European
Documentation
Centres

Annual Activity
Report 2015

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1. Introduction

This document reports on the activity of European Documentation Centres (EDCs) in 2015, and is based on the corresponding online survey input from EDC members.

The survey on EDCs' 2015 activity was launched on 14 December 2015, and was available until 13 January 2016. During this period, two messages were sent to EDC members, two messages were sent to the network correspondents encouraging their networks to reply, and two announcements were posted on the Europe Direct intranet encouraging users to provide feedback on the survey.

There was an overall response rate of 57 %: **213** of the **376** members responded to all questions.

2. Executive summary

In total, **213** respondents from 26 countries took part in the annual EDC activity survey.

EDCs are mostly located in central (37 %) or faculty/department libraries (22 %); their premises are accessible to the general public in 92 % of cases. While EDCs agree to 'routinely use' the EDC logo, only 67 % used it for signposting or promotion in 2015. Of all EDCs, 92 % provided access to material for 20 hours or more per week, with staff members present in this period in 91 % of cases.

EDC material is mostly (76 %) organised as a single collection, and in most cases (89 %) is available on open shelves. On the whole (89 %), EDC material is separately identifiable when integrated into the host structure's catalogue.

Most EDCs (89 %) use some type of library management system (Captia talis has proved the most popular), and 96 % use some type of classification and indexing system, with the Dewey Decimal Classification system being the most popular. According to the survey results, 78 % of EDCs are actively collecting publications on EU issues, in addition to the Publications Office (OP) distribution. Concerning the amount of publications that the centres receive, 61 % of respondents believe this to be sufficient, while 20 % consider some of these publications to be redundant.

The EU Bookshop privileged access feature is used for orders of large quantities of publications by 57 % of the EDCs, while 70 % use it for its free online services. Most EDCs (67 %) specified that the service they used in 2015 was 'Download publications'.

Most respondents (79 %) were satisfied or very satisfied with the OP and the EU Bookshop, although more than half of the EDCs (55%) seem to receive between 51–100 publications/year that have not been explicitly ordered by them, 39% receive between 1–50 publications/year not explicitly requested which represents a total of 94 % of EDCs that receive material which has not explicitly ordered or requested. 26 % of respondents did not request any material via EU Bookshop online orders or via surveys.

An overwhelming majority (91 %) responded that they use the online information services/sources, with the European Commission Libraries Catalogue (ECLAS) being used by 72 % of them.

More than half the EDCs (58 %) use the European Commission's Central Library Services and 60 % of them receive at least one newsletter from a European Commission service. Most EDCs organised at least one teaching event or seminar for students, teachers or university staff (77 %) and at least one teaching event or seminar for the general public (42 %).

EDC users seek information chiefly concerning 'Employment, Social Affairs and Inclusion' (48 %), 'Economic and Financial Affairs' (47 %), 'Education and Culture' (45 %), 'Justice and Consumers' (38 %) and 'Migration and Home Affairs' (35 %).

EDC users asked for information most frequently on the following European Commission priorities: 'Justice and Fundamental Rights' (51 %), 'Jobs, Growth and Investment' (46 %), 'Economic and Monetary Union' (41 %) and 'Migration' (38 %).

In 2015, most EDCs (54 %) used a social media platform, mostly Facebook (38 %), followed by Twitter (16 %), while some of them used YouTube (7 %) or managed a blog (7 %).

Most EDCs (85 %) have a website or a page in the host structure's website, and 70 % of respondents promoted their EDC via brochures/posters/newsletters.

Concerning queries on EU issues from the general public, 95 % of EDCs received such queries on a daily (7 %), weekly (28 %), or monthly (25 %) basis, while 35 % received such queries just a few times over the entire year.

Most of the EDCs (58 %) cooperated with other Europe Direct (ED) networks (Europe Direct Information Centres (EDICs) and Team Europe (TE) members) in 2015; an even larger percentage (78 %) participated in meetings organised by their European Commission Representation last year.

