European Commission

European Documentation Centres
'Looking to the future'

Final Report
by the Pan-European
Working Group

February 2016

europe direct

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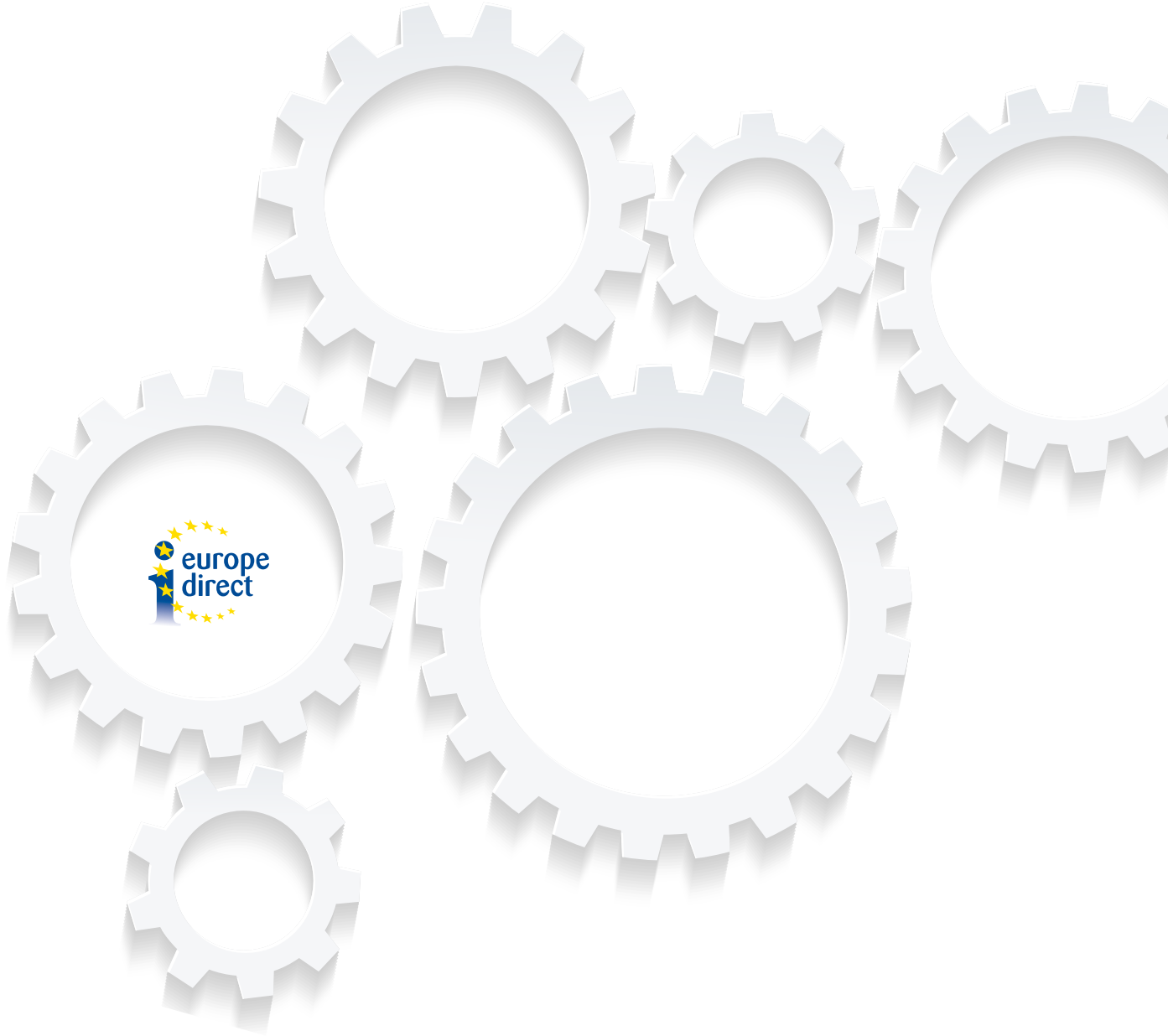
European Documentation Centres
'Looking to the future'



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Acronyms

ArchiDok	European Documentation Centres Archiving Electronic EU Documents
DG	Directorate-General
ECLAS	European Commission Libraries Catalogue
ED	Europe Direct
EDC	European Documentation Centre
EDIC	European Direct Information Centre
EEN	Enterprise Europe Network
EIPA	European Institute of Public Administration
ESO	European Sources Online
EU	European Union
EUCYS	European Union Contest for Young Scientists
EUI	European University Institute
FPI	Foreign Policy Instrument
HAEU	Historical Archives of the European Union
NCP	National Contact Point
PEWG	Pan-European Working Group
SEDAS	Spain-European Union Digital Archive
VLE	Virtual learning environment
WIRI	Women in Research and Innovation

1. Introduction

1.1. The work of the Pan-European Working Group (PEWG)

The Directorate-General for Communication (DG COMM) periodically organises a PEWG for members of the European Documentation Centres (EDCs) network or of the European Direct Information Centres (EDICs) network.

The role of the PEWG is to:

- help members of the Europe Direct (ED) network pool their knowledge and expertise on a particular subject and share this with other network members;
- assist in the preparation of specific actions organised by DG COMM for the benefit of ED network members;
- create a knowledge base using a bottom-up approach to identify and evaluate the experiences and multiple sources of expertise available within the ED network;
- present tangible outputs of knowledge for the benefit of all ED network members;
- reflect on the state of play of the network, and exchange ideas for future development.

Each PEWG, in place for a year, functions mainly as an e-working group, and meets once in an EU Member State.

The results of past working groups have been published in a number of reports, available on the ED intranet and in the EU Bookshop. These reports represent a participatory, bottom-up approach to topics directly related to the EDCs' or EDICs' work.

In 2015, an EDC PEWG was launched, with 26 members (1 member from each EU Member State except Luxembourg, which has no EDC and Belgium) on the topic 'EDCs looking to the future', linking in with the current and future mission of EDCs. The subject was discussed for the first time during the seminar organised for 100 EDCs in Brussels in June 2015. During a World Café session, EDCs talked about their current and future services as well as the challenges they are facing. The PEWG's work followed the outcome of this discussion and took it further.

1.2. Methodology

The first task of the group was to design a survey for all EDCs. The survey was split into two parts: in the first part, EDCs were asked to identify themselves and present their current state of affairs. The second part of the survey was anonymous and aimed at better understanding the current activities undertaken by the EDCs and the challenges they face. It focused on the everyday tasks that EDCs perform, their interest in cooperating with European Union (EU) institutions and other EU information networks and partners, and their satisfaction with the support they receive from the European Commission.

The survey was launched on 17 August 2015 and was available online until 15 September 2015. PEWG members used various communication channels to encourage their national EDC networks to participate. They succeeded in collecting 292 answers for the first part of the survey, and 257 for the second part, out of 376 existing EDCs.

The PEWG met in Madrid on 27 and 28 October 2015; the meeting was hosted by the EDC of the University CEU San Pablo and the European Commission Representation in Spain. The PEWG members from Austria, Cyprus, Ireland, Portugal and DG COMM who volunteered to help analyse the answers to the survey's open questions, presented its outcome during the meeting, adding to the presentation of the main results of the survey. They analysed the results of the survey and discussed their significance for the challenges and perspectives of the EDC network as a whole. The bulk of the work in Madrid was the work of three thematic groups: (i) **Tasks of EDCs,** (ii) **Cooperation with other partners** and (iii) **Support from the Commission**. Finally, the future role of EDCs was discussed at the plenary session in Madrid among all the participants. The discussions of the different groups and of the plenary session are reflected in the division of chapters in this report, which were drafted by one volunteer per group (from Ireland, Spain, Italy and the UK). The work of the PEWG continued after the meeting via email, with analyses and comments that contributed to finalising the report.

The outcome of the survey and the PEWG meeting contribute to the discussion on the future role of the EDCs.

1.3. Aim of the report

The aim of this report is to present the results of the collaborative work of the 2015 EDC PEWG. The report summarises the results of the online survey and the findings and the conclusions of the PEWG meeting in Madrid. The report also proposes a mission statement and presents a reflection on the outlook for the EDC network.

The main topics covered in this report are as follows:

- tasks of the EDCs
- cooperation partners (relationships with EU institutions and other partners)
- support from the European Commission
- future perspectives for the EDC network.

Annex I presents the summary of the EDC survey results.

2. Historical background

The creation of EDCs by the European Commission dates back to 1963, when providing publications on the Community was deemed essential for the promotion of university courses on European studies within the Member States. The international academic community at large was a target group, since academia was starting to become particularly interested in all European Community matters at this time. European studies was considered effective in engaging students and scholars in the European integration process, and in promoting research that could eventually contribute to the advancement of this process.

With their establishment, the European Commission created an opportunity for universities and other institutions of higher education and research to access Community documentation produced by all Community institutions.

The concept of the documentation centres was new, but was based on an existing system of legal repositories. The objective was to create a stronger link with academia in order to establish more substantial cooperation that would benefit both parties — while academia was seeking more information on the European Economic Community, the Commission needed more scientific input.

The EDCs were presented with a clear mission: to facilitate access (for researchers, academics, students and librarians) to documentation, in particular European legal documents, that would otherwise be too expensive or difficult to retrieve. The target group was primarily focused on communication policy at this time.

In the period since 1963, there have been enormous changes. The progress and enlargement of the EU have brought about a situation where almost every university course can be said to have a European dimension. Many EDCs established in universities now serve all faculties, and not just the European studies or law departments.

By 1992, it had become clear that the European Commission needed to support EDCs with training and other resources, in order to ensure that they functioned as a network with a common vision. Member State meetings of EDCs were encouraged, and these were further strengthened by a new policy framework adopted in 1994.

In 2001, following the reorganisation of what was then the Directorate-General for Information, Communication, Culture and Audiovisual (DG X), the EDC network was assigned to the DG COMM portfolio. In 2004, EDCs were incorporated within the Europe Direct information network, together with the EDICs and Team Europe. Their mission was broadened to include participation in broad debates about the EU. Their target group was also enlarged: other audiences, including the general public, were included. The 2005 agreement between the EDCs and the Commission distinguishes between two types of centres: general EDCs that receive the complete list of documentation provided by the Community institutions, and specialised EDCs that receive a selection of this documentation.

In 2007, EDCs outside the EU moved to what was then known as DG External Relations (DG RELEX) with the name European University Institute (EUI) centres. They are currently managed by the Foreign Policy Instrument (FPI).

3. Challenges for EDCs in current times

3.1. Digitalisation

Traditionally, the primary activity of EDCs has been to maintain a paper collection of EU documentation and to facilitate access to these resources. This function is increasingly superseded by the greater responsibility of making this information available electronically.

The process of finding EU documents and information is a highly skilled task, owing to the ever-expanding profusion of information and the complexity of EU policymaking and publishing regulations. This is why it is necessary for EDCs to serve as mediators between researchers and this information.

