider how it can indicate, on a national level, the different types of PIR collections and the range of materials each might hold. At an early stage of the development of the Relay a tiered approach had been favoured, and the possibility of a statement of the level of provision that could be aimed for in each type of library was considered. This concept could be extended, she believed, and the type of European materials that a large district library and a small district library may hold could be collectively discussed. She felt that this type of approach would be particularly helpful (especially when the London Office of the Commission are referring users to public library services) in order to avoid false expectations of what is actually available.

## **Networking**

Ms Connor then moved on to the subject of networking, and she highlighted one network that she felt had not been dealt with to any great extent and was worthy of further attention - that of the network within each library's local authority organisation. She recalled that, during her early days in Manchester's European Information Unit, she became aware of the considerable impact that European developments had on local authority services. With this in mind, she arranged meetings with some of the key local government officers and has since developed very fruitful and cooperative relations.

The Project finding that PIR members require more information about the stock and services of other relays was also discussed. This she felt, could be accomplished by visiting these relays or equally by attending the joint training events which, as mentioned above, were to begin during the week following the seminar. Such activities are, she said, best coordinated at a regional level, and she felt that the next most pressing task for the UK Network of

European Relays was to stimulate active regional groupings (as has spontaneously happened in some areas of the country) which could act as local support networks and allow the various relays to share their expertise.

## **JUDITH BARTON**

The next paper was given by Judith Barton, Editor of the Local Government International Bureau's *European Information Service* bulletin, and a member of the National Coordinating Committee of the UK Network of European Relays. She began by discussing her role in the establishment of the PIR and then, pointing to the Project finding that 29% of PIR members were unaware of the existence of the National Coordinating Committee, she went on to describe how the Committee was established and what it has achieved so far.

She explained that the Committee emerged from the First Annual Conference of the UK Network of European Relays held in Birmingham in January 1995, and that it exists as a forum to bring together the viewpoints of all of the various relays. The Committee itself is made up of representatives of the different kinds of relay - EDCs, EICs, the PIR, the CBI, the TUC, the Law Society and the LGIB - as well as the EIA, the education sector, the Government, and the European Commission and Parliament. The main tasks of the NCC, she said, were: to oversee the setting up of the UK Network of European Relays, working with the education sector and with government departments; to organise training for the relays; to commission publications, such as the recent *EU Information Directory of UK Sources* and the *European Handbook*; to lobby the European Commission on behalf of all relays; and to organise the annual conference of relays. Ms Barton pointed out that the NCC was still in its infancy and is currently developing ways of improving relations with relays at a grass routes level. Many ideas come from the national conference, she said, and the recent event in Newcastle had produced a number of issues to be pursued by the Committee (e.g. electronic information, developing the Education Relay, the need for resources, regional delivery), some of which had been raised in the Project report.

On the subject of the Project report, Ms Barton felt that the 76% survey response rate was a welcome sign to the NCC of the public library interest in the PIR. One possibly unwelcome finding, though, was the increase in usage of public library European collections by the education sector. This, she felt, demonstrated the urgent need for the Education Relay to be up and running as soon as possible, and the importance of collaborating with local and/or regional educational institutions. She pointed out that this was an area that the NCC was already addressing, both through the establishment of the Education Relay, and through the more regional approach to training which would allow the different types of relay to get together more often to discuss specific, local issues.

Ms Barton also pointed to the Project finding that a significant number of PIR members felt their collections were inadequate in subject areas such as legislation, transport, energy, business opportunities and company information. She echoed Dorothy Connor's earlier comments that it is debatable whether public libraries should be expected to have a quality collection in some of these subject areas. She did believe, though, that this kind of feedback is important to the NCC, who could perhaps make an assessment of the need for these types of information, or possibly look at commissioning reports and studies in this area.

On the subject of inter-relay contact, which had increased in 39% of the Project survey respondents, Ms Barton expressed surprise that the level had not increased to a greater extent. She felt, though, that this perhaps demonstrated that public libraries are adept at answering

enquiries from within their own resources, or that the level of enquiry is still relatively basic. Alternatively, she said, many libraries will already have established contacts within their locality prior to joining the PIR. Ms Barton also pointed out that the extent to which other relays have become aware of the service operated by the local public library is not apparent. Certainly, in her experience, a number of other relays had stated that they did not realise just how much public libraries were actually doing in the field of European information provision.

Not surprisingly, Ms Barton continued, the financial implications were and still are the main concern of the PIR, particularly at a time when local authorities must be seen to be providing value for money. She assured the delegates that the NCC was fully aware of these financial concerns, particularly those surrounding the discounted publications, and was working to try to change things on their behalf. Issues such as this and those raised in the Project report need to be brought to the attention of the NCC members, she said, either at the national conference, at an annual meeting of the PIR, or through a newsletter.

Ms Barton concluded by expressing a desire to see a follow-up report, in a few years time, which could judge whether there had been a trend in the level of European enquiries in public libraries, and whether the PIR had been a worthwhile exercise.

## **BARBARA SCHLEIHAGEN**

The final paper of the day was presented by Barbara Schleihagen, Director of EBLIDA (European Bureau of Library, Information and Documentation Associations), who reported on the development of European information relays in public libraries in other EU Member States. She explained that EBLIDA had become very interested in the PIR concept and that, following the Manchester conference in 1994, developments in the UK had been regularly reported in the *EBLIDA Newsletter*. Indeed, as a result of an invitation by the London Office of the European Commission, EBLIDA had been involved in nominating 10 representatives from other Member States to attend the First Annual Conference of the UK National Network of Relays in Birmingham in January 1995. Ms Schleihagen also pointed out that EBLIDA had planned to conduct a formal survey of existing PIR networks throughout the EU, but that this had not yet materialised. The examples discussed in her paper, therefore, were obtained during some research amongst EBLIDA members and were by no means meant to be exhaustive.

Ms Schleihagen began by looking at an initiative in Spain. Faced with an increasing number of enquiries from the general public, the European Commission Office in Madrid had, in 1989, selected 39 public libraries throughout Spain which it hoped would disseminate EU information to the Spanish public. Currently, 38 out of the 39 large Community Libraries selected are participating in the network. While this system is similar to the UK PIR, it is somewhat more modest - no use is made of electronic forms of European information, and instead each library (or *Eurobiblioteca*) focuses on the distribution of EU leaflets and brochures. Consequently, the network finds it difficult to provide comprehensive European information to the Spanish citizen. Training of public librarians in EU matters is carried out at the Commission's Madrid Office. In addition, twice-yearly meetings of all participants are arranged to allow the exchange of experience and the discussion of new developments.

An initiative to improve local access to European information was also instigated by the national European Commission Office in Denmark, Ms Schleihagen continued. Public libraries (and primarily County libraries) were regarded as the natural location for such a

service, particularly as many already stocked European information sources. With this in mind, the Commission, during 1990-91, arranged a number of pilot projects for the provision of European information in public libraries. These projects revealed an urgent need for training and day-to-day support for the libraries concerned, therefore the Commission subsequently introduced a training programme, a hotline and a monthly information pack. Central libraries throughout Denmark were appointed 'EU-communication points' and received a selection of the most important European information sources from the Commission's Office in Denmark and from the Danish Parliament's EU Information Centre. However, the Commission's limited budget prevented continuous training, and together with a temporary shift of priorities (caused largely by the Danish referenda on the ratification of the Maastricht Treaty, and by the Danish Presidency of the Council of Ministers) this resulted in the development and promotion of the network being neglected. More recently, though, the Danish representative who attended the Birmingham conference in January 1995, initiated a similar event in Denmark in the autumn of that year. This conference, which was organised in cooperation with the Danish Library Association, the Danish Parliament's EU Information Centre, the European Commission Office in Denmark, and the European Parliament Information Centre in Denmark, led to the establishment of a working group with the aim of creating more effective ways of disseminating EU information from the Danish library system. As the creation of this working group has coincided with a tremendous upsurge in interest in public libraries amongst national and local government (caused largely by a manifesto on public libraries and the Information Society) it is hoped that Denmark will have a relay network comparable to that in the UK in the very near future.

Ms Schleihaugen also described events in the Netherlands, where initial interest in the UK PIR had been raised by a speaker from Essex Libraries who attended a gathering of the Dutch Provincial Library Centre (PBC) network in September 1994. This interest was increased further when a representative from the Dutch National Centre for Public Libraries (NBLC) attended the Birmingham conference and subsequently initiated the establishment of a working group which included a representative of EBLIDA as an adviser. A series of meetings was held with the European Commission's Office in The Hague, the European Parliament's Office, the European Centrum, and the Ministry of Foreign Affairs, and a working plan was produced in January 1996. Each Central County Library in the Netherlands will contain a 'Euro Info Point', and the European Commission Office (which apparently was not very supportive initially) has agreed to provide staff training, financial support for setting up the network during its first three years, free databases, free brochures and booklets, and price reductions on other materials. There are also plans to establish links with the existing EICs and EDCs. It is anticipated that this Euro Info Point network will be officially launched in October 1996.

It is evident from these examples, Ms Schleihaugen continued, that three basic elements must already be in place if similar initiatives are to take place in other Member States. First, there must be a functioning network of public libraries. Second, this network must be accepted as the natural place for providing access to all kinds of information for the general public. And third, there must be commitment from the national European Commission Office to support the concept and to provide financial assistance. She also believed that the general political situation within individual Member States was an important factor. For example, in countries where the general public is directly involved in major decision taking by referenda, there seems to be a more positive attitude towards the provision of EU information to the public. She cited the example of Sweden, where the provision of information through public libraries was part of a major government campaign prior to the EU membership referendum in 1994, and where efforts to establish a more formal network are currently being made through conferences and working groups.

However, in certain countries, Ms Schleihagen concluded, current circumstances might preclude the creation of a PIR network. In Greece and Portugal, for example, public libraries are only now in the process of playing a more important role in public life; and in Germany, the public library is, on the whole, not anchored in the general public consciousness as being an information centre for everyone. In France, meanwhile, there appears to be an emphasis on large centralised information services, as illustrated by the large European information centre 'Source de l'Europe', which was established at La Grande Arche de La Défense in Paris by the French Government and the European Commission. With this in mind, while the UK PIR initiative might be regarded by other Member States as an ideal model, its adoption on a wider basis might prove rather difficult.

## DISCUSSION GROUPS

Following lunch the delegates took part in a series of 9 discussion groups, each of which focused on a particular topic of relevance to the PIR. The results of these discussions are presented below.

### **Group 1: The PIR as an opportunity for libraries** (Rapporteur - William Bell)

Group 1 looked at the opportunities that PIR membership presents to public libraries, and it produced 7 main topics of discussion:-

*The Informed Citizen.* The group thought that the Relay provided the opportunity to help the ordinary citizen make more informed choices, and improve his/her democratic involvement, based on a better flow of accurate information. With the take up of the Relay service by the general public still being relatively low, it was felt that there was significant scope for the PIR to develop this aspect.

*Accessibility.* It was thought that the PIR allows the citizen to gain access to the relevant information without going through the bureaucratic structure that exists in local authorities and elsewhere. It was felt, though, that much of the information was not particularly aimed at the average citizen, and that this was an area on which the PIR could work.

*Greater Awareness.* The group believed that if the above two points can be achieved, then it can help to raise the general public awareness of European matters. It was felt that many people are currently simply not interested in European issues or are put off by their complexities. It is hoped that the PIR can generate a greater awareness of these issues which, after all, increasingly affect people's lives.

*The Library as an Information Provider.* The group believed that there has perhaps been a move away from the traditional, educational and informational role of public libraries, particularly in those authorities where the library service has ended up in a leisure-type environment. It was felt that the PIR initiative could help to re-establish information provision as a key element in the public library service.

*Greater Visibility.* While the group acknowledged that the visibility of the PIR service is being dealt with to a certain extent through the logo and the various promotional materials, it thought that there was considerable scope for this to be improved by establishing a site on the World Wide Web.

*More Contacts.* It was felt that the PIR provided an opportunity to increase contacts both within and outwith the local authority. It was agreed that this was an area in which much work could be done.

*Partnership.* It was also felt that there were opportunities for increased contacts in other Member States. It was believed that PIR members could become involved in partnership arrangements with other libraries or organisations throughout Europe (perhaps through EU programmes) and develop these for mutual benefits.

## **Group 2: Funding and supporting the PIR** (Rapporteur - Michael Messenger)

Group 2 looked at financial and support issues, and all of the group members indicated that their particular Relay service had been established through the redeployment of existing resources. It was felt, though, that there were questions as to how far libraries can continue to operate on this basis.

It was thought that the costs of the local production of Relay-related material (particularly of publicity and explanatory material) were actually quite expensive and could inhibit the development of the service. With this in mind, it was suggested that the PIR could examine the possibility of producing some nationally- or centrally-funded material that could be overprinted locally. It was pointed out that there was a precedent in the form of the PIR logo.

Perhaps predictably, the importance of the discounts on EUR-OP publications was discussed. It was felt that what was really required, in terms of the number of discounted copies that can be purchased, was a situation commensurate with that currently existing with HMSO.

The group also questioned whether there could be some additional financial support for IT hardware and for developing electronic networks. They recognised that much of what has been achieved so far in certain public libraries has been made possible through capital funding by the local authorities concerned. However, the group felt that the PIR should perhaps be looking for external sources of funding, and indeed it was suggested that this was an issue which could be addressed to the Commission's DG X (the Directorate-General for Information, Communication, Culture and Audiovisual Media) or DG XIII (the Directorate-General for Telecommunications, Information Market and Exploitation of Research).

The continuing need for practical training support was also highlighted by Group 2. As well as the forthcoming modules, it was felt that re-runs of previous modules would be necessary, because of staff turnovers. The group also recognised a need for re-training staff, to cement the knowledge previously obtained.

The value of access to current information via the Internet was also recognised, and the group felt that they would like to see that further developed, with the help of the Commission's London Office.

Group 2 also suggested that there should be clearly understood channels of communication between PIR members and the Commission concerning the relevance and appropriateness of official EUR-OP publications, for it was thought that many of these items were decidedly user-unfriendly. The group's rapporteur, Michael Messenger, suggested that, until an annual meeting/conference of PIR members is established, the most appropriate means of communication might be through the regional representatives on the SCL executive, who could then feed the information directly into the Commission's London Office or into the NCC.