## 3. The results in detail

3.1. Respondents per country
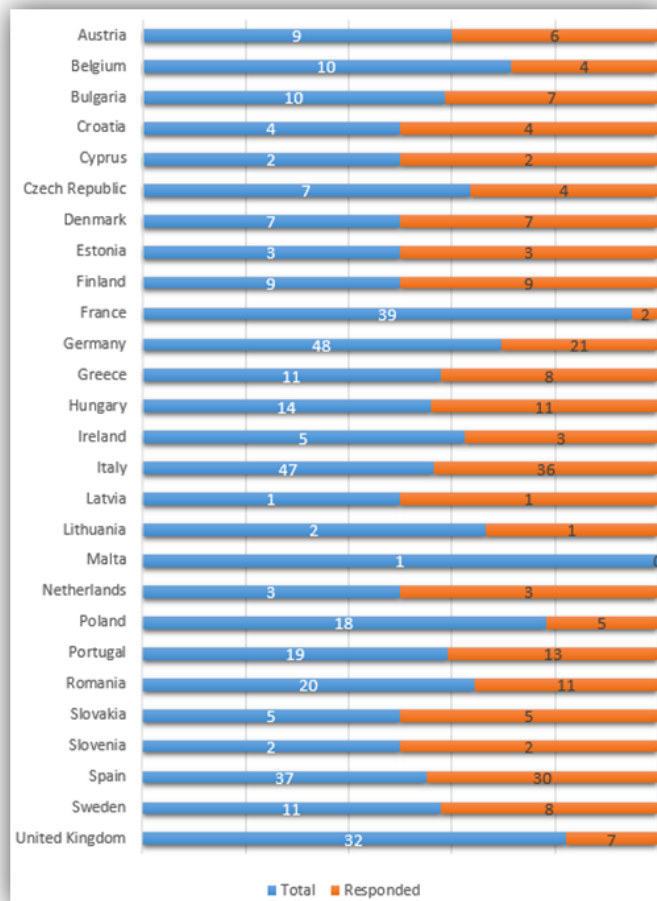
In total, 213 respondents from 26 countries took part in the survey, as shown above. The overall response rate was 57 %.

Italy provided the most responses (36), with a 77 % rate; France had the lowest response rate (5 %), while Malta did not provide responses. There is not any EDC in Luxembourg.

3.2.   Premises and staff

EDC Location

- Central library
- Faculty/Department library
- Separate premises not in any library
- Integrated into another larger library

37% · 22% · 17% · 24%
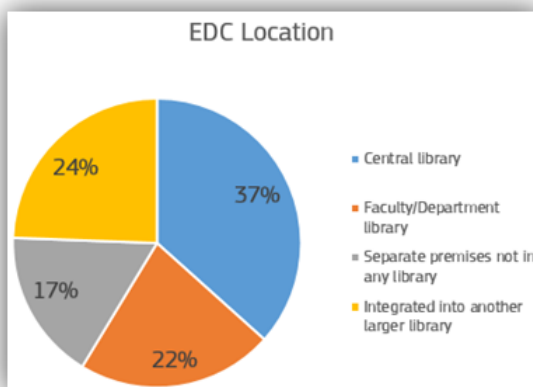
Key findings

- Most EDCs (59 %) are located in a library (37 % in a central library, and 22 % in a faculty/department library). Some 24 % are integrated into another larger library.
- Findings reflect the existing agreement that host structures undertake to 'set a special area aside for the EDC, preferably in its library'.

Do you use the Europe Direct logo?

- Yes
- No

14% · 86%

Key finding

Most EDCs (86 %) use the Europe Direct logo for signposting or promotion. The remaining 14 % of EDCs do not fulfil the agreement to 'routinely use the corresponding logo' for such purposes.
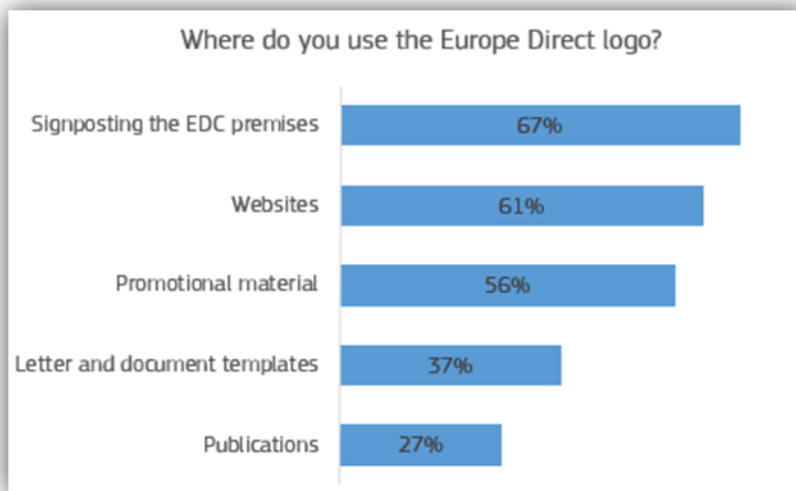
Key findings