New equipment, new technologies and new methods are now needed in order for EDCs to adapt to the new digital era.

At the same time, despite the increasing focus on making information available electronically, EDCs need to ensure that a comprehensive collection of EU documentation is maintained at national level in each Member State.

3.2. Diverse network

The EDC network comprises different types of centres. The agreement with the Commission distinguishes between two types of EDCs: general EDCs and specialised EDCs. The performance and efficiency of EDCs is also significantly influenced by other factors such as budget and staff, and by relations with their host structure and their location. There is no 'one solution that fits all', but rather an adaptation to the needs and the resources of each host structure.

The response to the survey question 'How many full-time equivalent staff members in your EDC are dedicated to management and day-to-day operations?' clearly demonstrates this diversity.

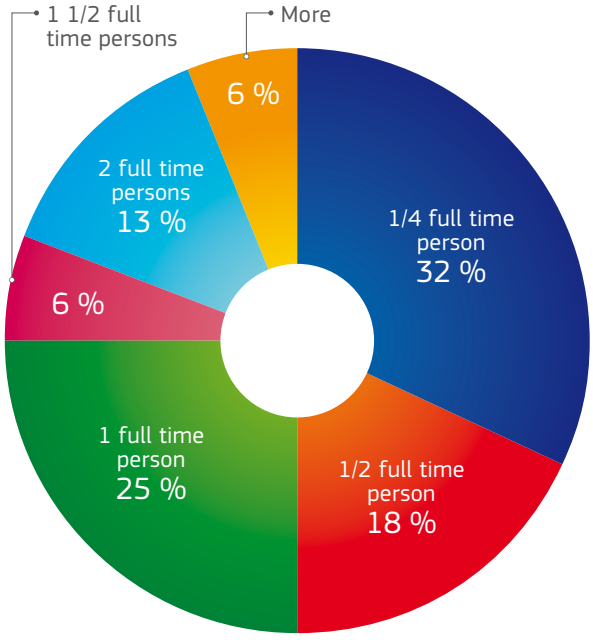
An additional observation is that while some EDCs remain inactive (for various reasons), other EDCs are working in close cooperation with their host structure, the EC Representations and DG COMM Headquarters (HQ).

3.3. Relationship between EDCs and the European Commission

Although EDCs appreciate the support offered by the European Commission — both DG COMM HQ and the EC Representations — relations between EDCs and the European Commission are weakening. The survey findings revealed that not all EDCs consider the three EDC objectives relevant to their work.

However, the main added value of being an EDC remains having access to EU information sources. At the same time, it is also clear from the survey, that in the opinion of many EDCs, the existing EU information sources have declined in significance and number over recent years. For this reason, EDCs seek further networking and cooperation, not only within their network, but also with other European Commission DGs and European Commission agencies. The PEWG meeting in Madrid highlighted the need for new means of cooperation among the various EU entities and institutions and the network of EDCs.

Figure 1. Full-time equivalent staff members



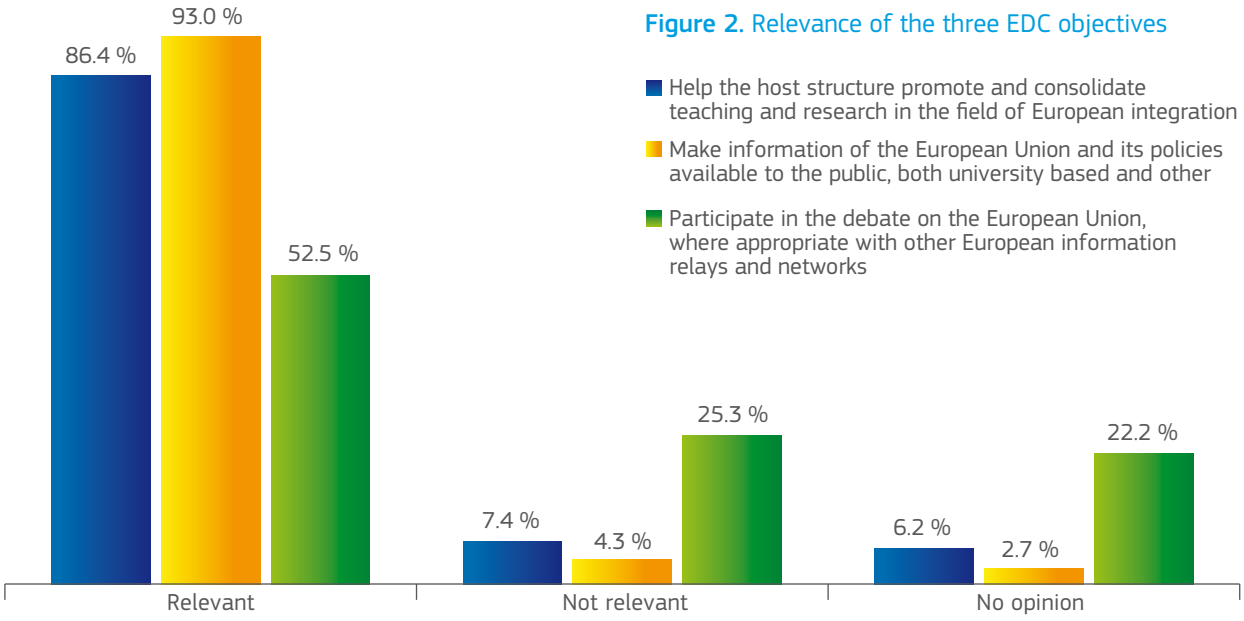


Figure 2. Relevance of the three EDC objectives

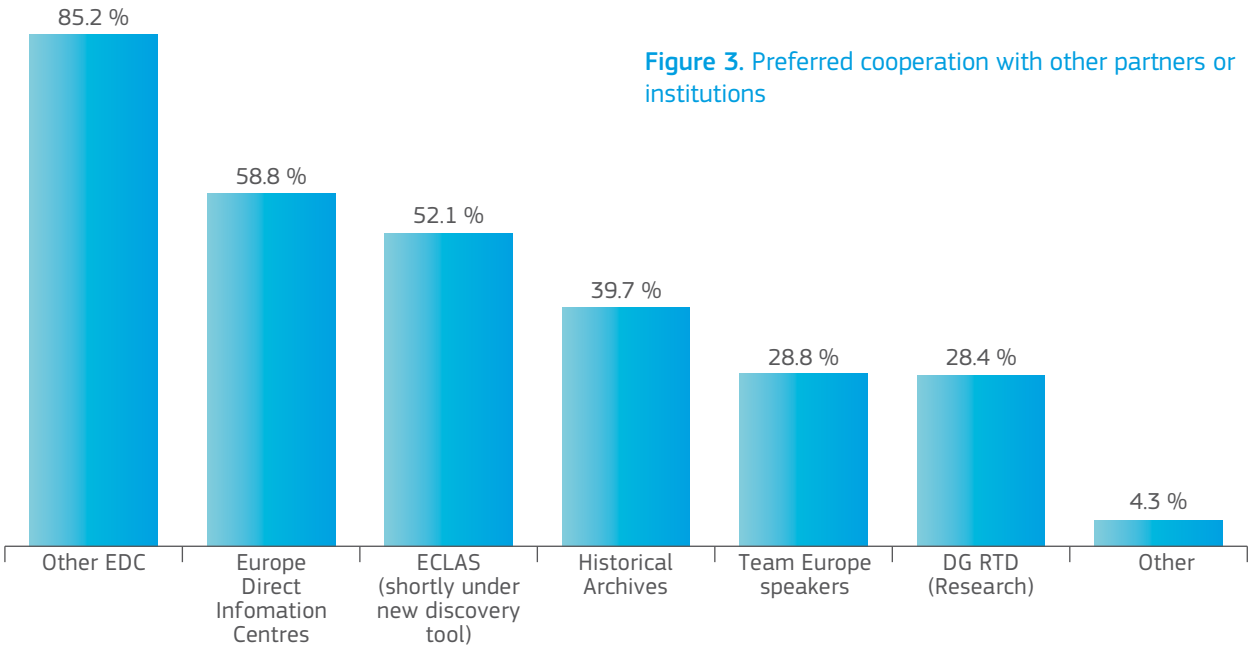


Figure 3. Preferred cooperation with other partners or institutions

3.4. Budget cuts and other challenges

The downturn in the economy has impacted libraries. Even in the best of times, most libraries have to work with budgets that barely cover their essential activities. Profiled collection policy and profiled acquisitions are one area where savings have been made for EDC libraries. The costs of maintaining library premises are also a target for economic cuts. There is pressure to reduce the costs linked to storing print collections, and if possible, to close down local storage facilities. Cost-cutting affects the visibility of EDCs, since they lack time to promote their activities, and it prevents them from buying relevant but costly publications. At the same time, the number of publications that the EDCs are receiving is shrinking; the publications they receive from the Publications Office are not always relevant for universities, as these are often written with the general public in mind.

4. Proposal for renewed EDCs

4.1. Tasks

4.1.1. Introduction

According to the rules annexed to the agreement between each country's Head of the European Commission Representation and every host structure, EDCs must perform the following tasks:

1. processing, cataloguing and indexing all EU publications received in a single collection;
2. serving as central point for all EU-related information produced by the host structure;
3. providing access to and enabling consultation of publications and other material for a sufficient number of hours (at least 20 per week) — free publications intended for the general public should be openly available;
4. establishing relations with other European information centres and networks, and cooperating with them at all levels;
5. taking part in the Commission's general information activities on the EU;
6. routinely informing the Commission of the events in which it participates (debates, conferences, seminars and the like);
7. reporting annually to the Commission Representation on its activities, using the special form provided by the Commission.

Within this framework, some host libraries contribute considerable time and personnel to the management of the EDCs. The associated tasks reflect the changing outlook of library services; EDC librarians endeavour to keep their skills up to date and follow best practice in their profession, adapt their services and standards, and to stay abreast of changing priorities. Comparisons with earlier surveys on EDCs (the 2007 evaluation report [1]) indicate that changing priorities within the EDCs mirror those affecting the library profession as a whole.