Finally, the group felt that if the PIR network is to develop, then there is a clear need for political support at a local level. Echoing the thoughts expressed in William Bell's paper, the group believed that the whole question of European information provision needs to be seen as part of an overall information strategy for the library and for the local authority as a whole.

### **Group 3: Staff and training** (Rapporteur - Graeme Baxter)

Group 3 focused on staff and training issues and, amongst the group's practitioners, it was felt that while there had been some staff anxieties prior to joining the Relay, generally concerning anticipated work levels, following the training programme and the experience gained through working with the European materials, these initial fears had not really been realised.

The possibility or desirability of employing additional staff specifically to deal with European matters, as has happened in a small number of authorities, was also discussed. The group felt that a major factor would be the geographical proximity of other European information providers. The areas in which their particular libraries were located were well served with other relays, such as EICs and EDCs, so it was felt that there would be little need for them to employ dedicated European experts. It was also felt that there was a danger of 'ghettoising' European information. The point was made that libraries would generally not employ dedicated staff to deal with other subject areas, so why should it be done with European information?

There was a unanimous feeling amongst group members that *all* library staff should be aware of the PIR and of correct referral procedures. This was felt to be particularly important at a time when the Commission's London Office had introduced push-button phone link messages which advise telephone callers to go to their nearest public library to obtain European information. With this in mind, it was felt that even the smallest, most remote service point should have some basic awareness.

With regard to the Relay training programme, group members were in agreement that Modules 1 to 3 had been very successful; and when discussing future training needs, although it was felt that *anything* would be useful, the topics identified by the Training Sub-Group (electronic sources, grants and loans, statistics, People's Europe, and Europe and local authorities) were accepted as being potentially very valuable. It was also agreed that the 'distance-learning' and 'self-help' approach, as illustrated by the new *European Handbook*, would be extremely useful.

The desirability of regional groupings of PIR members devising their own training programmes, as has been considered by some (see Case Study 3), was also discussed, but it was felt that this approach would have no great advantages over the national programme. It was agreed, though, that conducting the national programme on a regional basis was most beneficial, both in reducing travel costs and in providing the opportunity to network with neighbouring PIR members and, from Module 4 onwards, with staff from other relays.

Finally, the need for repeat training was discussed. As, in many cases, the level of enquiries is somewhat infrequent at the moment, and staff have little need to use the European materials, it was felt that the expertise gained at the training courses can be quickly forgotten, and that re-runs and refreshers would be useful. The point was made, though, that if the materials continue to be used irregularly, would these repeat training sessions be cost-effective?



#### **Group 4: The users of the PIR in the public library** (Rapporteur - Steve Tolfrey)

Group 4 discussed the users of the PIR in public libraries and not surprisingly, given the Project survey results, it found that the most frequent users of European information are those in the education sector. These primarily consisted of students and staff in higher and further education and at the GCSE level. Members of the group had all experienced problems, particularly with those undertaking the BTEC GNVQ Business Studies course, where college staff had sent students in to look for comparative statistics which the libraries did not have. The group's rapporteur, Steve Tolfrey, described his own experiences in Hertfordshire, where he solved this problem by arranging an in-service training session on European information sources for the local college staff which, incidentally, the college paid for.

The group members agreed that the second largest user group was the business community; and they all found that their European collections were being used by local government officers (both in county council departments and in district councils), particularly in the field of economic development.

Other users highlighted by the group were Business Links and Training and Enterprise Councils. It was felt that there was also a considerable number of people just using the European collections out of a personal interest. It was acknowledged, though, that this was a difficult aspect to measure accurately, because users may not make a direct enquiry but will simply browse through the material.

Group 4 also highlighted one user group that apparently was not currently using the Relay service - the voluntary sector. It was felt that this was somewhat surprising, as there are considerable EU funding opportunities available to them. The group suggested that the voluntary sector might be a worthy target of future promotional activity.

#### **Group 5: Links with other European information relays** (Rapporteur - Judith Barton)

Links with other relays was the subject of Group 5's discussions, and they firstly raised the point that there are factors which affect the accessibility of other relays. EICs, for example, tend to make a charge for their services. The question of where you refer users to was also raised - is it to the EDC or EIC that is nearest to the library, or is it to the one where you know the staff personally? The group agreed that it was important to have some knowledge of what is available and accessible in one's own region.

The issue of reciprocity was also discussed by the group, whereby the public library would do something for another relay in return for what it could do for the public library. It was felt, though, that in some cases this would not be feasible: a large EDC, for example, will often not require the resources of a public library and will consequently be less than willing to enter into what would be a rather one-sided reciprocal agreement.

The group then moved on to the subject of a regional structure for the overall Relay network, and there was general support for this idea, particularly in issues such as training where contact could be made with members of other relays. It was also felt that a regional structure would be particularly valuable once the Education Relay had been established, as it would help to solve the current problems that occur because of students and pupils not knowing where to go to obtain relevant European information.

The question of which other relays would be in these regional groupings was also raised. The point was made that much of the current talk centres around EDCs and EICs, but there are also other sources, such as Training and Enterprise Councils and MEPs, that would provide valuable contributions.

While there was general support for the regional structure, there was some concern over who would receive the money if funding were to be provided towards its development. It was felt that, if funding were to be given on a tender basis, or if it were given to one organisation in preference to others, some relays within the region may drop out or perhaps become less enthusiastic and leave all of the work to be done by the one coordinating relay. The group suggested that one possible solution might be to ensure that resources were given to different parts of the relay for different aspects, so that overall it was a shared structure and experience.

### **Group 6: Feedback to the Commission from Relay members and evaluation** (Rapporteur - Rita Marcella)

The annual report on activities and feedback from users, required by the European Commission as part of the Relay agreement, was the focus of Group 6. They felt that any such evaluative process should not be retrospective, but should begin at an agreed point in the future.

Staff shortages were noted as a crucial factor, because an evaluation system that requires a lot of staff input would be difficult to implement. Indeed, the group felt it was necessary for the statistics gathering process to be a simple one, so that *any* member of staff (not just a European specialist or a professional librarian) can record them at any point in the day.

The question of what statistics are to be collected was discussed. Is it just basic statistics on the number of enquiries, or is further information on the nature and extent of the enquiries required? Indeed, it was felt that what is actually meant by the term 'European enquiry' should be very carefully defined, because many enquiries can be cross-disciplinary. The point was also made that many people may use the European materials but may not approach the enquiry desk, therefore how will this use be recorded? Will libraries perhaps have to note the amount of free material that is taken away?

A small straw poll was taken of the group members to establish how easy or difficult it would be to develop a system within their particular libraries. Of the 4 practitioners in the group, 1 felt it would be easy to develop a system based on their library's existing pattern of statistic-gathering; 2 felt it would be difficult and verging on the impossible; while the other felt it would be difficult at present because of restructuring circumstances in their particular authority. In fact, the group suggested that it might be worthwhile considering if the evaluation process could tap in to existing surveys, such as the Public Library User Surveys (PLUS), or perhaps those carried out by local authorities. The idea of bringing together the information that is gathered by individual library services was also put forward.

Group 6 also discussed the possibility of gathering information about user satisfaction. Comments books or boxes were suggested, although complaints records were dismissed as being perhaps too negative. In addition, the group considered user surveys of library members, but these were felt by group members to be too difficult and time-consuming to carry out. The idea of an independent user survey was also mooted, however.

Finally, the group considered feedback to the Commission in addition to statistics. It was felt that the annual feedback process should not just contain details of usage, but should also include information about each library's activities and should allow commentary on each library's perception of the Relay service. In addition, it was felt that the report should identify what more is needed from the Commission, in terms of publications and solutions to problems, for example.

**Group 7: Future developments of the PIR - IT support** (Rapporteur - Susan Parker)

Ways in which the PIR could be further developed were discussed by Group 7, and some consideration was given to IT issues. It was felt that some of the official databases were not particularly user-friendly, and that to overcome this, libraries would welcome some support from the Commission in order to obtain commercial products. The concept of an E-mail network linking all PIR members was also regarded as useful.

With regard to the official documentation produced by EUR-OP, it was felt that much of its content was rather general, and that it would be useful to have some more specific information sources to meet the needs of library users.

The group felt that networking was a key issue. An annual meeting of PIR members was regarded as potentially useful, as were meetings of the various relays on a regional level. Indeed, it was felt that personal contact was crucial and that it was important to get to know other relays at the local level. The point was made that the collections and services provided by the various relays at a regional level should complement each other and not result in a duplication of efforts.

**Group 8: Collection management, development and arrangement** (Rapporteur - Dorothy Connor)

Group 8 discussed collection management, development and arrangement, and they began by suggesting that it would be useful if a survey could be carried out of all PIR members to obtain their views on the definition of a European collection. It was felt that, in addition to the PIR Profile, there should be some general guidelines and a statement on a collection. Indeed, echoing the idea put forward in Dorothy Connor's paper, the group felt that there should be a list of suggested sources, "for inspiration and guidance", which could perhaps be drawn up for a small district library, the larger district HQ, and a central collection.

It was pointed out by the group that, in addition to EUR-OP, almost every publisher appeared to be jumping on the EU information bandwagon, and that it was extremely difficult to select suitable items from such a wide range. With this in mind, it was suggested that PIR librarians might critically appraise some publications, in a public library context, and share their opinions with their colleagues.

As aids to material selection, regional meetings, during which the merits of particular materials could be discussed, were also considered useful, as were visits to other collections. And the group suggested that it would be useful if the Commission could encourage 'selection visits' to the library of its London Office, which would allow PIR members to examine new additions to the library and discuss these with the library staff.

Group 8 also felt there was considerable scope for the European Commission to provide more information on its publications in its Internet pages. On a similar theme, it believed that a

dedicated electronic network for PIRs would provide a useful forum for sharing information on collection development.

On the subject of classification, it was felt that Dewey was an unhelpful scheme, largely because it splits up European subjects in a way that is perhaps not the most useful for library users. The group also recognised that those PIR members who are up and running are using different types of classification scheme. With this in mind, the group believed it might prove useful if the different schemes currently being used could be collated and practitioners asked why they find their particular choice useful. This might then allow other PIR members to select a scheme which would suit their particular circumstances.

Finally, Group 8 discussed inhibitors to collection development. It was agreed that space limitation was a big issue, and that as much as PIR members would like to develop their collections, many are operating within considerable confines. The issue of the current restrictions on the number of discounted copies of EUR-OP publications each authority can purchase was also regarded as a major inhibitor, particularly for large county libraries who may wish to develop more than one large European collection.

### **Group 9: Communications amongst PIR members** (Rapporteur - Diana Hart)

Although Group 9 recognised that communication amongst PIR members was very important, it was felt that communication amongst the whole relay network was equally if not more important. They felt that communication throughout the entire UK Network of European Relays should be done at 3 levels:-

- At a UK level, with a newsletter and an annual meeting of all of the relays.
- At a regional level, possibly achieved through discussion groups and through the training programme.
- At a local level, achieved through personal contacts.

The group made the point that when we talk about regional and local it may not always mean the same thing - a library could be part of a region, but there could be people or organisations it could contact locally who are not necessarily part of that same region. Echoing the thoughts of other groups, it was felt that it was very important to know the holdings of other relays locally to ensure accurate referral.

Group 9 also believed an E-mail network would be very useful, and they felt that it will be important for the PIR to work closely with the emerging Education Relay, particularly when curricula and projects are being set.

## QUESTION AND ANSWER SESSION AND CONCLUSION

The final part of the seminar consisted of a brief question and answer session.

One delegate asked if there were definite plans to establish a newsletter. Michael Messenger replied that this was a long-standing issue amongst Relay members and had been raised again during the PIR meeting that followed the recent Newcastle conference. He pointed out that a key issue was whether such a newsletter should be specifically for PIR members, or should be more widely-based and cater for other Relays as well. Giancarlo Pau, meanwhile, indicated that the question of a newsletter was currently being considered by the National Coordinating Committee.

Another delegate questioned how realistic the prospects of obtaining additional financial support would be, from their local authority, the European Commission or from other sources. Michael Messenger acknowledged that there were severe financial constraints but said that, in his experience, if there is commitment from the Chief Librarian, elected council members can be excited about the potential of public information provision using IT and may be prepared to make capital funding available. He felt, however, that libraries may well need outside assistance, possibly from the European Commission in London or in Brussels, and perhaps in terms of EU programmes. He believed that the library community should be trying to make coherent arguments for these funds. Giancarlo Pau, meanwhile, stated that the London Office will honour its commitments as outlined in the Relay agreement and, if possible, will supplement these. He pointed out, however, that the London Office could not commit itself to direct funding. With regard to the problem of the restricted number of discounted publications PIR members can buy, Mr Pau indicated that the situation was currently being analysed and that he would shortly be putting forward a proposal which he hoped would be satisfactory to the public library community.

Commenting on a point raised by Group 8, Giancarlo Pau then invited members to make awareness-raising visits to the London Office's library, either individually or in regionally-organised groups. He also took the opportunity of informing the delegates of the London Office's forthcoming Internet pages. He said that once the pages were launched he would welcome feedback. Indeed, Mr Pau then went on to urge the PIR as a whole to make its feelings on the Relay heard, and to let the Commission know exactly what is needed to develop the service further.

The chairman, Michael Messenger, then concluded the day's events by thanking the European Commission for hosting the seminar, and by thanking the delegates for their attendance and contributions.

## **SECTION 6: CONCLUSIONS AND RECOMMENDATIONS**

The conclusions and recommendations drawn are discussed under several headings covering those themes that had emerged from the study and that had been discussed by focus groups at the Seminar (described in Section 5). In addition, a model of best practice in the provision of a European information service by public libraries is discussed. The report ends by considering the potential and need for further research.

### **A: The Public Information Relay as an opportunity for public libraries**

That **the PIR has been seen as a positive development by the majority of libraries** is evident from the very low level of non-membership, by the active participation of library staff in the training programmes, by the involvement of representational groups such as the Society of Chief Librarians and SLIC, and by the very high response to the survey carried out as part of the present project together with the excellent attendance at the Project Seminar.

It was felt by the focus group that the PIR offers public libraries the opportunity for greater contact with other information services both nationally and across Member States. The group also felt that **the PIR created an opportunity to increase the general awareness of European matters, enabled the individual member of public to make informed choices and improved democratic involvement**. However, unless the material provided by a European information service is accessible, objective and comprehensible to the public, these objectives will not be achieved. There is evidence that there are shortcomings in the officially produced material which must be addressed and **greater critical appraisal of official materials is necessary**, to be formally fed back to the Commission in order to improve the quality of publications.

The ethos of public library service has traditionally been one of *Education, Information and Recreation* and **the PIR initiative has reinforced what may in some instances have been a waning perception of the role of the public library in providing information**.

Throughout the study there is evidence that this role remains central to the staff and to certain groups of users of the public library (particularly in the education and business communities) but may not always be as evident to funding bodies and to politicians, with an incremental drift towards an image of the public library service as part of leisure and recreation. The public libraries have, in the majority of instances, developed already existing collections of European information and enhanced staff expertise through their involvement in the PIR, so that the process has not been a one way flow of resources from the European Commission but rather a cooperative interchange. **Public libraries should see their membership of the PIR as an opportunity to advertise their potential as an objective resource for the public in political and social debate**. From the case studies, there is evidence of unsuccessful bids on the part of public libraries to become EICs, serving the business communities, suggesting a lack of awareness on the part of DGX of the long tradition of the provision of excellent business information services by certain public libraries in the UK. It is significant to note that two of the case study libraries are regarded as the prime providers of European current awareness information within their local authority.

However, respondents foresaw problems in meeting their obligations as members of the PIR:

- 37% thought there would be problems in bearing the costs of staff, overheads and in purchasing the necessary discounted materials, particularly in the light of funding pressures.

- 32% predicted problems in providing feedback from users to the Commission, because of the staff time this would involve, because statistics are not kept at present and because there was no knowledge at present of the form that such feedback would take.
- 24% thought there might be difficulties in making documents available in terms of the display and storage of materials.
- 18% foresaw problems in cooperating with other Relays, because of lack of staff time and low levels of awareness of other agencies.
- 12% foresaw difficulties in publicising membership of the Relay, largely in terms of creating expectations that could not subsequently be met or because of raising concerns about the library's neutrality.

### **B: Membership of the Public Information Relay and libraries' political neutrality**

Overwhelmingly (82%) of respondents felt that political neutrality was important to public library service ethos, but they were undecided about the potential impact of membership of the Public Information Relay upon perceived neutrality. It is clear that many libraries (36) were deliberately purchasing works which would establish a balance of political views in the European collection. From the evidence thus gathered, and in terms of the deficiencies of official publications, **it is recommended that libraries seek to ensure a balance of opinion in their collection.** For the 20% of respondents who had encountered opposition to their membership of the Relay, in half of the cases the opposition was political and had come from library users, while for the remainder opposition had come from staff concerned about the additional burden for staff workloads and low levels of user interest in European information.

### **C: Funding and supporting the PIR**

32% of respondent authorities claimed to have committed additional funds to their European information service, for stock purchase (92%), publicity (41%), training (38%) and equipment (22%) amongst other things. When asked if other budgets had fallen as a result of committing additional funds in this way, 54% answered that they had. However, for those respondents that stated that other budgets had not fallen, it emerged that in several instances the additional funds had in fact come from existing bookfunds, where presumably there had been a resultant cut in funds available for purchase of other subject matter.

The European Commission has supported the PIR by providing free copies of basic texts, including the recently published *European Union information: a directory of UK sources* and the forthcoming training manual *The European Handbook*; by giving a 50% discount on EUR-OP publications and on certain EU databases; by providing stocks of hand-out and promotional material; by giving advice on publications with which to develop the European collection; and by providing training in the use and maintenance of a collection.

However, there are concerns amongst members of the PIR about the future support which the Relay will receive. The great majority of libraries have redeployed existing resources to staff, accommodate and supplement the basic European information collection, and there are doubts as to the extent to which they can continue to do so without local or European support. Individual libraries must include European information as part of their overall information strategy and argue the case on a local basis if they wish to seek improved resources.

However, **there is evidence from the case studies that this is an area where a case can be made successfully** and libraries may learn from the experience and example of others. The European Commission must also recognise the disparities that occur across library services in

terms of the willingness of local authorities to provide funding and **the Commission have a role to play in helping libraries to make that case effectively.**

Promotion of the service is particularly costly and **it is recommended that a centrally generated set of promotional materials be produced** which can be used by individual libraries to highlight the existence of the collection and to reasonably communicate the level of service that the public can expect.

At the time of writing this report the restriction on the number of discounted publications allowed to participating libraries was causing great concern. However, the London Office of the European Commission were then on the point of making recommendations to address this situation. **It is recommended that the Commission consider in particular the varying needs of the different libraries, in particular their size and structure in terms of the impact that such factors will have on individual collection needs.** Such information could also form part of the evaluation of PIR members, providing a base for decisions on numbers of discounted publications required, linked to the evidence of actual demand.

It is clear that there would be great benefits from the availability of a dedicated email network for all Relay members, in particular in terms of communications and referral. 69% of respondents saw this as a desirable future development. However, such a network requires financial support for it to be put in place across all Relay members. **The European Commission must consider whether it is willing to support such an email network.** The EIA has already introduced a network for its members, entitled Eurotalk, and the EDC librarians have access to Eurodoc. Similarly, while Internet development was viewed by members of the PIR in a positive light, it should be a matter of urgency for members to consider the form that such Internet provision should take. There are two aspects of Internet use: as a source of information about Europe, open to staff and public alike; and a source of information about members of the PIR and the kinds of service they can provide. **There would be great advantage to the central provision of information about membership,** which would then overcome the danger of individual library services not having the resources to host information of this sort internally.

#### **D: Staff and training**

Prior to joining the relay, only 25% of respondents had specialist staff with expertise in European information provision, with only 18 of those having staff having received training. Only 8% of respondents planned to employ additional staff or to re-assign existing staff as a result of joining the Relay. The majority (89% in England and Northern Ireland and 55% in Scotland) responded favourably when asked if the initial training programme had been effective.

Apart from Welsh respondents, almost all authorities had staff who had attended the Relay initial training programme, and 34% had additionally sent staff on training courses hosted by the EIA, Aslib etc.

Generally, the feeling amongst PIR members is that staffing the European information service has not been as great a burden as was initially anticipated. Much of the credit for this situation is due to the highly developed and regionally delivered training programme. There is evidence from the case studies that staff are growing more confident in dealing with what had been perceived as a very difficult subject area. **Easy access to free training is desirable, rare and must continue** if libraries are to refresh their staff's skills and train new members of staff. Other subjects for continued training have been identified (in particular



electronic sources, grants and loans, statistics, People's Europe, and Europe and local authorities) and it is felt that from the results of the survey **a high priority should be given to electronic sources, in particular official and free or discounted databases**, which are at present very poorly used by members. **The training must also continue to be delivered on a regional basis** in order to encourage attendance and overcome financial restrictions on staff development funds.

Most respondents had not appointed specialist staff and it was felt that too great a specialisation amongst staff was undesirable as it might lead to the ghettoisation of European information. However, **the question of using staff subject specialists in the public library would merit further consideration**. It is felt that this is an attitude which reflects a reluctance to develop staff specialisms in the public library sector and not one that would be encountered in an academic library where subject specialists have long been the norm. The advantages of a highly expert and specialist staff are likely to lie in greater economy of use of resources, better and more economic stock selection and higher quality response to enquiries. The disadvantages relate primarily to administrative concerns, such as staff turnover.

#### **E: The users of the PIR in the public library and the need for European information amongst the general public**

Only 14 authorities could offer information on the frequency with which requests were made for European information. Definitions of European enquiries were not clear in (or consistent across) some respondents' statistics. **Clearly some guidance is necessary on the nature and quality of statistics gathering required of Relay members in the future.**

Based upon impressionistic, rather than hard, data, the majority of respondents (62%) had noted an increase in demand for European information over the last five years. Since joining the Relay, only 27% had observed an increase in demand, although it should be noted that not all of the authorities had formally launched their service.

The most significant user groups were ranked as:

1. FE/HE students
2. school children
3. business people
4. general public
5. local authority officers

The most frequently requested topics were felt to be:

1. statistics
2. general information on EU activities
3. market and company information
4. grants and loans
5. legislation/implementation
6. business opportunities

A significant level of demand is therefore displayed for materials that do not fall into the general information category. 26% of respondents felt that there had been a growth in frequency of requests for particular topics, since joining the Relay, in particular for general information, grants/loans, legislation, social issues and statistics.

Only 8% of respondents had investigated European information needs prior to joining the Relay: most commonly this had taken the form of observation or analysis of existing use. A very much higher proportion (41%) either have investigated or intend to investigate needs since joining the Relay.

It is particularly interesting to note the positive results of the user survey (see Section 4) in the light of the relatively low level of use of European information by the general public in the majority of the case study libraries. The survey found that 28% of users had sought European information in the past, and that 72% of these had used the public library to find the information sought. In total 20% of users had sought European information from the public library. 92% of users predicted a likely future need to find European information and displayed a wide range of subject interests. These are all positive findings suggesting a growing awareness of the potential significance of European information by public library users. Yet the experience of many of the case study libraries is of a much lower level of demand. There is a need for further investigation of user needs to illuminate real needs and usage.

Highly significantly the project demonstrates that the user of the European information service in the public library is most frequently an educational or business user. This result may be unsurprising to those that have been long familiar with public libraries in the United Kingdom, but it is highly significant in that it questions the whole premise of the Public Information Relay. It does not call into question the concept of the public library as an appropriate resource for European information for the general public: rather it calls into question any vision of the public library as a source to which the public will only go for general information. The public are as likely to use the public library for European information for their educational or business needs as for a desire for greater understanding of the European Union in a general sense. While there are signs of a greater demand for what might be termed general citizen information, it is clear that public library users will continue to approach the service for material that will help them in their studies or in running a business, whatever alternative sources are made available, via the Educational Relay for example. **Libraries cannot, therefore, afford to ignore provision of business information and educational materials if they are to support all of their users. It is felt that more could be done to encourage the voluntary sector to turn to the library for support in dealing with Europe.**

Usage of general awareness materials by the public is often difficult to measure and **systems must be developed that allow some measure of such use to be made**, by for example logging removal of pamphlets.

#### **F: Links with other European information Relays**

Prior to joining the Relay the majority of contacts was made with the Representations, the EDCs and the EICs, and took place on an occasional basis. While a significant minority (39%) felt that contact had increased with Relay membership, this was less commonly the case than had been expected. Rather respondents indicated that there was a greater awareness of and incidence of referral to other European relays.

When considering the pattern of use of other European relays, of interest was the continuing high level of use of the Representations when seeking information, despite the changes in their role. As before, the Representations, with the EDCs and EICs, were the most significant resources for members of the PIR. Non-PIR members showed a greater tendency to use EICs and local authority European units. Respondents felt that awareness could be raised by

several mechanisms: via the training programme; via familiarisation visits; and via a directory (since published).

70% of respondents were aware of the National Coordinating Committee, but much less well known was DGX's Users' Advisory Council, which might have the potential to have a greater impact upon European information policy development. A highly encouraging 81% of respondents felt that they were personally part of the Public Information Relay.

Ultimately, the Public Information Relay must be seen not in isolation, but as part of a network of Relays nationally and across European Union Member States. There is evidence from the survey that PIR members are not fully aware of the services offered by other Relay members such as the EDCs and EICs. Such knowledge is essential to the ethos of cooperation and mutual referral across Relays. While the training programme is going some way to address this problem and increased opportunities for visits by staff to other Relays will also help, **it is recommended that a document is produced which clearly describes the role, objectives, primary user groups, services, fees (where applicable) and stock of each of the Relays.**

It was felt that reciprocity and cooperation might be adversely affected by unfair demands being placed on the particularly well developed Relays, such as EDCs with their extensive stock and expert staff. **This situation should be monitored closely and if there is indeed heightened pressure on EDCs as a result of referral some allowance should be made for this fact in resourcing the Relays.**

The idea of a regional structure for Relays was becoming more popular as the Project progressed. Such a regional structure would bring together on a regular basis local representatives of all Relays and would ensure better understanding of local resources strategically. There would be benefits in better attendance by all: however, it is recommended that expertise be brought in from outwith the region on a regular basis. It is recommended that where local information plans have been developed, these should form the underpinning for such groups. Such regional groups should include all the potential players in the provision of European information and not just formal members of a Relay. **The development of a regional structure should be supported by the National Coordinating Committee, with support given for events and activities.**

If such a regional structure is to develop then it is important that members are not left to struggle at a regional level with problems that have been dealt with by others. As well as bringing in expertise, as suggested above, other forms of communication are important. **A newsletter was seen as being desirable by the majority (i.e. 81%) of PIR members and should be established without delay.** However, existing publications should be considered before a new title is launched. Such a forum would allow discussion of issues, problems and solutions on a regular basis. It is also important that European information is dealt with in the broader professional literature (this was regarded as desirable by 78% of respondents) for it is only in such journals that the issues will be aired in a manner that will involve all of the profession.