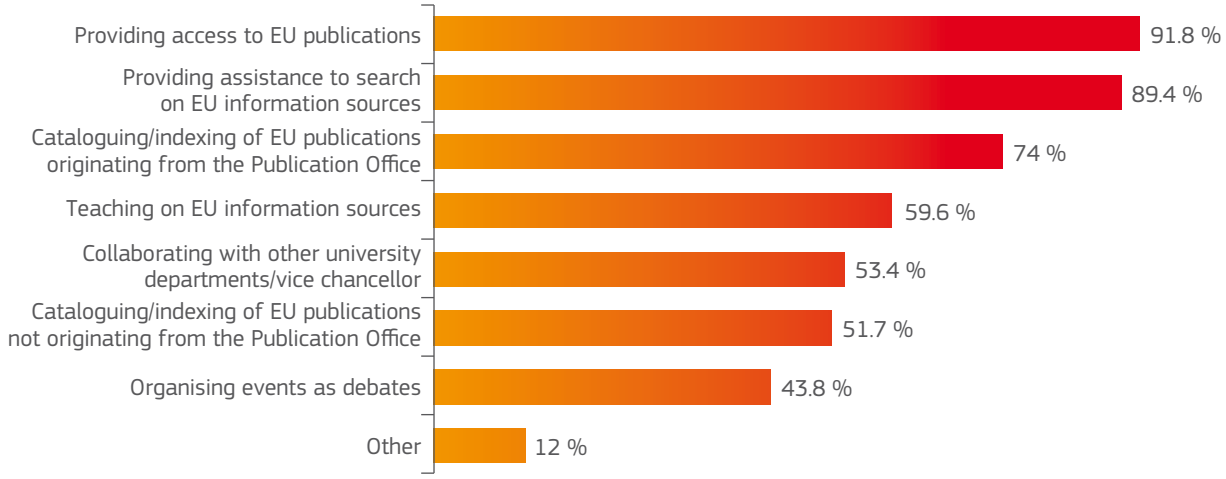
For the survey, EDCs were asked to assess the relevance of a list of tasks — both mandatory and non-mandatory — and also to describe their current activities.

4.1.2. Current activities

For tasks currently occupying EDCs, respondents pointed to 'access to EU publications' (91.8 %) and 'providing assistance to search on EU information sources' (89.4 %) as the main activities. 'Cataloguing and indexing EU publications from the Publications Office' was also flagged as a regular task (74 %), while the same work with 'EU publications not originating from the Publications Office' was ranked significantly lower, with only 51.7 % of respondents indicating that this is a significant activity.

Teaching on EU information sources was selected by more than half of the EDCs (59.6 %) as a main activity. Less time is spent on collaboration within the university with other departments, as only 51.7 % classed this as a main activity; only 43.8 % of respondents reported being involved in such activities.

Figure 4. What are your EDC's main activities currently?



[1] Evaluation of the EUROPE DIRECT European Documentation Centres DG Communication - Final report submitted by the Consumer Policy Evaluation Consortium (CPEC) Framework Contract Lot 2 – DG SANCO. CIVIC Consulting, 30 November 2007.

Additional tasks: many EDC librarians have additional subject and general library service responsibilities. Some portfolios are surprisingly broad, encompassing tasks associated with staff and student workers, with publishing, with social media, with disabled students or with citizens of differing abilities or languages. Not all EDCs have this problem, but they are all aware of its existence.

4.1.3. Mandatory tasks

'Providing access to and enabling consultation of publications and other material for a sufficient number of hours'

Ranked the most relevant of all mandatory tasks by the vast majority (83 %) of EDCs, this involves reference and public assistance, answering queries, and investigating and resolving problems so as to provide customers with specific and personal support. This includes access to physical collections and supporting materials. Additionally, many librarians are creating guides, manuals and answering services in line with best international practice in librarianship. The ED intranet and the European Council of Doctoral Candidates and Junior Researchers (Eurodoc) mailing list are testimony to the cooperative work of many EDCs.

'Serving as a central point of all EU-related information produced by the host structure'

In comparison with other libraries and services of the universities, EDCs have staff that is more aware of EU issues and of means of locating and requesting EU-related information. As the information base on EU-related issues is growing rapidly, EDCs can play a pivotal role in supporting students and academia as a 'one stop shop' facilitating their searches relating to EU funds, movement of students and professors, cooperation with other institutions, etc., especially for those universities not having a similar service. Once again, professional advice on databases and documents search appears to be the key asset of EDCs.

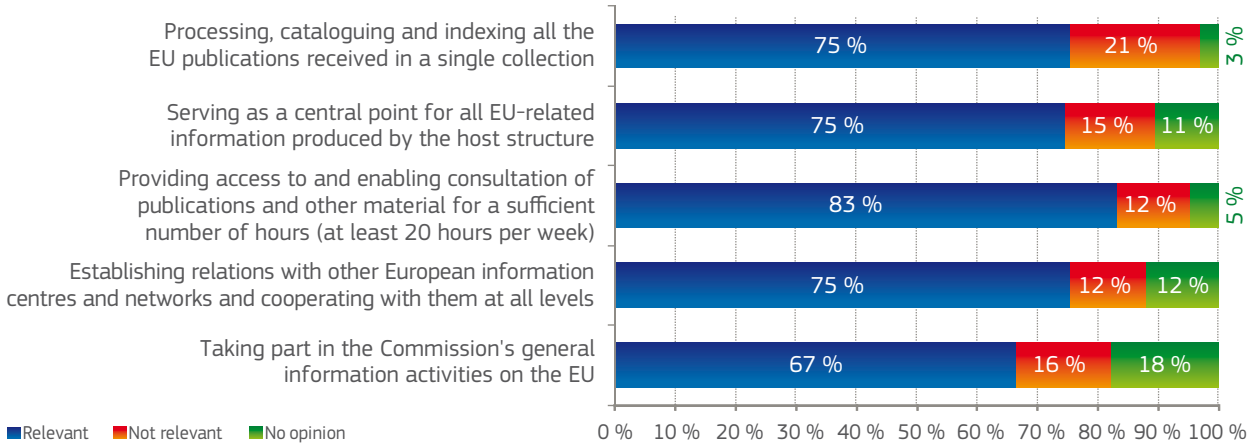
'Processing, cataloguing and indexing all the EU publications received in a single collection'

'Vital record collection management' and information management are key for EDC librarians, as expressed in the vote of 75 % of respondents. In the PEWG meeting, it became clear that the management of print resources and ordering from the EU Bookshop are substantial tasks which are not optimised for librarians. There was considerable correspondence within the group on the difficulties, problems and lack of efficiency. Cataloguing resources or providing integrated access to all EU materials through a record dataflow from the Publications Office cataloguing department, or harvesting records automatically, is now a vital service and highly valued task. Many EDCs also create databases, or interact with institutional repositories and open access tools to give EU-related research equal standing alongside academic research in databases like OpenAIRE and Google Scholar. The excellent service, interest and support offered by the EC Library and e-resources centre staff, including interlibrary loans, were acknowledged by all members of the PEWG.

'Establishing relations with other European information centres and networks, and cooperating with them at all levels'

Networking with EU bodies, EC Representations, EDICs and other EU networks, and professionally with each other in working groups, is a significant investment in time and is a

Figure 5. Relevance of each of the EDCs' five current tasks



crucial task, as expressed by 75 % of the EDCs responding to the survey. It enables EDCs to increase their proactive and contextual knowledge. Training, exchanges and joint projects help to develop understanding of EU policy and to communicate the values of librarianship throughout the networks.

'Taking part in the Commission's general information activities on the EU'

This is viewed as less relevant by the EDCs, although with 67 % of respondents classing it as relevant, it is obviously still an important activity for some of them. The lower score could be attributed either to a lack of human and other resources, or to the fact that the nature of the EDCs' work makes it difficult to combine librarian tasks with information actions organised by the European Commission for more generic audiences.

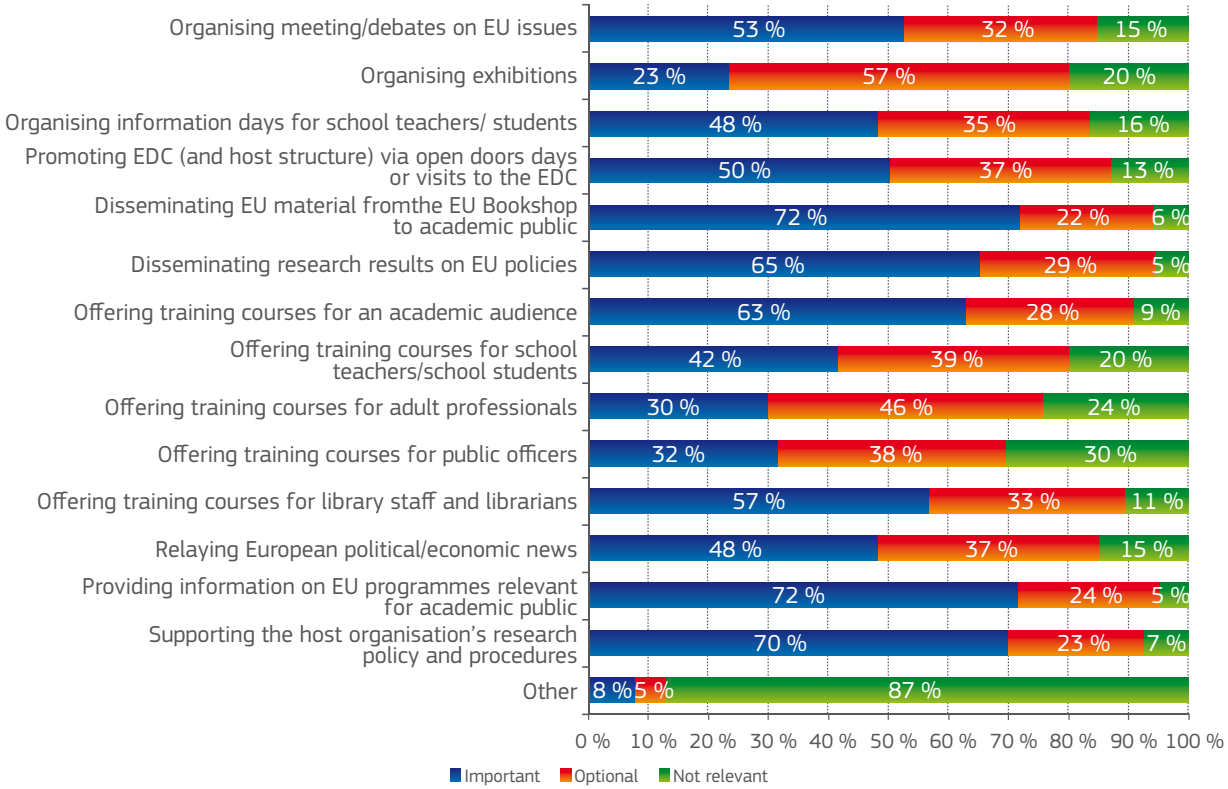
4.1.4. Non-mandatory tasks

Communication and promotion are valued no less than any other mandatory tasks. EDC librarians have turned to social media, internet communication tools and contemporary media to promote the EDC and its activities, and seek to maintain signage and identity within large and complex organisations where space is at a premium. Communication tasks are often the most challenging, because of the institutional structures and considerable investment in time involved. Many EDCs defer to academic departments to host visiting lecturers, but provide significant support to the running of those events.

From the list of additional tasks listed in the survey, those related to the EDCs' main tasks were ranked as the most important: 'providing information on EU programmes relevant for academia' is considered relevant by 72 % of those who replied — the same percentage which indicated that 'disseminating material from the EU Bookshop to the general public' (72 %) is 'important'. Supporting the host structure's research policy is also perceived as an important task (70 %).