The desirability of a dedicated email network has already been mentioned. In terms of assisting communications in today's environment of electronic interchange, it cannot be overemphasised. Such a network would allow swift, open and easy airing of issues. **A European information discussion forum for members of all relays should, therefore, be established as a priority.**

**Communications throughout the UK Network of European Relays should be supported by:**

1. a newsletter
2. wider media coverage
3. the annual meeting
4. an email network
5. discussion groups
6. conferences (both dedicated and via participation at wider conferences on issues such as electronic information and business information for example or at professional meetings)

#### **G: Communications amongst PIR members and other European information Relay members**

The focus group felt that communications amongst PIR members was less significant than communications throughout the entire UK Network of European Relays. However, communications amongst the PIR was seen as significant by survey respondents who clearly felt that they could learn from the experiences of other public librarians in providing European information. Indeed, 65% felt there was a need for an annual meeting or conference of PIR members. **It is recommended, therefore, that there should be an open and formal meeting of PIR members on an annual basis**, to debate, discuss and share best practice, as well as less formal meetings at a regional level. It is important for the success of the PIR that its development is guided by the profession and it is only via such a forum that the necessary debate will take place. **It is also important for the public library community to seek ways in which it can highlight activities and its role in modern society.** If the opportunity of the PIR is to be seized **it is essential for public librarians to review their contribution in increasing European awareness and their role in ensuring access to information in a unique manner.**

**A PIR Sub-Committee of the National Coordinating Committee should be established to focus upon the development of the Relay in a way that relates to the operational constraints and opportunities available to the sector.**

#### **H: Collection management, development and promotion**

A significant minority (39%) of respondents held fewer than 3 of the sample of core texts from FOLACL's list of recommended basic information sources, suggesting a significant number of poor collections in member libraries. There were several subject categories of European information for which a significant proportion of respondents (i.e. more than 20%) recorded that their collection was inadequate: customs; transport; legislation; energy; business opportunities; market and company information; scientific and technical research; and patents and standards. 91% of respondents felt that they would benefit from guidance as to what constitutes a quality collection of European information across these subject categories.

93% of respondents indicated that they stocked, to a greater or lesser extent, European materials produced by publishers other than EUR-OP. Largely such supplemental purchases were required because of the following criteria: the requirement for variant levels of treatment; the need to ensure that different political perspectives were represented in a balanced collection; the need for more user friendly and approachable materials than those

produced by EUR-OP; to fill gaps in subject coverage; better subject access to assist information retrieval; to improve attractiveness of the European collection; and to provide current information. Respondents were using a wide range of bibliographic aids to collection development and the selection of new titles.

In the great majority of cases (89%) the materials received from Europe, as a result of membership of the PIR, had added to already existing collections.

A very high proportion of respondents had either very limited or no access to online database hosts. Very significantly, only 18% of respondents had access to the free ECHO service, and 8% to the reduced subscription Eurobases. Only 39% of respondents held relevant CD-ROM titles. The most frequently held titles were: *Eurolaw*; *EC Infodisk*; *Justis Single Market*; *EUROCAT*; *CORDIS*; *Justis CELEX*; and the *OJ CD*. A number of PIR members requested that the 50% discount offered on EUR-OP publications be extended to CD-ROM sources.

Despite the growing availability of relevant Internet sites, such as Europa, I'M Europe, CORDIS, ISPO, CEUS, and Representation servers, only 19% of respondents were using this medium to access European information. However, from additional comments, it is likely that this proportion will increase very rapidly.

Very few libraries (15%) had promoted their European information provision prior to joining the PIR: since becoming members almost all (91%) were undertaking some form of promotional activity. A significant minority (33%) had concerns that promotion would create an extra burden on staff and resources, increase demand, create expectations that could not be met or raise issues about political neutrality.

Libraries with very basic collections should critically review that collection and consider whether it should be supplemented or if electronic sources via the Internet might be an attractive, visible and more cost-effective alternative.

Given the need for libraries to supplement their collections from commercial publishing houses **it is recommended that the NCC should seek to establish discounts with appropriate publishers.**

**Guidelines on the precise nature of a quality collection are urgently required.** Such guidelines could be developed by pooling the knowledge of PIR members via a survey, resulting in the publication of a document containing details of the recommended collection, at several levels, to correspond with the needs of large, medium and small libraries. **Critical appraisal of new official and commercial publications is also urgently required,** particularly in the light of the expensive nature of much of the printed material and when there are a number of competing electronic titles: such evaluation could be provided via the proposed Newsletter or in existing publications such as *European Access*. The recommended email network could also support such procedures. Regional meetings have also been identified as a forum for sharing knowledge of sources, as are visits to very full collections to examine materials. Reviews must, it is emphasised, be critical rather than descriptive of content. Members are clearly highly concerned to supplement and develop their collections with non-official publications, but require additional sources of guidance in order to do so cost effectively and with optimum results.

### **I: Location and arrangement of the European collection**

56% of respondents had relocated their European materials as a result of joining the PIR. For the majority of cases, the relocation had involved a centralisation and consolidation of previously scattered materials.

Several patterns of location were recorded and the advantages/disadvantages of each discussed. These consisted of: a separate European section (30); part of a central reference department (54); part of a business library (6); part of a central lending department (3); and scattered throughout several departments (15).

There are concerns at present about the subject arrangement of European collections. Five methods are at present being applied:

- use of the library's classification scheme, potentially scattering materials throughout the sequence
- use of *European Access* subject index headings
- use of Manchester Public Library's subject headings
- adaptation of Manchester's subject headings
- creation of in-house subject headings

1 respondent recommended a sixth solution:

- use of an agreed standard scheme, possibly UDC, where classmarks would be centrally assigned by EUR-OP to ensure consistency

However, general classification schemes are at present inappropriate. It is felt that a standard and consistent approach to subject arrangement would have much merit in ease of subject classification and the facilitation of enquiries throughout the Relay. EUR-OP should be approached to determine whether there are any plans to develop a classification scheme for European information. Enquiries should also be made to the editorial boards of the major general classification schemes. If no such plans exist, **it is recommended that existing subject arrangements be examined critically in terms of both their value for shelf arrangement and for subject retrieval, and that a recommendation should be made for a standard to be adopted from these.** A more developed special scheme would be desirable but would be likely to take a number of years to complete and test.

From the results of the project, libraries have adopted a number of different approaches to housing the European collection. While this will inevitably continue **it is recommended that staff should take opportunities to visit more highly developed services in order to benefit from their experience.**

Many libraries felt that a major problem in housing the European collection was that of limited space. **Such libraries should adopt alternative measures, such as a bulletin board or electronic databases to highlight their European information service,** which may be stored in closed access.

## **J: Feedback to the Commission from PIR members and evaluation of the Relay**

The following methods were identified by survey respondents as means of providing feedback:

- standardised questionnaires (34)
- annual report (33)
- user statistics (17)
- annual meeting of PIR members (9)
- local PIR meetings (7)
- discussion groups (5)
- standard user surveys (3)

Interestingly the method that would provide the most evaluative feedback, standard user surveys, is least popular with respondents. Several respondents identified more than one method.

At present, the form of service evaluation which will take place for PIR members is unknown. There are concerns on the part of members as to the nature of statistic gathering that will be required, in terms of resourcing implications and the demands which such evaluation will place upon staff. **The precise nature and form of performance measurement to be utilised must be established without delay**, for without a clear understanding of performance measures no service can begin to consider the quality of their service provision. **It is also recommended that the system of evaluation which is developed is responsive to the concerns of librarians and fully tested** to ensure that it operates uniformly and consistently. Evaluation must also reflect the full use of the European service and not just formal approaches to staff via enquiries. **A clear definition of a European enquiry must be provided to participating libraries.** This definition should consider the treatment of complex and cross-disciplinary enquiries.

**It is recommended that evaluation consist of several elements:**

1. statistics on usage calculated from periodic week-long statistics gathering exercises
2. user satisfaction surveys, carried out by an external agency
3. analysis of data gathered from comments books or logs
4. comments from library management and operational staff on administration, activities and success factors
5. an identification of issues, problems and solutions (where appropriate)
6. independent and objective spot checks of services

**It is recommended that the results of the evaluation exercise be gathered together centrally, consolidated and disseminated to the full PIR membership on an annual basis.**

## **K: Future IT developments**

**An email network for all European information Relay members is seen as a high priority for development.**

**Attention should be given by DGX to the perceived low quality and lack of user friendliness of the official databases**, available via ECHO and Eurobases. While it is understood that a windows interface is under development for these hosts, there remain some doubts about the value of particular databases as information retrieval tools. **Databases should receive attention under the training programme**, addressing not just the official databases but also the commercially produced examples which are likely to be valuable.

Networking was seen by many as a key issue in the development of the PIR in relation to the other members of the UK Network of European Relays. In particular it is considered important that **duplication of effort be avoided, in for example the creation and evolution of new networks**. It would be timely to consider the example of other Member States or national provision in a holistic manner.

### **L: Developing a model of best practice in European information service provision**

While it is important to acknowledge that there are very significant variations in size and structure of public library services in the United Kingdom, as well as in the level of resourcing available to services, **there are certain lessons that can be drawn from the project and applied.**

- ◇ Libraries can build a case for European information service development. There are cogent arguments for making such information available to the general public and to the library's other user groups. There are examples of library services which may serve as an exemplar of the potential in service development. However, such service development can not be undertaken lightly for costs will be significant in terms of collection development and staffing.
- ◇ For the European information service to be used, it must be visible and demonstrably of utility. While a dedicated section of the library may have maximum impact, there are other ways in which the service's visibility can be enhanced even where space is limited, in for example the provision of a study carrel, the use of reference folders and the mounting of a European bulletin board with news, new publications etc. Electronic provision of European information may also be particularly valuable where physical space is at a premium. From the first principles of reference service, a reference service consists of a member of staff capable of dealing with enquiries from users in an expert and professional manner.
- ◇ In order to ensure access to European information, material should be collocated into a section devoted to Europe, regardless of the classification scheme at present in use.
- ◇ Subject specialism should not be regarded as a disadvantage. Public library services have staff who are expert with and experienced in handling business information or local studies or official publications. Given the challenges of dealing with European documentation, such staff will be essential to the provision of high quality European information services. It is therefore very important for services to continue to send staff to training courses, but also to encourage staff to identify and fill gaps in their knowledge, via visits to other European information services and by, for example, honing online search skills with official databases.
- ◇ Developing close contacts with and a secure understanding of a wide range of other European information services, both locally and nationally, is essential to the process of effective and accurate referral and enquiry response.



- ◇ Location within a business section is not desirable as this will limit visibility for the general user.
- ◇ Staff must be supported in attending formal training and additional measures to support expertise. This training should be cascaded to other members of staff.
- ◇ A basic referral service, with pamphlet material and staff having attended cascaded training sessions should be available at all service points.

Other recommendations have been made throughout this section which may be applied to individual library contexts.

### **M: Further Research**

This project has examined a new development in library service under the impetus of an initiative of European Information and Communication policy. It has raised a number of more specific questions, such as the **creation of an effective classification scheme for European information**, the **use of staff subject specialists in the public library sector** and the **evaluation of European sources of information**, each of which would merit further investigation. The project has also highlighted a much broader question, one of first principle for public library service: that is the extent to which the public library service has a role to play in ensuring that their users have access to *general citizen* information and the extent of need for that information amongst the public. **It is recommended that further research into user needs, not only for European information but also for provision of information relating to national government, is necessary.**

The Public Information Relay has developed considerably over the short period of its existence to date and its evolution is a welcome sign of the recognition of the public library network as a “guarantor of reliable information” (see Seminar welcome by Geoffrey Martin in Section 5). It is hoped that the early enthusiasm and commitment, evidenced in this report, will continue both in terms of the members of the Relay and of the European Commission’s continuing support of the PIR.

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## **APPENDIX I: QUESTIONNAIRE - SURVEY OF PIR MEMBERS**

### **QUESTIONNAIRE EUROPEAN UNION INFORMATION IN PUBLIC LIBRARIES**

This questionnaire is the focus of two research projects; one is funded by the British Library and is an investigation into the implementation of the Public Information Relay, while the other project is in relation to a PhD thesis, investigating European Union Information Policy. Although the questionnaire is quite lengthy, it should be possible to complete it relatively quickly.

#### **A: THE PUBLIC INFORMATION RELAY**

[1] When did your library authority join the Public Information Relay?

[2] When was the Public Information Relay service formally launched in your locality? (*Note: If the service has not yet been launched please provide the proposed launch date*).

[3] Were there ever any doubts in your library authority about the advisability of joining the Public Information Relay?

YES ☐ NO ☐ DON'T KNOW ☐

**If YES**, please specify the nature of these doubts:

[4] Are library staff aware of the rationale behind the establishment of the Public Information Relay?

YES ☐ NO ☐

**If YES**, how was this awareness achieved?

[5] It has been suggested by some commentators that, by joining the Public Information Relay, public libraries might be seen as European Union marketing tools. Do you agree with this view? *[Please tick the appropriate box]*.

Strongly agree    **1 2 3 4 5 6**  
☐ ☐ ☐ ☐ ☐ ☐    Strongly disagree

[6] In your opinion, how important is it that public libraries maintain a politically neutral stance? *[Please tick the appropriate box]*.

Extremely important    **1 2 3 4 5 6**  
☐ ☐ ☐ ☐ ☐ ☐    Extremely unimportant

[7] Have you encountered any resistance to the Public Information Relay from:  
*[Tick all applicable].*

	YES	NO
library users	<input type="checkbox"/>	<input type="checkbox"/>
library staff	<input type="checkbox"/>	<input type="checkbox"/>
library committee members	<input type="checkbox"/>	<input type="checkbox"/>
representatives of your funding authority	<input type="checkbox"/>	<input type="checkbox"/>

If YES to any of these options, please specify the nature of the resistance in each case:

## B: THE PROVISION OF EUROPEAN INFORMATION

### a) Sources

[1] Please indicate if the library holds any of the following key hardcopy sources of European information, as published by the Office for Official Publications of the European Communities (EUR-OP). *[Tick all applicable].*

Treaties	<input type="checkbox"/>
Official Journal of the EC 'L' series	<input type="checkbox"/>
Official Journal of the EC 'C' series	<input type="checkbox"/>
Official Journal of the EC 'S' series	<input type="checkbox"/>
Annex to the Official Journal	<input type="checkbox"/>
Bulletin of the European Union	<input type="checkbox"/>
General Report on the Activities of the European Communities	<input type="checkbox"/>
Com Documents	<input type="checkbox"/>
Directory of European Legislation in Force	<input type="checkbox"/>

[2] In your European collection, is the stock you hold on the following subject areas adequate for meeting your users' needs? Please indicate. (**Note:** It is appreciated that, when answering this question, a degree of subjectivity may arise). *[Tick all applicable].*

	Completely Adequate	Adequate	Inadequate	Completely Inadequate
General information on the EU's activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customs tariffs and regulations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employment and labour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Legislation/Implementation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social issues/policy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Citizens' rights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Energy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Agriculture, forestry and fisheries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Economic and financial issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Business opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Market and company information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grants and loans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Scientific and technical research	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patents and standards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Statistics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other(s), please specify	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[3] Do you feel it would be beneficial to receive some guidance on what constitutes a quality collection in these subject areas?

YES ☐ NO ☐

[4] From the following, please indicate if the library has access to any of the following online hosts.  
[Tick all applicable].

Butterworths Telepublishing	<input type="checkbox"/>	Eurokom	<input type="checkbox"/>
Consultancy Europe Associates Ltd	<input type="checkbox"/>	FT Profile	<input type="checkbox"/>
Context Ltd	<input type="checkbox"/>	Mead Data Central	<input type="checkbox"/>
CPC Technologies (formerly BRS)	<input type="checkbox"/>	NOMOS Legal Information Service	<input type="checkbox"/>
DataStar	<input type="checkbox"/>	WEFA	<input type="checkbox"/>
DIALOG	<input type="checkbox"/>	Other(s), Please specify	<input type="checkbox"/>
ECHO	<input type="checkbox"/>	_____	
Eurobases	<input type="checkbox"/>	_____	

[5] Please rank the top three online hosts you use most frequently to access European information:

1. \_\_\_\_\_ 2. \_\_\_\_\_  
3. \_\_\_\_\_

[6] From the following, please indicate which CD-ROM titles containing European information the library has in stock: [Tick all applicable].

COMEXT on CD-ROM	<input type="checkbox"/>	Justis Official Press Releases	<input type="checkbox"/>
CORDIS	<input type="checkbox"/>	Justis Parliament	<input type="checkbox"/>
EC Infodisk	<input type="checkbox"/>	Justis Single Market	<input type="checkbox"/>
EUROCAT	<input type="checkbox"/>	OJ CD	<input type="checkbox"/>
Eurolaw	<input type="checkbox"/>	SCAD+ CD	<input type="checkbox"/>
Eurostat-CD	<input type="checkbox"/>	Other(s), please specify	<input type="checkbox"/>
Justis CELEX	<input type="checkbox"/>	_____	
Justis European References	<input type="checkbox"/>	_____	
Justis Official Journal C Series	<input type="checkbox"/>	_____	

[7] Does the library access European information on the Internet?

YES ☐ NO ☐

If YES, which World Wide Web home pages do you find particularly useful? Please specify by providing either the URL or title of the page:

[8] Do you have any plans to add your own European information home pages to the World Wide Web?

YES ☐ NO ☐

[9] From the following, please indicate approximately what proportion of your total European collection is official material published by EUR-OP:

None	<input type="checkbox"/>	71-80%	<input type="checkbox"/>
1-30%	<input type="checkbox"/>	81-90%	<input type="checkbox"/>
31-50%	<input type="checkbox"/>	91-99%	<input type="checkbox"/>
51-70%	<input type="checkbox"/>	100%	<input type="checkbox"/>

[10] If you supplement official sources with non-official, commercially-produced sources, please briefly indicate the main reasons why you feel this is necessary:

[11] To what extent has your European collection grown since joining the Public Information Relay? (including free Relay start-up packs sent by the European Commission)

Not at all	<input type="checkbox"/>	71-80%	<input type="checkbox"/>
1-30%	<input type="checkbox"/>	81-90%	<input type="checkbox"/>
31-50%	<input type="checkbox"/>	91-100%	<input type="checkbox"/>
51-70%	<input type="checkbox"/>	>100%	<input type="checkbox"/>

[12] Please provide details of the quantity of stock obtained from the European Commission *since joining* the Public Information Relay:

	Quantity
Start-up packs of free publications	_____
Additional free publications	_____
Discounted materials	_____

[13] Is the form and level of the material published by EUR-OP suitable to the needs of the general public?

YES ☐ NO ☐

If NO, please briefly indicate why they are unsuitable:

[14] Which of the following do you use when selecting European information sources for collection development and ongoing selection of new titles? *[Tick all applicable]*.

Standard bibliographic tools (e.g. BNB)	<input type="checkbox"/>	Other media reviews	<input type="checkbox"/>
FOLACL's list of suggested basic sources	<input type="checkbox"/>	European Access	<input type="checkbox"/>
Informal recommendations by colleagues	<input type="checkbox"/>	European Information Service	<input type="checkbox"/>
EUR-OP catalogues	<input type="checkbox"/>	Other current awareness services	<input type="checkbox"/>
Other publishers' catalogues	<input type="checkbox"/>	Other(s), please specify	<input type="checkbox"/>
Library suppliers' lists	<input type="checkbox"/>	_____	
Journal reviews	<input type="checkbox"/>	_____	



[15] Please indicate if you have any difficulties in finding out what has been published by EUR-OP:

YES ☐ NO ☐

**If YES**, please briefly describe the difficulties you encounter:

[16] Once you are aware of what has been published by EUR-OP, do you have any difficulties in obtaining the sources you require?

YES ☐ NO ☐

**If YES**, please briefly describe the difficulties you encounter:

[17] Once added to your stock, does European documentation present any additional problems?

YES ☐ NO ☐

**If YES**, please provide brief details of the problems encountered:

#### **b) Accommodation**

[18] *Prior to* joining the Public Information Relay, where was most of your European information located?

- |  |                          |
|--|--------------------------|
| in a dedicated European information unit           | <input type="checkbox"/> |
| in a central reference library                     | <input type="checkbox"/> |
| in a commercial/business/technical library         | <input type="checkbox"/> |
| in a central lending library                       | <input type="checkbox"/> |
| scattered throughout various departments/libraries | <input type="checkbox"/> |
| other, please specify                              | <input type="checkbox"/> |

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[19] What particular advantages and/or disadvantages did these arrangements offer? Please specify:

**Advantages:**

**Disadvantages:**

[20] Have these arrangements changed, or are they about to change, as a result of joining the Public Information Relay?

YES ☐ NO ☐

**If YES**, in which of the above locations will most of your European information be held from now on?  
Please specify:

[21] Does the display and storage of European documentation present any problems?

YES ☐ NO ☐

**If YES**, please provide brief details of these problems:

**c) Staff/Training**

[22] Please provide the job title of the person coordinating your Public Information Relay activities:

[23] **Prior to** joining the Public Information Relay, did your library have any staff with specialist expertise in dealing with European enquiries?

YES ☐ NO ☐

**If YES**, [i] How many specialist staff were there? \_\_\_\_\_

[ii] How was this expertise attained? *[Tick all applicable]*.

Experience	<input type="checkbox"/>
Training	<input type="checkbox"/>
Qualifications	<input type="checkbox"/>

[24] As a result of joining the Public Information Relay, do you plan to employ any additional staff, or re-assign staff from other duties?

YES ☐ NO ☐

**If YES**, please provide brief details of the proposed arrangements:

[25] Have any library staff undertaken all or part of the European Commission's initial Public Information Relay Training Programme?

YES ☐ NO ☐

**If YES**, please go to question 26.

(Question 25 continued)

**If NO**, are there any particular reasons why staff have not attended the European Commission's training sessions? Please specify:

[26] In your opinion, how effective was the European Commission's initial training programme?

1 2 3 4 5 6

Extremely effective ☐ ☐ ☐ ☐ ☐ ☐ Extremely ineffective

Do you have any further comments on the effectiveness of the training programme?

[27] Have any library staff ever undertaken European information training courses, other than those organised by the European Commission? (e.g. those run by the EIA, Aslib, etc.)

YES ☐ NO ☐

**If YES**, please provide details:

[28] Please briefly indicate if there are any particular aspects of European information provision which you would like future European Commission training sessions to cover?

**d) Links with other relays**

[29] *Prior to* joining the Public Information Relay, how frequently was contact made with the following external European information providers? *[Tick all applicable]*.

	Daily	Weekly	Monthly	Occasionally	Never	Not Known
Offices of the European Commission	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
European Documentation Centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
European Information Centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carrefours/Rural Information Centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
European Reference Centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
European Depository Libraries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Library Authorities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other(s), please specify	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[30] *Since joining* the Public Information Relay, has there been a significant change in the level of contact with any of the above agencies?

YES ☐ NO ☐ DON'T KNOW ☐

If YES, please indicate the manner in which this contact has changed:

[31] Which of the above agencies do you most often use for:

Referrals	_____
Seeking advice	_____
Seeking information	_____
Seeking assistance with obtaining documents	_____

[32] To what extent are library staff aware of the resources held and the services provided by these agencies?  
[Tick all applicable].

	Completely Unaware	Aware of Existence	Aware of Stock and Services
Offices of the European Commission	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
European Documentation Centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
European Information Centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carrefours/Rural Information Centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
European Reference Centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
European Depository Libraries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Library Authorities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other(s), please specify	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[33] In your opinion, what could be done to improve the general level of awareness in relation to these agencies?

#### e) Promotion and Publicity

[34] *Prior to* joining the Public Information Relay, was your European collection actively promoted?

YES ☐ NO ☐

If YES, by what means was it promoted? [Tick all applicable].

Leaflets/posters	<input type="checkbox"/>	Guiding	<input type="checkbox"/>
Exhibitions/displays	<input type="checkbox"/>	Local radio	<input type="checkbox"/>
Seminars/meetings	<input type="checkbox"/>	Other(s), please specify	<input type="checkbox"/>
Subject bibliographies and booklists	<input type="checkbox"/>	_____	
Newspaper advertisements and articles	<input type="checkbox"/>	_____	

[35] *Since joining* the Public Information Relay, which of these methods have been used, or will be used, to promote your European information service? *[Tick all applicable]*.

- |                                       |                          |                          |                          |
|---------------------------------------|--------------------------|--------------------------|--------------------------|
| Leaflets/posters                      | <input type="checkbox"/> | Local radio              | <input type="checkbox"/> |
| Exhibitions/displays                  | <input type="checkbox"/> | EU bunting               | <input type="checkbox"/> |
| Seminars/meetings                     | <input type="checkbox"/> | EU flag                  | <input type="checkbox"/> |
| Subject bibliographies and booklists  | <input type="checkbox"/> | Other(s), please specify |                          |
| Newspaper advertisements and articles | <input type="checkbox"/> | _____                    |                          |
| Guiding                               | <input type="checkbox"/> | _____                    |                          |

[36] Do you have any concerns about conducting a Public Information Relay promotional campaign?

YES ☐ NO ☐

**If YES**, please specify the nature of these concerns:

### C: FINANCIAL IMPLICATIONS

It should be emphasised that library authorities answering the questions in this section are assured of complete anonymity. It should also be pointed out that precise financial details are not required.

[1] Have additional funds been committed to your European information service?

YES ☐ NO ☐

**If YES**, to which of the following areas have these funds been allocated: *[Tick all applicable]*.

- |           |                          |                          |                          |
|-----------|--------------------------|--------------------------|--------------------------|
| Stock     | <input type="checkbox"/> | Accommodation            | <input type="checkbox"/> |
| Staffing  | <input type="checkbox"/> | Overheads                | <input type="checkbox"/> |
| Training  | <input type="checkbox"/> | Other(s), please specify | <input type="checkbox"/> |
| Publicity | <input type="checkbox"/> | _____                    |                          |
| Equipment | <input type="checkbox"/> | _____                    |                          |

[2] If additional funds *have* been committed to your European information service, have other budgets within your library service fallen as a result?

YES ☐ NO ☐ DON'T KNOW ☐

**If YES**, please indicate the broad service areas (i.e. adult fiction, journal subscriptions, IT equipment, etc) where budgets have fallen:

**If NO**, from where have these additional funds come? Please specify:

## D: USAGE OF THE SERVICE

[1] Do you have any information on the frequency with which requests are made for European information?

YES ☐ NO ☐

**If YES**, could you please provide details of the frequency of usage (***Note:** If you wish, please attach any statistical information that you may have*).

[2] Has the service noted an increase in the number of European enquiries received over the last five years?

YES ☐ NO ☐ DON'T KNOW ☐

[3] Has the service noted an increase in the number of European enquiries received since joining the Public Information Relay?

YES ☐ NO ☐ DON'T KNOW ☐

[4] **Prior to** joining the Public Information Relay, did the following user groups make significant use of your European collection?

	Very Significant	Significant	Insignificant	Don't Know
businessmen/businesswomen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
primary producers (i.e. farmers, fishermen, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
further/higher education students	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
the general public	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
local government officers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
job seekers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
schoolchildren	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
special interest groups (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
other(s), please specify	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[5] Have any of these groups become more frequent users *since your library authority joined* the Public Information Relay?

YES ☐ NO ☐

**If YES**, please indicate which:

- [6] Please indicate the frequency with which information on the following topics was requested *prior to* your library service joining the Public Information Relay: *[Tick all applicable]*.

	Daily	Weekly	Monthly	Occasionally	Never
General information on the EU's activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customs tariffs and regulations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employment and labour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Legislation/Implementation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social issues/policy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Citizens' rights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Energy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Agriculture, forestry and fisheries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Economic and financial issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Business opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Market and company information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grants and loans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Scientific and technical research	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patents and standards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Statistics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- [7] Have any of these topics become more popular *since your library service joined* the Public Information Relay?

YES ☐ NO ☐

If YES, please indicate which:

- [8] *Prior to* joining the Public Information Relay, were the European information needs within your locality investigated at any time?

YES ☐ NO ☐

If YES, what methods were used? *[Tick all applicable]*.

Survey by questionnaire	<input type="checkbox"/>	Observation	<input type="checkbox"/>
Interviews	<input type="checkbox"/>	Other(s), please specify	
Analysis of stock used	<input type="checkbox"/>	_____	
Analysis of enquiries received	<input type="checkbox"/>	_____	

- [9] **Since joining** the Public Information Relay, have you investigated, or do you intend to investigate, the European information needs within your locality?