Education is worth a special mention as related to EDC librarians: teaching databases and publications and the overall information literacy of the institutional EU. EDC librarians value and carry out the teaching of electronic information, database training, and the training of trainers. They provide support for the development of new ways of teaching EU information, contextualising it alongside national and other institutional literature, and in the context of virtual learning environments (VLEs) and reference managers. They value all information equally, teaching researchers how to use technically specific databases, statistical information

Figure 6. Evaluate the importance of additional activities implemented by EDCs



and policy-specific information. They support this work with information literacy skills, experience in teaching and up-to-date knowledge of the EU, its structures and its valuable research investment in higher education.

4.2. Cooperation partners

4.2.1. Introduction

Cooperation with partners other than the host institutions and DG COMM was broadly debated during the Madrid PEWG meeting. Presentations touched upon possible synergies with different actors such as other DGs, agencies and networks. Several areas of cooperation have already been identified with DG Research and Innovation (RTD), DG EAC (EC Library and e-Resources Centre) and the Historical Archives of the European Union (HAEU). The EDC network is also constantly looking to broaden these partnerships and to form new ones. Such partnerships could be bidirectional, since EDCs can contribute their high level of expertise in searching for and finding sources of information on the EU and related topics. With this knowledge, EDCs could have an advisory role in establishing EU information sources.

The survey shows that EDCs are most enthusiastic about cooperating with other EDCs (85.2 %) and EDICs (58.8 %). The European Commission Libraries Catalogue (ECLAS) is also considered a valuable partner by more than half of EDCs (52.1 %), while HAEU and DG Research and Innovation (RTD) were selected by 39.7 % and 28.4 % of respondents, respectively. It is interesting to note that Team Europe speakers were only selected by 28.8 % of respondents, although technically, they are also part of the ED network (together with EDCs and EDICs).

4.2.2. Other EDCs and EDICs

Consolidating the concept of the network seems to be a priority for EDCs. The Madrid PEWG meeting saw discussions on initiatives for creating dynamic subgroups on demand at national and pan-European level, as well as on cluster groups per topic or product.

Those favouring cooperation with other EDCs show interest in using the network to leverage common knowledge by sharing best practices (77.2 %), sharing resources (68.5 %) and creating collaborative e-learning projects (65.3 %) and repositories (64.4 %). A common online presence is also strongly supported (70.8 %).

Cross-border cooperation is not yet greatly developed, and EDCs are interested in receiving more information and support from the Commission, so as to create more synergies. It is not surprising that 'EDC exchanges' is viewed as a topic to be discussed with EDCs in other countries. The findings of the survey suggest that EDCS appreciate the importance of participating in international exchanges so they can share experiences and professional achievements. However, local exchanges and cooperation did not score as highly.

Figure 7. With whom would you like to cooperate and in which area?

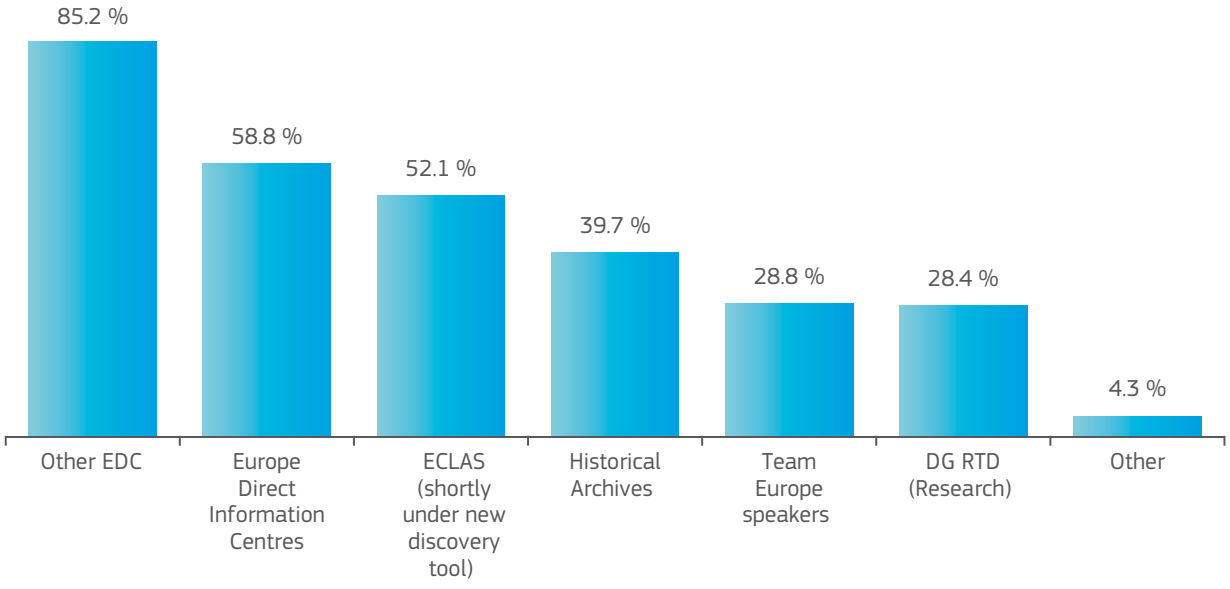


Figure 8. Areas of cooperation with other EDCs

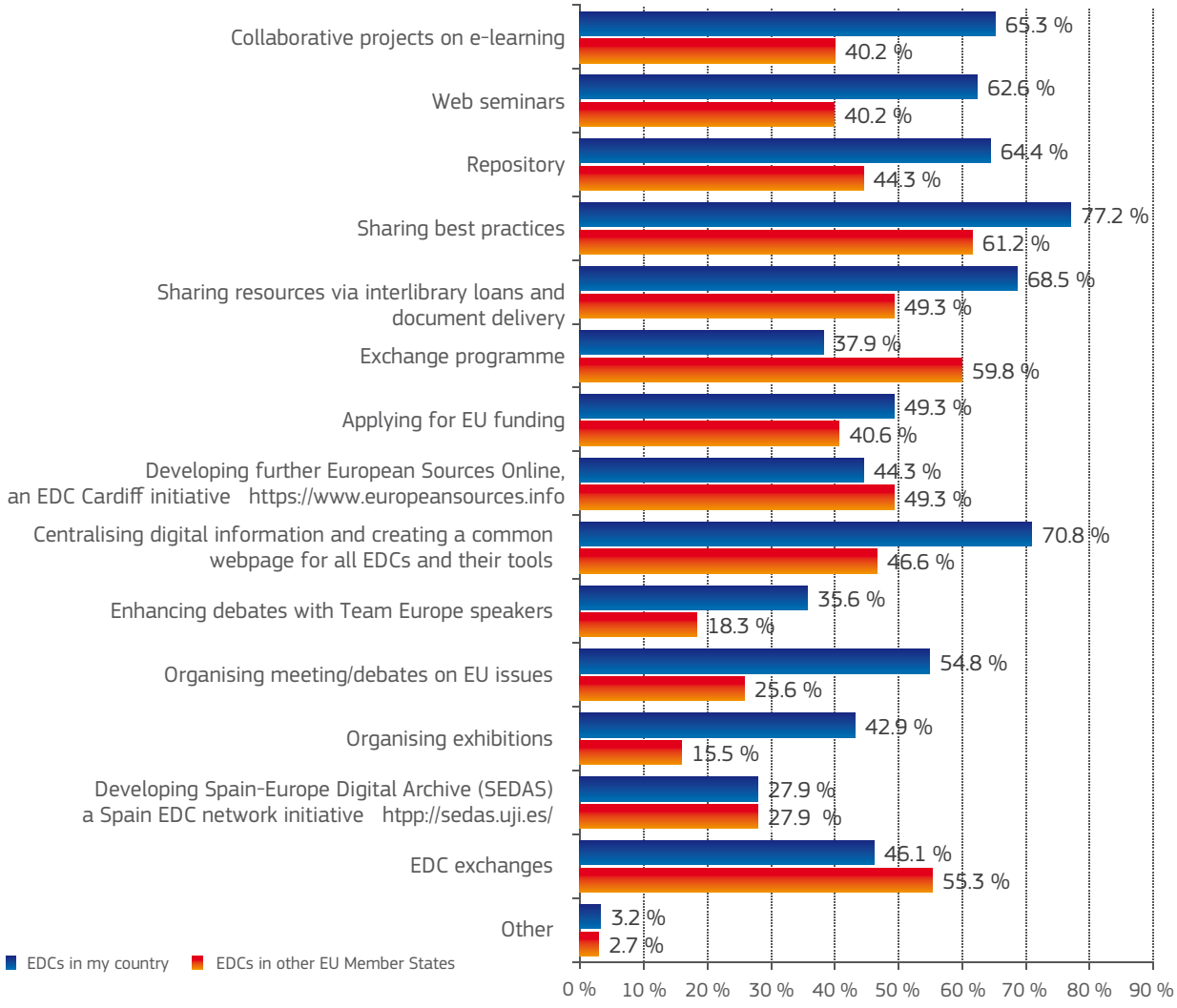
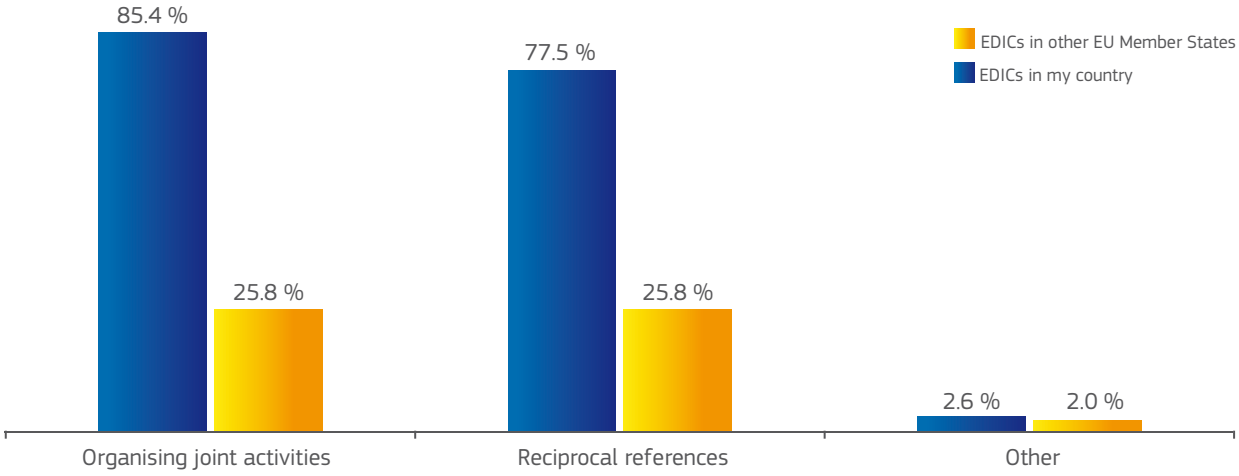


Figure 9. Areas of cooperation with EDICs



Although EDCs feel the need to differentiate themselves from EDICs and the ED network, EDICs remain the most preferable partners. Most would prefer cooperation with EDICs within their national network, either for organising joint activities (85.4 %) or for reciprocal references (77.5 %).