YES ☐ NO ☐

**If YES**, which of the following methods have been or will be used? *[Tick all applicable]*.

Survey by questionnaire	<input type="checkbox"/>	Observation	<input type="checkbox"/>
Interviews	<input type="checkbox"/>	Other(s), please specify	
Analysis of stock used	<input type="checkbox"/>	_____	
Analysis of enquiries received	<input type="checkbox"/>	_____	

#### E: EU INFORMATION POLICY ISSUES

- [1] Please indicate if you are aware of the existence of the National Coordinating Committee of the UK Network of European Relays?

YES ☐ NO ☐

**If YES**, in what ways do you think that the National Coordinating Committee can support what you are doing, as part of the Public Information Relay?

- [2] Please indicate if you are aware of the existence of the European Commission Directorate-General X's Users' Advisory Council?

YES ☐ NO ☐

- [3] Do you personally feel part of the Public Information Relay?

YES ☐ NO ☐

- [4] Do you foresee any problems in meeting the following obligations of Public Information Relay members, as set by the European Commission:

i) To bear the costs of staff, overheads and the necessary discounted materials

YES ☐ NO ☐

**If YES**, please specify the nature of these potential problems:



(Question 4 continued)

- ii) To make official documents and publications of the European Union available to the general public.

YES ☐ NO ☐

**If YES,** please specify the nature of these potential problems:

- iii) To establish links and cooperate with local members of other sectorally established relays (eg European Documentation Centres, European Information Centres, Business Links etc)

YES ☐ NO ☐

**If YES,** please specify the nature of these problems:

- iv) To report back on activities and feedback from information users on an annual basis

YES ☐ NO ☐

**If YES,** please specify the nature of these problems:

- v) To publicise the existence of the Public Information Relay by using the designated logo adopted by FOLACL and through various local events.

YES ☐ NO ☐

**If YES,** please specify the nature of these problems:

## F: THE FUTURE

- [1] As you can see from above, one of the obligations of Public Information Relay members is “to report back on activities and feedback from information users on an annual basis.” In your opinion, how could this be best achieved?

[2] Which of the following would be useful in furthering the development of the Public Information Relay?

- regular coverage of the PIR's activities in the professional literature ☐
- an annual meeting/conference of PIR members ☐
- a regular newsletter for PIR members ☐
- an annual report on the PIR's activities ☐
- opportunities to meet members of other UK relays ☐
- opportunities for cross-Europe meetings ☐
- a hotline/helpdesk for dealing with PIR matters ☐
- a directory of relays and relay members ☐
- an IT network (supporting E-mail, bulletin boards, etc) linking all public libraries in the PIR ☐

[3] In your opinion, what else could be done to aid the further development, or promote awareness, of the Public Information Relay? Please specify:

Thank you very much for your cooperation.

Please return in the pre-paid envelope.

Graeme Baxter  
The Robert Gordon University  
School of Information and Media  
352 King Street  
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Tel. No: (01224) 262959  
E-Mail: g.baxter@rgu.ac.uk

## **APPENDIX II: QUESTIONNAIRE - SURVEY OF NON-PIR MEMBERS**

### **QUESTIONNAIRE EUROPEAN UNION INFORMATION IN PUBLIC LIBRARIES**

This questionnaire is the focus of two research projects. One is funded by the British Library and is examining the provision of European information in public libraries throughout the United Kingdom; while the other project is in relation to a PhD thesis, investigating European Union Information Policy.

#### **A: THE PROVISION OF EUROPEAN INFORMATION**

##### **a) Sources**

- [1] Please indicate if the library holds any of the following key hardcopy sources of European information, as published by the Office for Official Publications of the European Communities (EUR-OP). [Tick all applicable].

Treaties	<input type="checkbox"/>
Official Journal of the EC 'L' series	<input type="checkbox"/>
Official Journal of the EC 'C' series	<input type="checkbox"/>
Official Journal of the EC 'S' series	<input type="checkbox"/>
Annex to the Official Journal	<input type="checkbox"/>
Bulletin of the European Union	<input type="checkbox"/>
General Report on the Activities of the European Communities	<input type="checkbox"/>
Com Documents	<input type="checkbox"/>
Directory of European Legislation in Force	<input type="checkbox"/>

- [2] In your European collection, is the stock you hold on the following subject areas adequate for meeting your users' needs? Please indicate. (**Note:** It is appreciated that, when answering this question, a degree of subjectivity may arise). [Tick all applicable].

	<b>Completely Adequate</b>	<b>Adequate</b>	<b>Inadequate</b>	<b>Completely Inadequate</b>
General information on the EU's activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customs tariffs and regulations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employment and labour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Legislation/Implementation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social issues/policy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Citizens' rights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Energy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Agriculture, forestry and fisheries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Economic and financial issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Business opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Market and company information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grants and loans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Scientific and technical research	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patents and standards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Statistics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other(s), please specify	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- [3] Do you feel it would be beneficial to receive some guidance on what constitutes a quality collection in these subject areas?

YES ☐ NO ☐

[4] From the following, please indicate if the library has access to any of the following online hosts.  
[Tick all applicable].

Butterworths Telepublishing	<input type="checkbox"/>	Eurokom	<input type="checkbox"/>
Consultancy Europe Associates Ltd	<input type="checkbox"/>	FT Profile	<input type="checkbox"/>
Context Ltd	<input type="checkbox"/>	Mead Data Central	<input type="checkbox"/>
CPC Technologies (formerly BRS)	<input type="checkbox"/>	NOMOS Legal Information Service	<input type="checkbox"/>
DataStar	<input type="checkbox"/>	WEFA	<input type="checkbox"/>
DIALOG	<input type="checkbox"/>	Other(s), Please specify	<input type="checkbox"/>
ECHO	<input type="checkbox"/>	_____	
Eurobases	<input type="checkbox"/>	_____	

[5] Please rank the top three online hosts you use most frequently to access European information:

1. \_\_\_\_\_ 2. \_\_\_\_\_  
3. \_\_\_\_\_

[6] From the following, please indicate which CD-ROM titles containing European information the library has in stock: [Tick all applicable].

COMEXT on CD-ROM	<input type="checkbox"/>	Justis Official Press Releases	<input type="checkbox"/>
CORDIS	<input type="checkbox"/>	Justis Parliament	<input type="checkbox"/>
EC Infodisk	<input type="checkbox"/>	Justis Single Market	<input type="checkbox"/>
EUROCAT	<input type="checkbox"/>	OJ CD	<input type="checkbox"/>
Eurolaw	<input type="checkbox"/>	SCAD+ CD	<input type="checkbox"/>
Eurostat-CD	<input type="checkbox"/>	Other(s), please specify	<input type="checkbox"/>
Justis CELEX	<input type="checkbox"/>	_____	
Justis European References	<input type="checkbox"/>	_____	
Justis Official Journal C Series	<input type="checkbox"/>	_____	

[7] Does the library access European information on the Internet?

YES ☐ NO ☐

If YES, which World Wide Web home pages do you find particularly useful? Please specify by providing either the URL or title of the page:

[8] Do you have any plans to add your own European information home pages to the World Wide Web?

YES ☐ NO ☐

[9] From the following, please indicate approximately what proportion of your total European collection is official material published by EUR-OP:

None	<input type="checkbox"/>	71-80%	<input type="checkbox"/>
1-30%	<input type="checkbox"/>	81-90%	<input type="checkbox"/>
31-50%	<input type="checkbox"/>	91-99%	<input type="checkbox"/>
51-70%	<input type="checkbox"/>	100%	<input type="checkbox"/>

[10] If you supplement official sources with non-official, commercially-produced sources, please briefly indicate the main reasons why you feel this is necessary:

[11] Is the form and level of the material published by EUR-OP suitable to the needs of the general public?

YES ☐ NO ☐

**If NO**, please briefly indicate why they are unsuitable:

[12] Which of the following do you use when selecting European information sources for collection development and ongoing selection of new titles? *[Tick all applicable]*.

Standard bibliographic tools (e.g. BNB)	<input type="checkbox"/>	European Access	<input type="checkbox"/>
Informal recommendations by colleagues	<input type="checkbox"/>	European Information Service	<input type="checkbox"/>
EUR-OP catalogues	<input type="checkbox"/>	Other current awareness services	<input type="checkbox"/>
Other publishers' catalogues	<input type="checkbox"/>	Other(s), please specify	<input type="checkbox"/>
Library suppliers' lists	<input type="checkbox"/>	_____	
Journal reviews	<input type="checkbox"/>	_____	
Other media reviews	<input type="checkbox"/>	_____	

[13] Please indicate if you have any difficulties in finding out what has been published by EUR-OP:

YES ☐ NO ☐

**If YES**, please briefly describe the difficulties you encounter:

[14] Once you are aware of what has been published by EUR-OP, do you have any difficulties in obtaining the sources you require?

YES ☐ NO ☐

**If YES**, please briefly describe the difficulties you encounter:

[15] Once added to your stock, does European documentation present any additional problems?

YES ☐ NO ☐

If YES, please provide brief details of the problems encountered:

**b) Accommodation**

[16] Where is most of your European information located?

in a dedicated European information unit ☐  
in a central reference library ☐  
in a commercial/business/technical library ☐  
in a central lending library ☐  
scattered throughout various departments/libraries ☐  
other, please specify ☐

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[17] What particular advantages and/or disadvantages do these arrangements offer? Please specify:

**Advantages:**

**Disadvantages:**

[18] Does the display and storage of European documentation present any problems?

YES ☐ NO ☐

If YES, please provide brief details of these problems:

**c) Staff/Training**

[19] Does your library have any staff with specialist expertise in dealing with European enquiries?

YES ☐ NO ☐

If YES, [i] How many specialist staff are there? \_\_\_\_\_

[ii] How has this expertise been attained? *[Tick all applicable]*.

Experience ☐  
Training ☐  
Qualifications ☐

[20] Have any library staff ever undertaken European information training courses (e.g. those run by the EIA, Aslib, etc.)

YES ☐ NO ☐

If YES, please provide details:

[21] Please briefly indicate if there are any particular aspects of European information provision with which you would like library staff to become more familiar:

**d) Links with other European information providers**

[22] How frequently is contact made with the following external European information providers? *[Tick all applicable].*

	Daily	Weekly	Monthly	Occasionally	Never	Not Known
Offices of the European Commission	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
European Documentation Centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
European Information Centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carrefours/Rural Information Centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
European Reference Centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
European Depository Libraries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Library Authorities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other(s), please specify	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

[23] Which of the above agencies do you most often use for:

Referrals \_\_\_\_\_  
 Seeking advice \_\_\_\_\_  
 Seeking information \_\_\_\_\_  
 Seeking assistance with obtaining documents \_\_\_\_\_

[24] To what extent are library staff aware of the resources held and the services provided by these agencies?  
[Tick all applicable].

	Completely Unaware	Aware of Existence	Aware of Stock and Services
Offices of the European Commission	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
European Documentation Centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
European Information Centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carrefours/Rural Information Centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
European Reference Centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
European Depository Libraries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Library Authorities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other(s), please specify	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[25] In your opinion, what could be done to improve the general level of awareness in relation to these agencies?

#### e) Promotion and Publicity

[26] Has your European collection ever been actively promoted?

YES ☐ NO ☐

If YES, by what means has it been promoted? [Tick all applicable].

Leaflets/posters	<input type="checkbox"/>	Guiding	<input type="checkbox"/>
Exhibitions/displays	<input type="checkbox"/>	Local radio	<input type="checkbox"/>
Seminars/meetings	<input type="checkbox"/>	Other(s), please specify	<input type="checkbox"/>
Subject bibliographies and booklists	<input type="checkbox"/>	_____	
Newspaper advertisements and articles	<input type="checkbox"/>	_____	

#### B: FINANCIAL ISSUES

It should be emphasised that library authorities answering the questions in this section are assured of complete anonymity. It should also be pointed out that precise financial details are not required.

[27] Have additional funds been committed to your European information service?

YES ☐ NO ☐

If YES, to which of the following areas have these funds been allocated: [Tick all applicable].

Stock	<input type="checkbox"/>	Accommodation	<input type="checkbox"/>
Staffing	<input type="checkbox"/>	Overheads	<input type="checkbox"/>
Training	<input type="checkbox"/>	Other(s), please specify	<input type="checkbox"/>
Publicity	<input type="checkbox"/>	_____	
Equipment	<input type="checkbox"/>	_____	



[28] If additional funds **have** been committed to your European information service, have other budgets within your library service fallen as a result?

YES ☐ NO ☐ DON'T KNOW ☐

**If YES**, please indicate the broad service areas (i.e. adult fiction, journal subscriptions, IT equipment, etc) where budgets have fallen:

**If NO**, from where have these additional funds come? Please specify:

### C: USAGE OF THE SERVICE

[29] Do you have any information on the frequency with which requests are made for European information?

YES ☐ NO ☐

**If YES**, could you please provide details of the frequency of usage (**Note:** *If you wish, please attach any statistical information that you may have*).

[30] Has the service noted an increase in the number of European enquiries received over the last five years?

YES ☐ NO ☐ DON'T KNOW ☐

[31] Do the following user groups make significant use of your European collection?

	Very Significant	Significant	Insignificant	Don't Know
businessmen/businesswomen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
primary producers (i.e. farmers, fishermen, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
further/higher education students	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
the general public	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
local government officers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
job seekers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
schoolchildren	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
special interest groups (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
other(s), please specify	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[32] Please indicate the frequency with which information on the following topics is requested *[Tick all applicable]*.

	Daily	Weekly	Monthly	Occasionally	Never
General information on the EU's activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customs tariffs and regulations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employment and labour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Legislation/Implementation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social issues/policy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Citizens' rights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Energy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Agriculture, forestry and fisheries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Economic and financial issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Business opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Market and company information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grants and loans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Scientific and technical research	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patents and standards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Statistics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[33] Have the European information needs within your locality been investigated at any time?

YES ☐ NO ☐

**If YES**, what methods have been used? *[Tick all applicable]*.

Survey by questionnaire	<input type="checkbox"/>	Observation	<input type="checkbox"/>
Interviews	<input type="checkbox"/>	Other(s), please specify	
Analysis of stock used	<input type="checkbox"/>	_____	
Analysis of enquiries received	<input type="checkbox"/>	_____	

**D: THE PUBLIC INFORMATION RELAY**

[34] Does your library authority plan to join the Public Information Relay?