4.2.3. DG Research and Innovation

DG RTD and the EDCs focus tremendously on the same target group: primarily academics who are active in EU-funded research and innovation projects. They are also both interested in related policies at EU level. This creates a number of collaboration possibilities for DG RTD and EDCs. The most obvious area of cooperation is information dissemination on available EU funding (information about calls, cooperation with the National Contact Points (NCPs) and the Enterprise Europe Network (EEN)), including the dissemination of results of EU-funded research projects. Under the framework of the multidisciplinary programme Horizon 2020, academic staff and researchers may well be interested not only in participating in projects, but also in being involved as experts for the evaluation of proposals for EU-funded research projects.

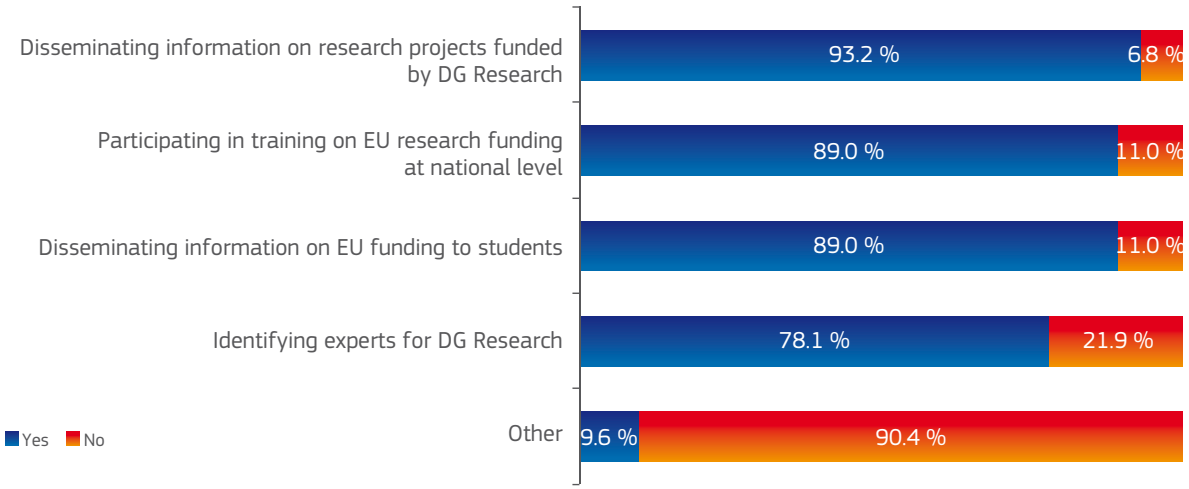
Survey questions on cooperation with DG RTD focused on EU funding (dissemination of information and training on EU funding related to research at national level). Almost all EDCs interested in cooperating with DG RTD expressed their intention to cooperate in this field. During the PEWG meeting in Madrid, new potential avenues for cooperation were also presented and debated: cooperation between institutions hosting EDCs, which already participate in EU-funded research projects to enhance those links for future applications to EU-funded research programmes, as well as starting new collaborations for those hosts willing to join the research networks; information dissemination on European traineeships and research career opportunities; and communication initiatives such as Women in Research and Innovation (WIRI), the European Union Contest for Young Scientists (EUCYS) and conferences.

Cooperation with DG RTD would ensure higher visibility for the host institution, but also carries financial benefits — possible future funding through projects and networking with other research centres. It would also facilitate exchange of best practices, more information for research staff and students, and participation in events for audiences interested in research (i.e. Researchers' Night). It could also assist them in networking and linking with industry and the EEN.

4.2.4. DG EAC: European Commission Library and e-Resources Centre and Jean Monnet Chairs

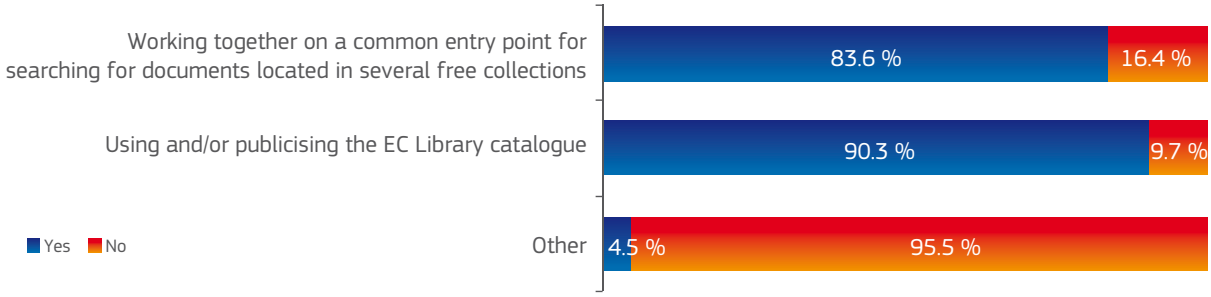
The EC Library and e-Resources Centre is considered by all EDCs to be a natural partner. Among EDCs who declared that they would be interested in cooperation, 90.3 % would be interested in using ECLAS and 83.6 % in working together to create a common entry point for searching several free collections. Equally, DG EAC is decidedly interested in cooperating with the EDC network, which seems to be their partner *par excellence* for using and publicising the European Commission Library catalogue, which will be accessible through the new discovery tool. The 2015 final report of the Interim evaluation of the EC Library and e-Resources Centre ([2]) also recommended close cooperation with EDCs. The new tool, e-Finder, which is replacing ECLAS, and the new website are providing more options for users, and facilitating cooperation between the library and the EDCs.

Figure 10. Areas of cooperation with DG Research and Innovation



([2]) European Commission, Directorate-General for Education and Culture, Interim evaluation of the EC Library and e-Resources Centre, Luxembourg: Publications Office of the European Union, 2015 (see http://bookshop.europa.eu/is-bin/INTERSHOP.enfinity/WFS/EU-Bookshop-Site/en_GB/-/EUR/ViewPublication-Start?PublicationKey=NC0214970 online.)

Figure 11. Areas of cooperation with DG EAC



EDCs want to forge stronger links with Jean Monnet Chairs (awarded to university professors teaching European studies). Including an introduction to EDCs in European studies courses would benefit EDCs by increasing their visibility, but also students, who will have access to a unique source of information.

4.2.5. Secretariat-General

Given the significant role EDCs play within academic and research environments, tighter collaboration with the European Commission's Secretariat-General would greatly benefit their work. In particular, EDCs would be interested getting access to internal databases such as SG-Vista (which holds official documents and official procedures, as well as official documents from other institutions related to the Commission decision-making process). Under such collaborations/affiliations, beneficiary EDCs will abide by the ethical code of EU officials regarding the proper use and handling of information.

4.2.6. Other DGs

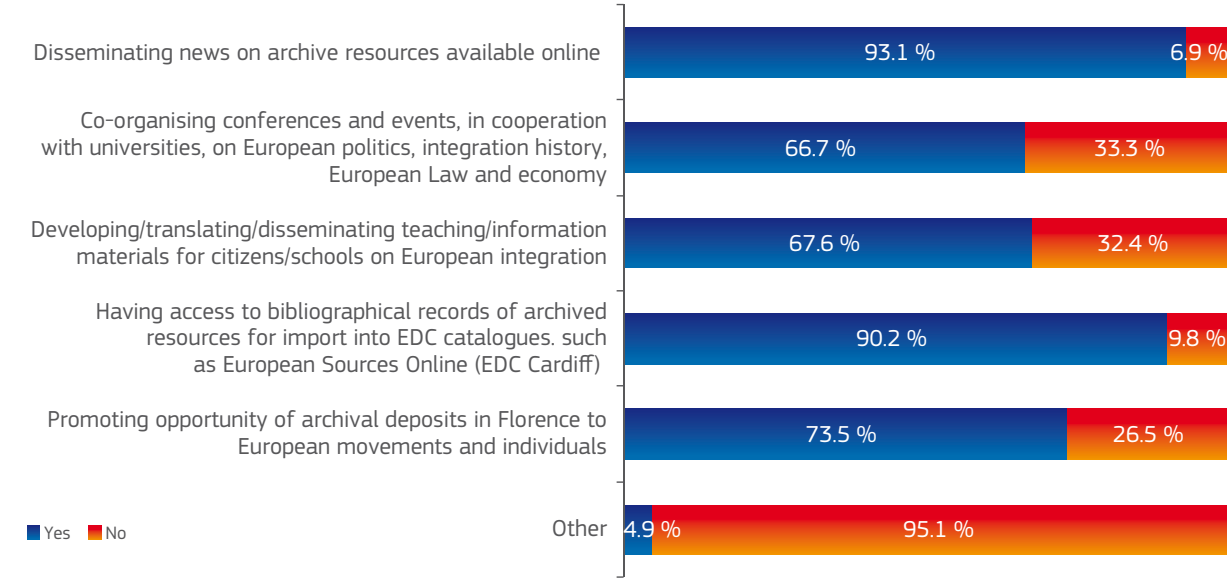
On cooperation with other DGs, the general sentiment echoed across the PEWG was a need for better coordination and to make all DGs aware of the EDCs' existence and role. Due to the diversity in EDC types and capabilities, the preferred solution was for DGs interested in cooperating to put forward their services so that interested EDCs may make contact.

Providing EDCs with access to the MT@EC Machine Translation tool that is managed via the Directorate General for Translation (DGT) was also proposed.

4.2.7. Historical Archives of the European Union (HAEU)

Collaboration with the HAEU can significantly benefit the EDCs. According to the survey results, disseminating news on archive resources available online (93.1 %) and gaining access to bibliographical records of archived resources for

Figure 12. Areas of cooperation with the HAEU



import into EDC catalogues (90.2 %) are the areas in which the EDCs most want to work with the HAEU. The HAEU can address these needs by providing a data set of its archives to be integrated into local library catalogues in MARC 21, XML and other formats (e.g. Dublin core bibliographic). The HAEU is also open to sharing educational materials on the EU (EU passport, school presentations and workshops) aimed at primary and secondary schools, as it is actively seeking to apply innovative approaches in this area.

At the same time, EDCs can help the HAEU identify key former EU officials whose archives could be deposited in Florence. This task attracted the attention of 73.5 % of respondents. The HAEU offers a 'scan and delivery' service for EDCs and their patrons, to aid the process.

4.2.8. Cooperation with other EU networks

Cooperation with other EU information networks such as the EEN, EURAXESS and the European Consumers Centres could make the EDC network more visible, and provide access to an audience that the EDCs would not otherwise reach.

How to put these potential avenues of collaboration into operation has not yet been fully worked out, but organising common events, exchanging information and developing synergies on various topics, such as funding and information campaigns, could be an option for the EDC network.

4.3. Support from the European Commission

4.3.1. Introduction

Overall, EDCs appear to be happy with the support provided by the European Commission, although they would like to receive more, and for a wider range of activities.

Any form of operational support offered by the European Commission is considered important by the majority of EDCs; privileged access to the EU Bookshop and training seminars (both related to EDC tasks or specific EU policies) are valued the most. EDCs would also appreciate receiving a copy of each of the indicated items in the EU Bookshop database.

Figure 13. How important do you consider operational support from the Commission?

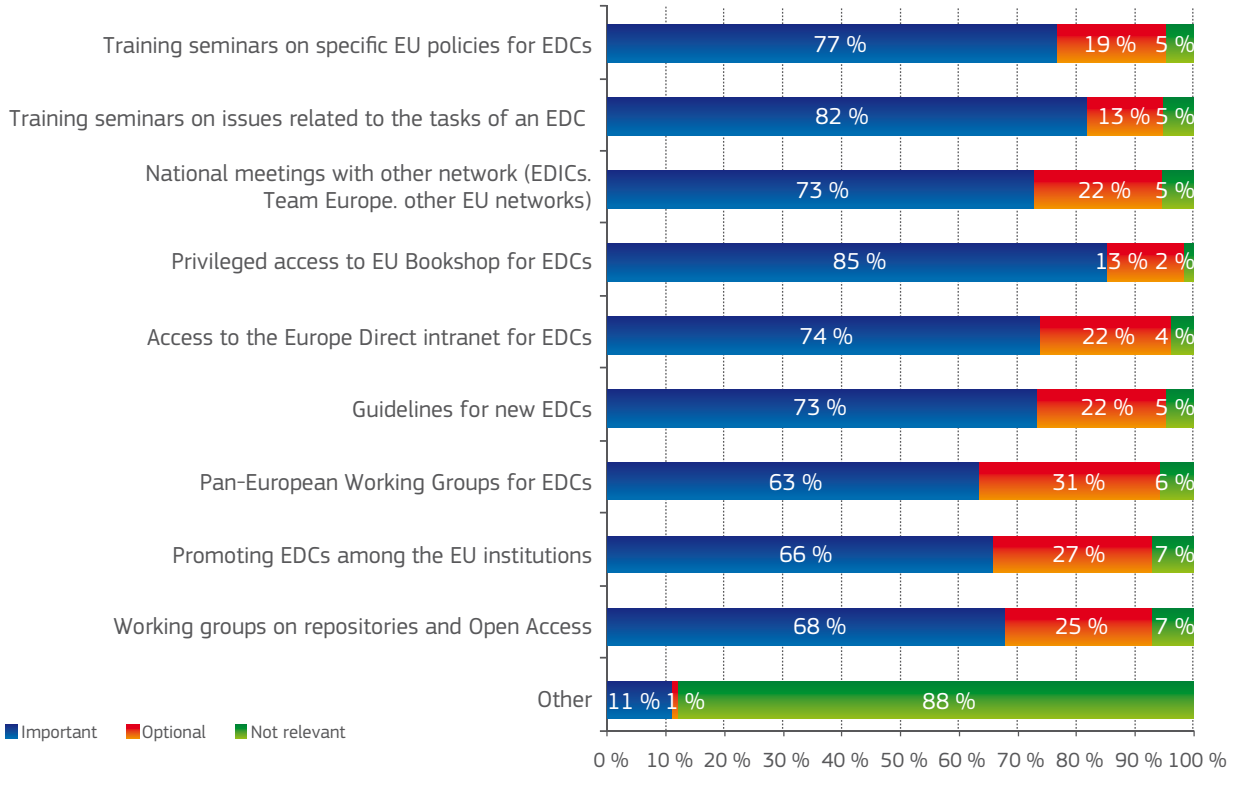


Figure 14. Are you satisfied with the way the European Commission Representation coordinates the EDC network at national level?

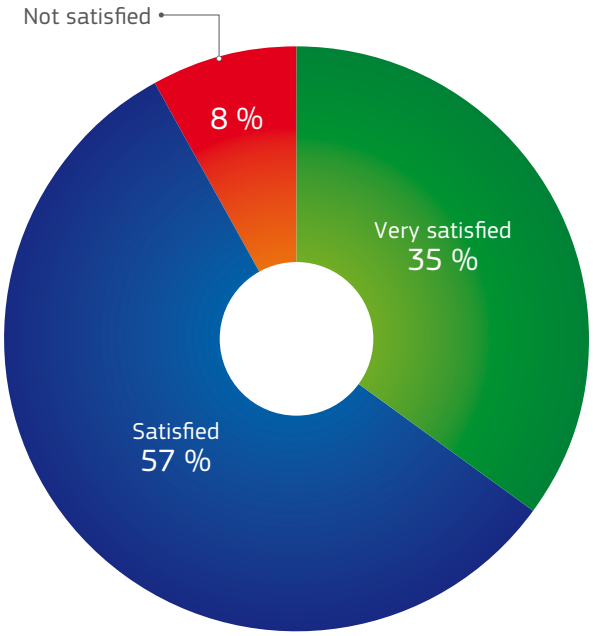
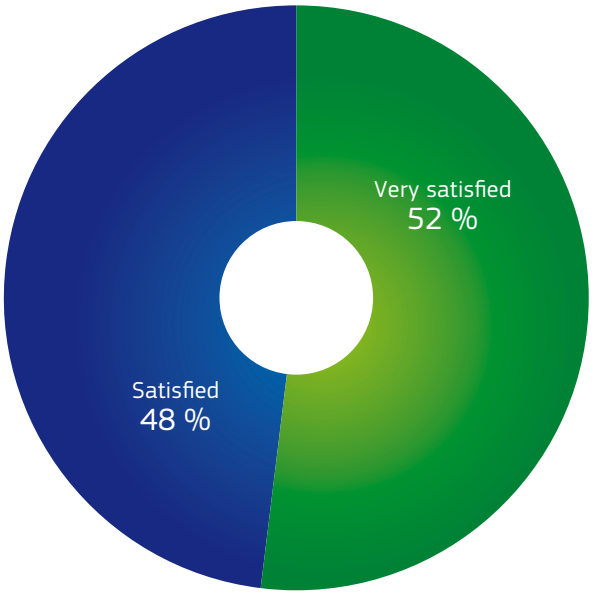


Figure 15. Satisfaction among participants of DG COMM training seminars

The EDCs are also satisfied with the coordination of the network at national level, with 92 % of respondents declaring they are satisfied or very satisfied with the work carried out by the European Commission Representations; only 8 % are not satisfied.

Figure 16. Satisfaction among participants of the EC Representation training seminars



4.3.2. Training

As mentioned earlier, EDCs value the training offered by the European Commission, viewing it as one of the most vital forms of support available. Meanwhile, over the years, the European Commission has been committed to supporting continuing professional development for EDCs. The training offered to date is of high quality and is appreciated by all EDCs, according to the survey results: satisfaction levels for the training seminars organised by DG COMM or EC Representations reach 100 %.

It is clear from the PEWG members' debate that EDCs would be very interested in receiving more advanced and specialised training on specific databases such as EUR-Lex, Commission-specific databases, CURIA (the Court of Justice of the European Union website) and the European Parliament Observatory, as well as training on EU policies such as that offered by the European Institute of Public Administration (EIPA). EDCs could collaborate with the Commission in identifying and prioritising training needs. Furthermore, EDCs consider online and

distance training in the form of webinars and/or live streaming a suitable means of targeting the greatest number of EDCs, and optimising resources and costs for the Commission.

Another area that could be utilised is support and mentoring from the European Commission (DG RTD) on writing proposals for European grants and projects.

Furthermore, new EDCs, especially those from new and smaller EU countries which cannot benefit from a network of more experienced EDCs, would like to receive a 'starter pack' to help them get to work rapidly and efficiently. EDCs that have already produced research guides, tutorials and similar material could collaborate with the Commission to put together such a pack.

4.3.3. Intranet

The ED network's intranet contains a great deal of information and many services. According to the survey, for 50 % of EDCs, the intranet is one of the main sources of information on the EU. It can thus play a pivotal role in the coordination and sharing of experiences and information.

To increase usability, current technical problems should be resolved. This will create a more stable environment, allowing for archived queries and offering improved search and filter functions.

A dedicated corner for EDCs, separate from EDICs, and clear managerial rights from the side of the Commission and administrative rights for each coordinator at national level would significantly facilitate active engagement by a larger number of EDCs.

In this new configuration, EDCs could keep the existing directory of active EDCs at national level updated, along with additional information such as specific skills and specialised knowledge of EDCs, from which the entire network could benefit.

The intranet could also be used by the Commission to share raw data from activity reports with EDCs, so that they may be discussed within regional networks. Internal documents (working documents, guides, etc.), could be made publicly available in order for EDCs to be able to include them in public catalogues.

Finally, in addition to the intranet, the use of other collaborative tools (such as Yammer) already in use by the Commission, are favoured by the EDCs.

4.3.4. Promotion of EDCs

EDCs are the longest standing of the information networks established by the European Commission. However, they remain unknown among the DGs. The more recently established EDICs do not appear to have the same problem.

During the PEWG meeting in Madrid, the need to rebrand/rename the network — which could have the added benefit of also clearing up the confusion that seems to persist between EDICs and the EDCs — was broadly debated.

The promotional materials distributed by the European Commission in September 2015 at the request of the EDCs were highlighted as an example of misleading material: the roll-ups advertising the EDCs display the general ED phone number.

To further clarify the matter, the EDC network could be promoted — with the support of DG COMM — among the DGs and European institutions. A targeted awareness campaign could increase the visibility of EDCs as centres of expertise for accessing information from and about the EU.

Customised promotional material such as USB keys, pens, tote bags and flags, that raise the visibility of EDCs within their host organisations, could also be produced and distributed.

4.3.5. EU Bookshop

The EDCs' relations with the EU Bookshop are crucial to their work. EDCs consider tasks (both mandatory and non-mandatory) relating to the EU Bookshop's publications (cataloguing and disseminating) to be some of the most significant.

To support further development of this relationship, the European Commission could support the EDCs in laying the groundwork for further collaboration, helping them to frame their specific needs. A discussion initiated on Eurodoc between EDCs and the EU's Publications Office (OP) has set the basis for an open dialogue.

EDCs want to be able to define the sort of publications/titles that are made available to their users in their library databases. Currently, importing EU Bookshop titles (MARC 21 records) into local library catalogues is a labour-intensive process for two reasons: (a) EDCs feel that a key added value and service to their users is to carry out a long selection process in order to retain only the titles reflecting the research interests of their institution, and (b) selected records imported

in individual library catalogues need to be heavily modified, in order to adhere to local cataloguing practices.

Although the EU Bookshop is available on discovery tools such as Primo, as well as on platforms such as WorldCat, the large number of non-specialised publications (encompassing very general publications as well as one-page leaflets) in the EU Bookshop has discouraged some EDCs from enabling the EU Bookshop option on Primo.

Moreover, those who have opted to enable EU Bookshop on Primo have found the platform chaotic from the point of view of the end user, as well lacking homogeneity in cataloguing practices (individual titles, series and journals).