YES ☐ NO ☐

**If YES**, approximately when will the library join the Relay?

**If NO**, please indicate the main reasons why your library authority will not be joining the Relay:

Thank you very much for your cooperation.

Please return in the pre-paid envelope.

Graeme Baxter  
The Robert Gordon University  
School of Information and Media  
352 King Street  
Aberdeen  
AB9 2TQ

Tel. No: (01224) 262959  
E-Mail: g.baxter@rgu.ac.uk

## **APPENDIX III: CASE STUDIES SOURCES CHECKLIST**

### **EUROPEAN SOURCES CHECKLIST (FOLACL's LIST)**

#### ● **OFFICIAL EU PUBLICATIONS** (All by EUR-OP unless otherwise stated)

##### **General Background Information**

<i>General report on the activities of the European Communities.</i> (Annual)	<input type="checkbox"/>	_____
<i>Bulletin of the European Union</i> (10 per year)	<input type="checkbox"/>	_____
Subject reports on social, agricultural & development policies (Annual)	<input type="checkbox"/>	_____
e.g. <i>The Agricultural situation in the Community</i>	<input type="checkbox"/>	
<i>Report on Social Policy/Developments</i>	<input type="checkbox"/>	
<i>Report on Competition Policy</i>	<input type="checkbox"/>	
<i>The Community internal market</i>	<input type="checkbox"/>	_____
<i>Employment in Europe.</i> (Annual)	<input type="checkbox"/>	_____
<i>Background Reports.</i> London Office of the European Commission (Series, free, irregular)	<input type="checkbox"/>	_____
<i>Europe on the Move.</i> (Series, free, irregular)	<input type="checkbox"/>	_____
<i>European Documentation.</i> (Series, free, irregular)	<input type="checkbox"/>	_____
<i>Factsheets.</i> London Office of the European Commission (Series, free, irregular)	<input type="checkbox"/>	_____
<i>The Week in Europe.</i> London Office of the European Commission (Free, weekly)	<input type="checkbox"/>	_____

##### **Treaties and Legislation**

<i>Treaties establishing the European Communities and documents concerning the accessions to the European Communities.</i> (Abridged version)	<input type="checkbox"/>	_____
<i>Treaty on European Union</i>	<input type="checkbox"/>	_____
<i>Directory of Community legislation in force and other acts of the Community institutions.</i> (Twice yearly)	<input type="checkbox"/>	_____

##### **Documentation from the European Parliament and the Council of the European Union**

<i>Factsheets on the European Parliament and the activities of the European Union.</i>	<input type="checkbox"/>	_____
<i>The European Parliament.</i> (Free booklet)	<input type="checkbox"/>	_____
<i>List of Members of the European Parliament.</i> (Free)	<input type="checkbox"/>	_____
<i>The Week.</i> (Free)	<input type="checkbox"/>	_____
<i>EP News.</i> (Free, monthly)	<input type="checkbox"/>	_____
<i>Guide to the Council of the European Union.</i>	<input type="checkbox"/>	_____

## Directories

*Europe Info: directory of important information sources in the European Union.* (Was free) ☐ \_\_\_\_\_

*Directory of the Commission of the European Communities.* ☐ \_\_\_\_\_  
**Replaced by: European Union interinstitutional directory.**

*Directory of public databases produced by the institutions of the European Communities.* ☐ \_\_\_\_\_  
**Replaced by: European Union database directory.**

## Statistics (Eurostat)

*Basic statistics of the Community.* (Annual) ☐ \_\_\_\_\_

*Europe in figures.* ☐ \_\_\_\_\_

*Panorama of EU industry.* ☐ \_\_\_\_\_

*Eurostat catalogue: publications and electronic services.* (Free) ☐ \_\_\_\_\_

## Funding from Europe

*Sources of European Community funding.* (Free) ☐ \_\_\_\_\_

*Finance from Europe* (Free) ☐ \_\_\_\_\_

## Periodicals

*Social Europe* (3 per year) ☐ \_\_\_\_\_

*Eurobarometer: public opinion in the European Community* (Free, irregular) ☐ \_\_\_\_\_

*EUR-OP News* (Free, quarterly) ☐ \_\_\_\_\_

*Women of Europe [and Supplements?]* (Free) ☐ \_\_\_\_\_

*Frontier-free Europe.* (Free, monthly) ☐ \_\_\_\_\_

*Employment Observatory* (Free) ☐ \_\_\_\_\_

*Trends* (Quarterly) ☐ \_\_\_\_\_

*Central & Eastern Europe* (Twice a year) ☐ \_\_\_\_\_

*Policies* (Quarterly) ☐ \_\_\_\_\_

*East Germany* ☐ \_\_\_\_\_

*Info-C: information from the Consumer Policy Service of the European Commission.* (Free, quarterly) ☐ \_\_\_\_\_

## ADDITIONAL SUGGESTED SOURCES FOR LARGER LIBRARIES

*Official Journal of the European Communities - L and C Series* ☐ \_\_\_\_\_

COM Documents ☐ \_\_\_\_\_

*Portrait of the Regions* Volume 1 ☐ \_\_\_\_\_

Volume 2 ☐ \_\_\_\_\_

Volume 3 ☐ \_\_\_\_\_

'Selected Eurostat publications' (e.g. *Population and Social Conditions*) ☐ \_\_\_\_\_

## ● NON-OFFICIAL PUBLICATIONS

### Standard Text on EU information

Thomson, Ian. *The documentation of the European Communities: a guide.* ☐ \_\_\_\_\_  
Mansell Publishing.

### Current Awareness Sources & Periodicals

*European Access.* Chadwyck-Healey (6 per year) ☐ \_\_\_\_\_

*European Information Service.* LGIB (10 per year) ☐ \_\_\_\_\_

*European Citizen.* ECAS (6 per year) ☐ \_\_\_\_\_

*Consumers in Europe.* CECG (Quarterly) ☐ \_\_\_\_\_

*Consumers in Europe.* CECG (Briefing papers, free) ☐ \_\_\_\_\_

### Living and Working in Europe

'Textbook material on individual Member States' ☐ \_\_\_\_\_

### Dictionary

Ramsay, Anne. *Eurojargon: a dictionary of EC acronyms, abbreviations and sobriquets.* Capital Planning Information. ☐ \_\_\_\_\_

### Funding from Europe

Davison, Ann. *Grants from Europe: how to get money and influence policy.* ☐ \_\_\_\_\_  
NCVO Publications.

## ADDITIONAL SUGGESTED SOURCES FOR LARGER LIBRARIES

### Directories

*The European public affairs directory.* Landmarks.(Annual) ☐ \_\_\_\_\_

*The European Companion.* Dod's Publishing & Research ☐ \_\_\_\_\_

*The Directory of EU information sources.* Euroconfidential. ☐ \_\_\_\_\_

*European Municipal Directory.* New Media Publishing **or** ☐ \_\_\_\_\_  
European Directories Ltd. (Annual)

*Croner's Europe.* Croner Publications. (Looseleaf) ☐ \_\_\_\_\_

*Common Market Reporter.* CCH Editions ☐ \_\_\_\_\_  
(Kept up to date with supplements)

### **Funding from Europe**

*Guide to European Community Grants and Loans.* (Including UK supplement) Eurofi. (Looseleaf, quarterly updates)



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European Policy Research Centre [~~or~~ R. Michie & K. Allen]. *European Community funding for business development: a complete guide to sources, grants and application procedures.* Kogan Page.



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## ITEMS FROM MODULE 2 TRAINING DAY LIST, NOT ON FOLACL's LIST

### ● OFFICIAL EU PUBLICATIONS (All by EUR-OP unless otherwise stated)

#### Dictionaries

*Dictionary of acronyms for European Community programmes: and action plans; with decoded details and indexes.* ☐ \_\_\_\_\_

#### EU Databases

*Introducing Eurobases: online databases and services.* (Free) ☐ \_\_\_\_\_

### ● NON-OFFICIAL PUBLICATIONS

#### HMSO Publications

*Developments in the European Communities.* HMSO (Bi-annual) ☐ \_\_\_\_\_

#### Reference Books

*[The Economist] Guide to the European Union.* Hamish Hamilton/Penguin. ☐ \_\_\_\_\_

Roney, Alex. *European Community Factbook.* Kogan Page. ☐ \_\_\_\_\_

*Guinness European Data Book.* Guinness Publishing. ☐ \_\_\_\_\_

*Times Guide to the European Parliament.* Times Books/Harper Collins. ☐ \_\_\_\_\_

*Europe: a guide for public authorities.* CIPFA (Kept up to date by supplements) ☐ \_\_\_\_\_

*[The Economist] Pocket Europe.* Penguin Books. ☐ \_\_\_\_\_

#### Directories

*Vachers European Companion.* Vachers Publications (Quarterly) ☐ \_\_\_\_\_

#### Statistics

*Eurostat Index.* Capital Planning Information. ☐ \_\_\_\_\_

*European Marketing Data & Statistics.* Euromonitor. ☐ \_\_\_\_\_



**ITEMS FROM MODULE 3 TRAINING DAY LIST (EU LAW), NOT ON FOLACL's LIST**

● **OFFICIAL EU PUBLICATIONS** (All by EUR-OP unless otherwise stated)

**Texts on EU Information Sources**

*Accessing European Parliament documentation.* European Parliament ☐ \_\_\_\_\_

**Specific Areas of EU Legislation**

*Community social policy Internal market: Current status (Annual)* ☐ \_\_\_\_\_

*European consumer guide to the Single Market.* (Free) ☐ \_\_\_\_\_

● **NON-OFFICIAL PUBLICATIONS**

**Texts on EU Information Sources**

Dane, J. and Thomas, P.A. *How to use a law library: an introduction to legal skills.* Sweet and Maxwell. ☐ \_\_\_\_\_

Zolynski, Barbara. *Basic sources of European Union information.* (2nd ed due March 96) EIA. ☐ \_\_\_\_\_

**General Background Sources**

Bainbridge, Timothy, with Teasdale, Anthony. *The Penguin Companion to the European Union.* ☐ \_\_\_\_\_

Corbett, Richard *et al.* *The European Parliament.* Catermill International. ☐ \_\_\_\_\_

Edwards, Geoffrey, and Spence, David. *The European Commission.* Longman Group Ltd. ☐ \_\_\_\_\_

*The European Union encyclopaedia and directory.* Europa Publications. ☐ \_\_\_\_\_

**Specific Areas of EU Legislation**

Geddes, A.C. *Protection of individual rights under EC law.* Butterworths. ☐ \_\_\_\_\_

**Current Awareness Sources**

*Employment Europe.* Incomes Data Services Ltd. (Monthly). ☐ \_\_\_\_\_

## APPENDIX IV: QUESTIONNAIRE - CASE STUDIES USER SURVEY

1. What kind of information were you looking for?

2. For what purposes is the information to be used?

Educational/study purposes	<input type="checkbox"/>	A general interest	<input type="checkbox"/>
Work purposes	<input type="checkbox"/>	Other ( <i>please specify</i> )	<input type="checkbox"/>
Job-seeking purposes	<input type="checkbox"/>	_____	
Recreational purposes	<input type="checkbox"/>	_____	

3. Did you get the information you needed?

YES ☐      YES, in part ☐      NO ☐

3a. If YES, did you find it on your own ☐  
or were you assisted by library staff? ☐

3b. If NO or YES, in part, were there any particular reasons why you were unable  
to  
obtain all of the information you needed?

3c. If NO or YES in part, have you been advised where you might obtain all of the  
information you need?

YES ☐      NO ☐      Did not consult staff ☐  
(Where?)

4. What is your impression of the library staff's knowledge of European information?

Excellent ☐      Good ☐      Fair ☐      Poor ☐

5. What source(s) did you use to find the information you required?

**6.** Were these sources easy to use?

YES ☐ NO ☐

**If NO**, details:

**7.** Was the library's European collection easy to find?

YES ☐ NO ☐

**If NO**, details:

**8.** Was it easy to find the information you required within the European collection?

YES ☐ NO ☐

**If NO**, details:

**9.** In your opinion, is the library's European collection attractively laid out?

YES ☐ NO ☐

**If NO**, comments:

**10.** How often do you visit the library to look for European information?

First time	<input type="checkbox"/>	About once a fortnight	<input type="checkbox"/>
More than once a week	<input type="checkbox"/>	About once a month	<input type="checkbox"/>
About once a week	<input type="checkbox"/>	Less frequently	<input type="checkbox"/>

**11.** How did you find out about the public library's European information service?

**12.** Do you feel that the public library is doing enough to provide the general public with a European information service?

YES ☐ NO ☐

**If NO**, what should it be doing to improve its European information service?

**Details of User**

**13.** Male ☐ Female ☐

**14. Age**

Under 15 years	<input type="checkbox"/>	45-54	<input type="checkbox"/>
15-19	<input type="checkbox"/>	55-64	<input type="checkbox"/>
20-29	<input type="checkbox"/>	65-74	<input type="checkbox"/>
30-44	<input type="checkbox"/>	75 or over	<input type="checkbox"/>

**15. Occupation/Status**

In paid employment	<input type="checkbox"/>	Retired	<input type="checkbox"/>
Self employed	<input type="checkbox"/>	Running a home	<input type="checkbox"/>
Seeking work	<input type="checkbox"/>	Student	<input type="checkbox"/>

If in paid employment or self employed, details of occupation:-

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## **APPENDIX V: QUESTIONNAIRE - INFORMATION NEEDS USER SURVEY**

### **QUESTIONNAIRE EUROPEAN UNION INFORMATION IN PUBLIC LIBRARIES**

As part of a project funded by the British Library, the Robert Gordon University in Aberdeen is currently investigating the provision of European information in public libraries. It would be appreciated if you could spare a few moments to answer the following questions.