The EDCs solicit the Commission to make new arrangements with the EU Bookshop, so that they may order one item of priced print publications for free, as was the case in the days of exclusive print publications. EDCs ask to be consulted before bulk-order material is produced, in order to be able to control the quality of material received ([3]).

4.3.6. Host institutions

The Commission's support is also crucial for the EDCs' host organisations. The regular dialogue already in place with the host institutions' directors/hierarchies needs to continue in order to raise the EDC profile within their own institution. Some EDCs have raised the issue of conflict between their mission as EDCs and their host institutions' policies regarding external missions, such as presentations outside the institutions. They are sometimes not well regarded, and in some cases are not paid as working days. One idea of the PEWG is that the European Commission could finance missions of EDC information specialists invited by external institutions to run seminars/workshop/lectures.

Finally, to ensure that the views of the EDC network are heard, it is vital that the network continue to strengthen both its transnational and regional dimensions, and to construct discussion mechanisms such as that of the PEWG.

4.3.7. National Coordinators' meeting

EDCs are keen to revive the annual meetings of the EDC National Coordinators, emphasising the transnational dimension of the EDC network. The concept of 'National Coordinators' was developed slowly in the EDC network, to ensure a degree of coordination among EDCs in the same Member State. The National Coordinators gradually became the recognised channel of communication with the European Commission. To address the need for more systematic coordination, National Coordinators were introduced in all Member States, and the annual meeting was organised by the European Commission from 1998 in order to bring them all together. The last meeting took place in 2011. These meetings were considered by the network as being quite efficient, providing opportunities for networking and exchange of experience and good practices.

([3]) The current set of possibilities of dissemination of new publications is described in the letter sent to all EDCs from OP in October 2014 on the dissemination of new publications, available in Annex III.

5. Looking to the future

5.1. The added value of the EDC network

The EDC network is strategically positioned within various universities across the EU, and it develops strong relations with local communities. Relations with academics are particularly strong, with the EDCs assisting them in their hunt for specialised data. At the same time, EDCs form a network that facilitates the dissemination of European information locally, and in particular to a vitally important audience group, students, engaging them in a way that the European Representations and other communication networks cannot.

EDCs serve as crucial multipliers and assistants when it comes to information dissemination for activities organised by the EU institutions, namely the European Commission Representations, the various DGs and EU agencies and the other European information networks.

EDCs also create significant added value for their host structure by establishing them as a point of reference on EU-related topics.

Host structures — through the EDCs — also have direct access to EU publications and databases, and there is specialised training for staff involved in EDC management, in order to better serve their students.

To achieve this, EDCs have developed a suite of skills. They also host activities that are advantageous to EDCs' host structures and the European Commission.

EDCs have staff knowledgeable about:

- the EU (institutions, policies and the policymaking processes);
- sources of information on the EU;
- search methods and bibliographical resources to help efficiently search for substantive information of (and on) the EU from primary and secondary sources;
- the means to enable students, researchers, citizens and stakeholders to connect (contact/communicate/consult) with the EU institutions, and learn about opportunities offered by EU programmes.

All EDCs offer:

- an enquiry service — all EDCs are open at least 20 hours a week for face-to-face enquiries, or contact through telephone and email;
- training and instruction for individuals and groups in finding information on the EU (information literacy);
- a designated staff member with responsibility for maintaining skills and expertise;
- an EDC website that will usually be a part of the host organisation's wider website, and will provide factual information on services offered by the centre;
- internal and external signage within the host organisation/library that they host an EDC, and indicating its location.

In addition, some EDCs offer further activities, such as:

- organisation of events to raise European awareness and to help connect students, researchers and others around European issues;
- exhibitions on European issues and information resources;
- compilation of guides and other information services/products such as repositories/current awareness services/bibliographies;
- cooperation with other EDCs and networks for added value activities;
- internship programmes;
- communication with target users through social media.

Traditionally, the primary activity of EDCs has been to maintain a paper collection of EU documentation and to facilitate access to these resources. Increasing digitisation means this function has in many cases been replaced by the dissemination of electronic information materials.

Finding such information requires highly skilled staff, due to the profusion of information and the complexity of the EU policymaking and publishing regulations. This is why it is necessary for EDCs to serve as mediators between researchers and information sources.

Despite the increasing focus on making information available electronically, EDCs need to ensure a comprehensive collection of EU documentation is maintained at the national level of each Member State.

The EDC network recognises the added value potential of cooperating with other EDCs at a national/pan-European level, or with other appropriate networks and organisations such as HAEU or the European Commission Library and e-Resources Centre.

Below are several examples of such networking:

- Spain-European Union Digital Archive (SEDAS): see http://repositori.uji.es/xmlui/handle/10234/25884 online.
- European Sources Online (ESO): see http://www.europeansources.info/ online.
- Archiving Electronic EU Documents (ArchiDok): see http://www.archidok.eu/ online.
- OpenAIRE is a network of Open Access repositories, archives and journals that support Open Access policies https://www.openaire.eu/

5.2. Proposed revised mission statement for EDCs

'A source of European expertise Looking for information on Europe … Helping you to connect with Europe'

EDCs are a pan-European information network providing a professional and neutral information service concerning the EU, European countries and European issues of interest to students, researchers, citizens and other stakeholders. Primarily, EDCs serve the higher education community, but they are also available to support the wider community.

EDCs have staff knowledgeable about EU institutions, EU policies and policymaking processes, and the means of accessing related information. EDCs utilise both traditional and innovative methods of information retrieval and delivery.

The centres are intended to encourage and facilitate the study of, and research into, the EU and the European integration process in higher education. This is achieved by providing expert advice on searching and locating primary and secondary information sources on the EU and related topics, in both paper and electronic formats.

EDCs recognise the added value opportunities afforded by effective networking within the EDC network at a national and pan-European level, and with other appropriate networks and stakeholders.

The EDCs are the European Commission's formal information network within the ED information network. They are hosted primarily in universities and other appropriate public institutions. EDCs seek to fulfil their objectives whilst working in line with the strategic objectives of their host structure — in the case of universities, the focus is on teaching, research, community engagement and international/European engagement.

5.3. Outlook

In the **digital era, EDCs need to keep abreast of new developments in library and information science**, as well as in publishing. EDCs also need to adapt services and standards accordingly, in order to remain relevant and useful to the users.

Operational changes are required. The network can be reinforced by slightly revising its mission and providing more cooperation opportunities and tailor-made support. **The network as such has a value in itself,** proven by many examples of cooperation, information exchange or support in accessing publications. **The network is a centre of detailed knowledge on EU sources and information literacy.**

As there is **great diversity across EDC network members, a 'one size fits all' approach cannot be applied**. Variations have been identified in areas such as tasks, additional activities organised by EDCs, number of EDC employees and the level of personal commitment. All these elements have an impact on the EDCs' level of involvement in the network. This heterogeneity is the result of the diversity of host structures. They are very different at national as well as at European level. For this reason, any framework set for EDCs should be as flexible as possible.

The centre of gravity of activities for all libraries has shifted: from cataloguing, indexing and providing access to paper publications to helping clients find information. Even though data still remain relevant, knowledge is needed to identify the correct sources of information from the ever-increasing range of sources available. Therefore, the main role of EDCs today is providing expertise on searching and locating EU information sources and related topics. **This core role could apply to all EDCs, with all other tasks being optional.**

As certain EDCs share similar interests at national or European level, **subgroups on different subjects could be created.** Some interesting cooperation partners have been identified, such as DG RTD, the Publications Office (EU Bookshop), DG EAC (EC Library and e-Resources Centre and Jean Monnet) and the HAEU. Other partners could be considered. A system of different modules to choose from could be offered. Privileged access to different services could be supported by administrative means, for example by creating groups on the ED intranet to enhance cooperation within the thematic subgroups. Other forms of support could also be envisaged to enhance stronger links among EDC network members across all EU Member States.

The network could also serve **to exchange information on research conducted at the host institution on EU matters**, including all EU policy areas. Information on what other universities are studying in a given EU research field could then be easily obtained.

The expertise of EDC staff in locating information on EU sources is indispensable: they are proficient in retrieval skills, managing metadata, information literacy and knowledge management. They have the necessary experience to judge reliability and accuracy of information. **Investment in the professional skills of EDC managers through more training and building on human resources are both essential**, especially as people in this profession tend to have a long tenure.

The following measures could **consolidate the EDCs' positions at their host institutions and towards their users**: a core role and voluntary activities, stronger relations with certain EC services and other partners, increased administrative support, and more cooperation with and enhancing skills of EDC managers.

Annex I EDC survey summary

1. Most EDC host structures (85 %) are universities, with 55 % located in the main library, while 4 % are public administration bodies. Non-university libraries and research centres each account for 3 % of EDCs. Some 77 % of EDCs are located in a specifically designated physical space.

2. Allocation of human resources in EDCs dedicated to management, and day-to-day operation varies considerably. For instance, staff at 32 % of EDCs is limited to a ¼ full-time equivalent (FTE) staff member. One in four EDCs reported having the equivalent of one employee working full-time. Only 6 % of EDCs have more than two FTE staff members to manage their work.

3. Just over a third of the existing network members (36 %) were established in the 1990s, and 22 % of EDCs were established between 2000 and 2009.

4. The EDCs' main activities are providing access to EU publications (92 %), and helping people find information through EU information sources (89 %). Cataloguing/ indexing EU publications originating from the Publications Office is also a main activity for 74 % of EDCs.

5. The majority (68 %) of EDCs have attended a training seminar for EDCs organised by the Directorate-General for Communication (DG COMM) Headquarters in Brussels at least once in the past 3 years. The overwhelming majority (99 %) of them are satisfied or very satisfied with the seminar(s).

6. The share of EDCs never attending a training seminar drops significantly once they have more than one FTE assigned.

7. Only 8 % of EDCs have been a member of a PEWG in the past 3 years; of these, 63 % reported participating twice. An overwhelming majority (92 %) of them were satisfied or very satisfied with the group's work and its results.

8. The vast majority (95 %) of EDCs have attended a training seminar or meeting for EDCs organised by the Representation in their country in the past 3 years. All of them were positive about the experience (52 % very satisfied, and 48 % satisfied). No EDC chose the option 'not satisfied' in response to this question.

9. Almost all the EDCs (96 %) use the Europa website as their main source of information on the EU. Europa is cited more widely than the Europe Direct network intranet (50 %) and the RAPID online search for European Commission press releases (40 %). Some 40 % also consult the international press, and 57 % cite the local press as an information source.

10. Privileged access to EU sources is the main added value/ reason to be an EDC, followed by networking with other EDCs at national level, training provided by the Commission, increased visibility and networking with other EDCs at European level.

11. Making information on the EU and its policies available to the public, both university based and otherwise, is the most relevant of the three EDC objectives in the current agreement between the host structure and the Commission, for the overwhelming majority (93 %) of EDCs.