1. Have you ever tried to obtain information about the European Union?

YES...☐ NO...☐

**If YES**, where did you go to obtain this information? *(Please provide details)*

2. Have you ever tried to obtain European information from a public library?

YES ☐ NO ☐

**If YES**, what kind of information did you try to obtain? *(Please provide details)*

3. Are you aware that Glasgow City Libraries is part of a network of public libraries providing European information?

YES ☐ NO ☐

**If YES**, how did you find this out? *(Please provide details)*

4. Which of the following subjects do you feel you might want to find out more about, either at the present or in the future? *(Please tick all relevant boxes)*

General information on the EU's activities	<input type="checkbox"/>	EU economic and financial issues	<input type="checkbox"/>
Customs (duty free) regulations in the EU	<input type="checkbox"/>	Business opportunities in the EU	<input type="checkbox"/>
Employment/job opportunities in the EU	<input type="checkbox"/>	EU market and company information	<input type="checkbox"/>
Education in the EU	<input type="checkbox"/>	EU grants and loans	<input type="checkbox"/>
EU legislation	<input type="checkbox"/>	Scientific and technical research in the EU	<input type="checkbox"/>
EU social policy/issues	<input type="checkbox"/>	European patents and standards	<input type="checkbox"/>
Citizens' rights in the EU	<input type="checkbox"/>	EU statistics	<input type="checkbox"/>
Transport in the EU	<input type="checkbox"/>	Other <i>(please specify)</i>	<input type="checkbox"/>
Energy in the EU	<input type="checkbox"/>		
EU environmental issues	<input type="checkbox"/>		
Farming, forestry and fishing in the EU	<input type="checkbox"/>		

***Continued over***

5. For what reasons might you want this information? *(Please tick all relevant boxes)*

- |                           |                          |                               |                          |
|---------------------------|--------------------------|-------------------------------|--------------------------|
| Educational/study reasons | <input type="checkbox"/> | A general interest            | <input type="checkbox"/> |
| Work reasons              | <input type="checkbox"/> | Other <i>(please specify)</i> | <input type="checkbox"/> |
| Job-seeking reasons       | <input type="checkbox"/> | _____                         |                          |
| Recreational reasons      | <input type="checkbox"/> | _____                         |                          |

6. Why are you visiting the library today? *(Please tick all relevant boxes)*

- |                                       |                          |                                |                          |
|---------------------------------------|--------------------------|--------------------------------|--------------------------|
| To borrow/return books                | <input type="checkbox"/> | To see an exhibition/event     | <input type="checkbox"/> |
| To borrow/return cassettes/CDs/videos | <input type="checkbox"/> | To browse                      | <input type="checkbox"/> |
| To read newspapers/magazines          | <input type="checkbox"/> | Other, <i>(please specify)</i> | <input type="checkbox"/> |
| To find something out                 | <input type="checkbox"/> | _____                          |                          |
| To sit and study                      | <input type="checkbox"/> | _____                          |                          |
| To use a photocopier or fax           | <input type="checkbox"/> | _____                          |                          |

7. Please provide some details about yourself:

- (a) Are you:            Male ☐            Female ☐
- (b) Are you:            Under 15 years of age ☐            45-54 ☐  
                              15-19 ☐                                55-64 ☐  
                              20-29 ☐                                65-74 ☐  
                              30-44 ☐                                75 or over ☐
- (c) Are you:            In paid employment ☐            Retired ☐  
                              Self employed ☐                                Running a home ☐  
                              Seeking work ☐                                Student ☐

If in paid employment or self employed, please specify your occupation:-

\_\_\_\_\_

***Thank you very much for your cooperation***

***Please return this form to the issue/enquiry desk***

## **APPENDIX VI: SEMINAR PROGRAMME**

### **European Union Information in Public Libraries British Library Research & Innovation Centre Project**

**Seminar held at the Representation of the European Commission in the UK  
Jean Monnet House, 8 Storey's Gate, London  
Tuesday, 25th June 1996**

#### **Programme**

9.30	Registration and coffee	
10.00	Welcome The Representation of the European Commission in the UK and the implementation of the Public Information Relay	Giancarlo Pau/ Geoffrey Martin
10.10	The role of FOLACL/ SCL in the development of the Public Information Relay	Michael Messenger Vice President (England) SCL/ County Librarian and Arts Officer, Hereford and Worcester
10.20	Rationale and methodology for the Project	Rita Marcella Robert Gordon University
10.30	Summary of Project results	Graeme Baxter Robert Gordon University
10.50	Future research	Susan Parker Robert Gordon University
11.00	Coffee	
11.15	Glasgow City Libraries	William Bell, Depute Director
11.40	Manchester Central Library	Dorothy Connor, European Information Officer
12.05	National Coordinating Committee	Judith Barton, LGIB
12.30	How the UK initiative is perceived across Europe	Barbara Schleihagen, Director EBLIDA
12.50	Summary of the morning's presentations	Rita Marcella
13.00	Lunch	
14.00	Group discussions - led by presenters	
14.45	Break	
14.50	Feedback from groups and open forum	
15.20	Chairman's concluding remarks	Michael Messenger
15.30	Close	

## **APPENDIX VII: LIST OF SEMINAR DELEGATES**

### **European Union Information in Public Libraries British Library Research & Innovation Centre Project**

**Seminar held at the Representation of the European Commission in the UK  
Jean Monnet House  
Tuesday, 25th June 1996**

#### **List of Delegates**

Andrew Bailey		London Borough of Lewisham
Judith Barton	Editor/Information Officer, <i>European Information Service</i>	Local Government International Bureau/ National Coordinating Committee, UK Network of European Relays
Graeme Baxter	Research Assistant	Robert Gordon University
William Bell	Depute Director	Glasgow City Libraries
Roni Chapman	Business Information Officer	Rotherham MBC
Michael Clarke	Head of Information & Community Services	London Borough of Merton
Dorothy Connor	European Information Officer	Manchester City Libraries
Howard Cooke	Librarian in Charge, Reference Services	London Borough of Wandsworth
Robert Craig	Director	Scottish Library and Information Council
Lucy Cross	Reference & Information Services Librarian	Royal Borough of Kensington & Chelsea
Stephen Darby	Business and Sciences Librarian	Newcastle upon Tyne Libraries
Cass Dutton	Information Services Librarian	Warwickshire Libraries
Emmanuelle Filsjean	Committee Member	European Information Association
Valerie Freeman	Reference Librarian	Trafford MBC
Michael R. Gay	Reference Librarian	Dudley MBC Libraries
David Gill	Senior Libraries Officer (Information Services)	Sandwell MBC
Jim Gledhill	Area Manager (South West)	Bedfordshire Libraries
Julie Hall	Customer Services Manager (Reference & Information)	London Borough of Bexley



Diana Hart	Documentalist	European Commission, Edinburgh
Douglas Hayler	Information Librarian	West Sussex County Council
Janet Holden	Principal Librarian, Reader Services	Newport Libraries
Rosalind Johnson		Library and Information Commission
Heather Jones	Information Officer	Staffordshire Libraries
Jo Jones	Information Librarian	Kingston-upon-Thames Libraries
Sara Ann Kelly	European Information Officer	Essex County Libraries
Rosemary Laxton	Information Services Manager	Durham County Council
Steven Liddle	Head of Information Services	London Borough of Waltham Forest
Colin McClure	Senior Assistant Librarian	London Borough of Havering
Rita Marcella	Senior Lecturer	Robert Gordon University
Philip Marshall	Principal Libraries Officer (Client Services)	Nottinghamshire County Council
Geoffrey Martin	Head of the Representation in the UK	European Commission, London
Michael Messenger	Vice President (England)	Society of Chief Librarians in England and Wales
Susan Parker	Research Assistant	Robert Gordon University
Giancarlo Pau	Head of Information Network Unit	European Commission, London
Olwyn Peers	Information Manager	London Borough of Sutton
Lesley Ray	Group Library Manager	London Borough of Greenwich
Heather Richards		Northamptonshire Library and Information Service
Ray Rippingale	Assistant County Librarian	Derbyshire County Council
Barbara Schleihagen	Director	EBLIDA
Sylvia Simmons	Consultant	Aslib
Bob Strong	Chief Reference & Information Librarian	Buckinghamshire County Library
Liz Tavner	Librarian	Norfolk Library and Information Service

Ray Templeton	Director of Information Services	Library Association
Steve Tolfrey	European Information Officer	Hertfordshire Libraries
Jaselle Williams		Wales Info Point Europe
Lucy Williams	Reference & Information Services Librarian	Denbighshire County Council
Stephen Wood	Head of Service, Social Sciences	Birmingham Libraries

## **APPENDIX VIII: JOB TITLES OF STAFF COORDINATING PIR MATTERS**

*Note:* The reference numbers (e.g. PIR/2) are those allocated by the Project Team when analysing the results of the questionnaire survey.

<b>PIR/2</b>	Reference and Information Manager
<b>PIR/3</b>	Assistant Information Librarian
<b>PIR/4</b>	Customer Services Manager (Reference and Information)
<b>PIR/5</b>	Senior Librarian
<b>PIR/6</b>	Librarian
<b>PIR/9</b>	Team Librarian
<b>PIR/10</b>	Business Information Officer
<b>PIR/11</b>	Librarian
<b>PIR/12</b>	Senior Team Librarian, Reference and Information Services
<b>PIR/13</b>	Senior Librarian, Head of Reference and Information
<b>PIR/14</b>	Principal Librarian, Reference Services
<b>PIR/15</b>	Senior Assistant Librarian (Reference Library)
<b>PIR/18</b>	Librarian (Reference)
<b>PIR/21</b>	Reference Librarian
<b>PIR/22</b>	Head of Information and Community Services
<b>PIR/27</b>	Information Manager
<b>PIR/28</b>	Head of Information Services
<b>PIR/29</b>	Senior Library Assistant
<b>PIR/30</b>	Librarian
<b>PIR/31</b>	European Information Officer
<b>PIR/32</b>	Head of Service: Social Sciences (Government and Legal Information)
<b>PIR/33</b>	Senior Officer
<b>PIR/34</b>	Senior Librarian, Business and Commerce
<b>PIR/35</b>	Reference and Information Service Librarian
<b>PIR/36</b>	Assistant Librarian, Central Reference Librarian
<b>PIR/37</b>	Reference Librarian
<b>PIR/38</b>	Assistant Librarian
<b>PIR/39</b>	Information Services Manager
<b>PIR/40</b>	Principal Librarian, Patent and Business Information
<b>PIR/41</b>	Senior Assistant Librarian, Business and Information Library
<b>PIR/42</b>	European Information Officer
<b>PIR/43</b>	Shared responsibility: Business and Sciences Librarian, and Humanities and Arts Librarian
<b>PIR/45</b>	Business Information Officer and Business Information Librarian
<b>PIR/46</b>	Central Library Manager
<b>PIR/49</b>	2 Service Librarians, Business and Industry (Jobshare)
<b>PIR/50</b>	Head of Information Services
<b>PIR/51</b>	Reference Services Librarian
<b>PIR/52</b>	Head of Information Services
<b>PIR/53</b>	Assistant Librarian
<b>PIR/54</b>	Reference and Information Librarian
<b>PIR/55</b>	Reference Librarian
<b>PIR/56</b>	Information Services Manager
<b>PIR/57</b>	Information Services Librarian
<b>PIR/60</b>	Head of Reference and Information Services
<b>PIR/61</b>	Area Manager

**PIR/63** Chief Reference and Information Librarian  
**PIR/64** Senior Reference Librarian  
**PIR/65** Principal Librarian, Reference and Information Service  
**PIR/66** Reference Services Officer  
**PIR/67** Principal Librarian, Reference and Information  
**PIR/68** Senior Community Librarian  
**PIR/69** Assistant County Librarian  
**PIR/70** Reference Services Librarian  
**PIR/72** Information Services Manager  
**PIR/73** Team Librarian, Reference  
**PIR/74** European Information Officer  
**PIR/77** Assistant Librarian  
**PIR/78** European Information Officer  
**PIR/79** Team Leader, Commercial and Technical Library  
**PIR/81** Information Officer  
**PIR/82** Operations and Development Manager  
**PIR/84** Reference Librarian  
**PIR/85** -1996: Principal Librarian  
                   1996-: Principal Assistant Director  
**PIR/86** Assistant County Librarian - Information  
**PIR/87** Assistant Librarian  
**PIR/89** Head of Business Library  
**PIR/90** County Reference and Information Librarian  
**PIR/91** Librarian (in Reference Services)  
**PIR/93** Information Officer  
**PIR/94** Central Reference Librarian  
**PIR/95** Senior Librarian/European Information  
**PIR/96** Head of Information Services  
**PIR/97** Head of Information Services  
**PIR/98** Information Librarian  
**PIR/99** Assistant Director, Reference and Information  
**PIR/104** Reference Librarian  
**PIR/107** Information Librarian  
**PIR/108** Principal European Officer  
**PIR/109** Reference Services Librarian  
**PIR/111** District Librarian  
**PIR/112** Assistant Chief Librarian  
**PIR/113** Principal Librarian, Adult Services  
**PIR/114** Reference Librarian  
**PIR/118** District Librarian  
**PIR/119** Reference and Cataloguing Services Librarian  
**PIR/120** Reference and Information Librarian  
**PIR/121** Reference and Local Studies Librarian  
**PIR/122** Senior Assistant Librarian, Reference Services  
**PIR/123** Information Services Librarian  
**PIR/124** Information Services Librarian  
**PIR/125** Stock Editor  
**PIR/127** Assistant Librarian: Information  
**PIR/131** Senior Librarian (Reference)

**PIR/132** Reference Librarian  
**PIR/133** Reference Librarian  
**PIR/134** District Librarian  
**PIR/135** Reference/Local Studies Librarian  
**PIR/136** Assistant Librarian, Bibliographic Services  
**PIR/140** District Librarian  
**PIR/144** Resources and Information Librarian  
**PIR/146** Reference Librarian  
**PIR/147** Senior Assistant, Reference and Information Services  
**PIR/148** Community Information Officer  
**PIR/149** Senior Librarian, Adult Services  
**PIR/150** Assistant Chief Librarian  
**PIR/155** Library Manager  
**PIR/156** Central Librarian