12. Providing access to, and enabling consultation of, publications and other material for a sufficient number of hours (at least 20 hours per week) is considered a relevant task by the vast majority (83 %) of the EDCs. Of the EDCs' 5 current tasks, 3 are considered relevant by 75 % of the EDCs: establishing relations with other European information centres and networks and cooperating with them at all levels; processing, cataloguing and indexing all EU publications received in a single collection; and serving as a central point for all EU-related information produced by the host structure.

13. EDCs which considered the objective 'Participate in the debate on the EU, where appropriate with other European information relays and networks' as being relevant were much more likely to consider all the current tasks as more relevant.

14. The three most crucial additional activities to be implemented by EDCs (today or in the future) are disseminating EU material from the EU Bookshop to the academic public, providing information on EU programmes relevant for the academic public, and supporting the host organisation's research policy and procedures. These activities were chosen by 72 %, 72 % and 70 % of EDCs, respectively. The least relevant additional activities to be implemented by EDCs (today or in the future) are offering training courses for public officers, offering training courses for adult professionals, organising exhibitions, and offering training courses for school teachers/school students. These were chosen as not relevant by 30 %, 24 %, 20 % and 20 % of EDCs, respectively.

15. The overwhelming majority (92 %) of EDCs are satisfied or very satisfied with the way the European Commission Representation coordinates the EDC network at national level.

16. However, there were some differences between countries. EDCs in Bulgaria, Finland and Sweden were the most likely to be very satisfied, while those in the Netherlands and the United Kingdom were least likely to be very satisfied.

17. The three elements of operational support from the Commission that are considered key by most EDCs are privileged access to EU Bookshop for EDCs, training seminars on issues related to the tasks of an EDC, and training seminars on specific EU policies for EDCs. These were chosen as important by 85 %, 82 % and 77 % of EDCs, respectively.

18. The majority of EDCs (85 %) would like to cooperate with another EDC. The four top areas for collaborating with EDCs in their own country are sharing best practices, centralising digital information and creating a common web page for all EDCs and their tools, sharing resources via interlibrary loans and document delivery, and collaborative projects on e-learning. These were chosen by 77 %, 70 %, 68 % and 65 % of EDCs, respectively. The four top areas for EDCs to collaborate with EDCs in other countries are sharing best practices, exchange programmes, EDC exchanges, and sharing resources via interlibrary loans and document delivery. These were chosen by 61 %, 60 %, 55 % and 49 % of EDCs, respectively.

19. Europe Direct Information Centres (EDICs) were selected by 59 % of EDCs as the most appropriate cooperation partners. The overwhelming majority of EDCs would like to organise joint activities (85 %) and reciprocal references (77 %) with EDICs in their own country, as compared to the 26 % wishing to organise joint activities and 26 % desiring reciprocal references with EDICs in other EU Member States.

20. Slightly more than half of the EDCs (53 %) would like to cooperate with the European Commission Libraries Catalogue (ECLAS) (soon to form part of Find-eR, a new means of exploring the print and electronic collections of the European Commission libraries). Of those who would like to cooperate, 90 % indicated using and/or publicising ECLAS, and 84 % working together on a common entry point for a document search from several free collections.

21. The Historical Archives of the European Union (HAEU) is a desirable cooperation partner for 40 % of EDCs. Areas of possible cooperation are disseminating news on archive resources available online (93 %), having access to bibliographical records of archived resources for import into EDC catalogues (such as European Sources Online managed by EDC Cardiff) (90 %), promoting the opportunity of using archival deposits in Florence for European movements and individuals (73 %), developing/translating/disseminating teaching/information materials for citizens/schools on European integration (68 %), and co-organising conferences and events, in cooperation with universities, on European politics, integration history, European Law and economy (67 %).

22. As regards Team Europe (TE) speakers, 29 % of EDCs would like to work with them. The vast majority of these (84 %) would like to invite TE speakers from their country, while 42 % would welcome TE speakers from other EU Member States.

23. Of the 29 % of EDCs who wish to cooperate with the Directorate-General for Research (DG RTD), 93 % preferred disseminating information on research projects funded by DG RTD, 89 % participating in training on EU research funding at national level, 89 % disseminating information on EU funding to students, and 78 % identifying experts for DG RTD.

24. Justice and fundamental rights is the political area for which the majority (74 %) of EDCs would like to receive more information, followed by migration (69 %) and the Economic and Monetary Union (61.5 %). Justice, home affairs and citizens' rights is the policy area for which the majority (74 %) of EDCs would like to receive information, followed by employment and social rights (69 %) and culture, education and youth (62 %).

25. The majority (69 %) of EDCs are satisfied with the visibility of their EDC. Most (80 %) EDCs use a website as a means of ensuring their visibility; 77 % ensure that their logo is clearly visible at the EDC and 60 % keep in close contact with professors teaching EU-related subjects. The three least-used methods for ensuring EDC visibility are presentation of EDC services during lectures on EU-related topics (52 %), organising various events (44 %) and use of social media (35 %).

26. The EDCs which were unhappy with their visibility were also less likely to be satisfied with how the European Commission Representation coordinates the EDC network at the national level. They were also more likely to want to collaborate with other institutions.

27. The largest share of EDCs unhappy with their visibility were in Cyprus, Malta, Ireland and the United Kingdom.

Annex II Useful documents

- CIVIC Consulting, 'Evaluation of the EUROPE DIRECT European Documentation Centres DG Communication - Final report submitted by the Consumer Policy Evaluation Consortium (CPEC) Framework Contract Lot 2 – DG SANCO', 30 November 2007.
- 'Re-thinking European Documentation Centres. A DG X reflection paper', 10 July 1998.
- Julien Gueslin, Mission Relations Internationales/ ENSSIB, 'Les bibliothèques du supérieur et les publications officielles: l'exemple des centres de documentation européenne', 2008.
- European Commission, Communication from the Commission to the Council, European Parliament, Economic and Social Committee, Committee of the Regions on a New Framework for Cooperation on Activities concerning the Information and Communication policy of the EU, 2 July 2002.
- European Commission, 'Vade Mecum European Documentation Centres', 2004.
- European Commission, 'European Documentation Centre (EDC) agreement', 2005.
- 'Europe Direct network Newsletter from the Training seminar for European Documentation Centres in Brussels', 4 to 5 June 2015.
- 'EDC survey final report', 2015.

Annex III Letter sent to all EDCs from OP in October 2014 on the dissemination of new publications

Publications Office
Directorate C – Dissemination and Reuse
C.3 – EU Bookshop and CORDIS

Ref. Ares(2014)3462662 - 20/10/2014

Luxembourg, October 2014
op.c.3(2014)3703000
Ref.: VV/JRT/lv

Subject: Changes in the dissemination of new publications:
Online access to metadata of EU Publications displayed in the EU Bookshop website

Dear Sir/Madam,

Over the past several years, the Publications Office has undergone major changes fuelled by a transition from the traditional model of paper-based publishing to a new paradigm of handling digital information. Therefore, and in line with the EU policy on free reuse by both humans and machines, it recently reviewed its dissemination policy with the aim to better respond to the new needs and requirements of the Information and Documentation Centres interested in EU publications. With this in mind, we are introducing a number of novelties that will complement and enrich the current access to publications edited by the EU Publications Office on behalf of European institutions and agencies.

Online access to metadata of OP publications, in particular to new titles

The new services of the Publications Office in this area offer easy and seamless integration of publications' metadata into the catalogues of interested libraries and documentation centers. Each metadata record contains a link to the publication details page on the EU Bookshop website, where possible by means of a DOI (Digital Object Identifier), thus providing a reliable and stable reference to the electronic content of the item described, even if it is not held physically in the collection. Three systems will be available to facilitate the smooth integration of such metadata into your catalogues:

1. **Access via OPAC (Publications Office online public access catalogue)**

▼ **http://opac.publications.europa.eu**

The OPAC service offers access to all bibliographical records held by the EU Publications Office. Interested centres can search publications using a standard set of criteria and select the records of interest. There is no login required to access the system.

This service will be further updated in 2015 to offer a more user-friendly interface in all 24 EU official languages.

2. **Customised export (MARC21)**

A customised export for interested centres is available on request. These exports, using the MARC21 format, can be run on a regular basis and can contain a selection of records based on predefined criteria, including languages required, type of records, etc.

3. **Distribution of OP metadata via information aggregators**

The EU Publications Office has established partnerships with several information aggregators both commercial, such as ProQuest (and in the future EBSCO and ExLibris), and non-commercial, like the British Library, to distribute metadata records through their services.

Therefore it is possible that your discovery service provider has already included the metadata for EU publications in their services to you. If it is not the case please invite your discovery service to contact the Publications Office for a possible collaboration.

For further enquiries, please contact the team of OP librarians responsible for these services:
opdl-cataloguing-team@publications.europa.eu

Current mechanisms for the dissemination of publications to Information and Documentation Centres

The above services for the dissemination of metadata records of new titles will complement the current mechanisms to disseminate the electronic versions (.pdf and .epub files) and physical version of new publications. A short review of them is given below:

Electronic versions of publications displayed in the EU Bookshop website:

Downloading and reuse of their content are free of charge according to the terms and conditions set in each publication.

Online ordering of one printed copy of each free title displayed online

The copy will be delivered to the requested address free of charge by the Publications Office as long as stocks are available (for more information please refer to the General conditions of dissemination and sale available at http://bookshop.europa.eu/general-conditions).

.**Privileged online access to orders of selected publications in bulk ("bulk orders")**

The EU Bookshop website offers a "privileged user" feature, which offers information and documentation centres the possibility to order printed titles in bulk and free of charge from a selection of publications, including booklets, postcards and posters. The list of publications available for bulk orders, as well as the maximum number of copies that can be ordered, are defined by the EU author services concerned, who also cover the printing and dissemination costs.

The selected publications that can be ordered via this facility can be consulted in the so-called "Bulk Order" catalogue, which is updated regularly and available online on the EU Bookshop website. To access it you need to log in with your privileged user account provided to you by the EU Bookshop service.

For more information on the "privileged user" feature, please contact us via our mailbox:
opeub-bulk-orders@publications.europa.eu

Provision of non-solicited printed copies of selected new publications

The non-solicited free dissemination to your centre of one printed copy of selected new titles will currently be maintained depending on the budget availability of funds to cover printing and dissemination costs ([4]).

Should your centre not wish to receive non-solicited copies of publications, please request it by e-mail to:
OP-RELAIS@publications.europa.eu.

We hope that our new free electronic dissemination services will further facilitate the automatic access, reuse and exploitation of our ever-growing catalogue of new titles edited by the EU institutions and bodies.

For further questions or clarifications on the above please do not hesitate to contact either Mr José-Ramón Tíscar (e-mail: Jose-Ramon.Tiscar-Ramirez@publications.europa.eu) or Ms Marina Tataram (e-mail: Marina.Tataram@publications.europa.eu).

Yours faithfully,

Ventsislav VOIKOV
Head of Unit

([4]) Please note that, from November 2014 onwards, and due to changes in the IT systems governing the dissemination of printed publications as well as the rationalisation of costs, the monthly statements of new printed publications sent to Information Relay Centres will no longer be available.

Annex IV Acknowledgements

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