- Not all EDCs fulfil the agreement to 'draw attention to the EDC's existence using graphics or any other appropriate means of identification'.
- More than half (67 %) of the respondents use the ED logo signposting the EDC premises, 61 % on websites, 56 % for promotional material, 37 % on letter and document templates and 27 % on publications.
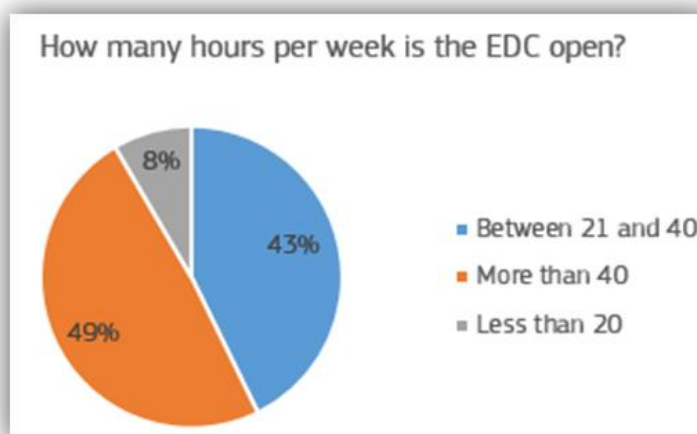

Key findings

- Almost half the EDCs (49 %) are open for more than 40 hours a week, while 43 % open between 21 and 40 hours a week.
- A few EDCs (8 %) are open for fewer than 20 hours a week; this is not in compliance with the agreement that EDCs should be 'providing access to and enabling consultation of publications and other material for a sufficient number of hours (at least 20 hours per week)'.

How many hours per week are EDC staff members present?

- Between 21 and 40
- More than 40
- Less than 20

72%
19%
9%
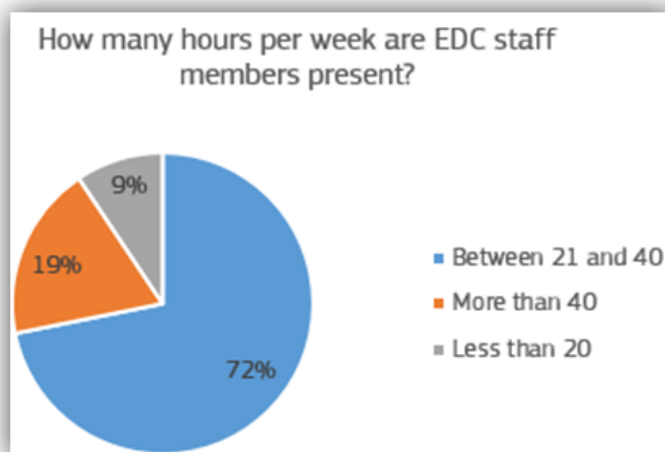
Key finding

In most EDCs (72 %), staff members are available between 21 and 40 hours per week. In 19 % of cases, availability is higher than 40 hours per week, while in 9 % of EDCs, staff members are available for less than 20 hours per week (figure does not correspond exactly to the figure in previous chart where it says that 8% of the EDCs are open for fewer than 20 hours/week.

3.3. Management of collections and documents

Accessibility to the general public

Computers are available for the general public — 74%

EDC publications are available for the general public — 88%

EDC premises are accessible to the general public — 92%
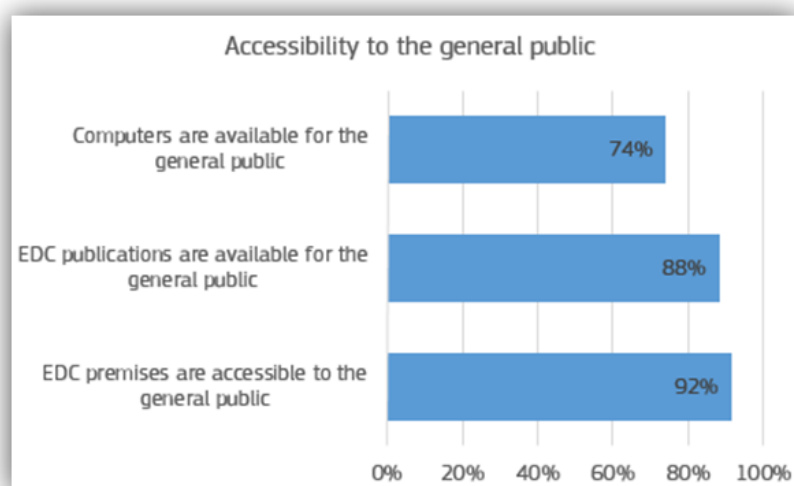
Key findings

- Some 74 % of respondents stated that computers are available for the general public. EDC publications are available for 88 % of respondents and the premises of 92 % of the EDCs are available to the general public.
- The estimation of the respondents' number of EU-related publications loaned in 2015 ranged from 0 to 5 000, with a total average of 353/year.

Is your EU material collection organised as

24%

76%

- A single collection

- Mixed with other (non EU) books/publications
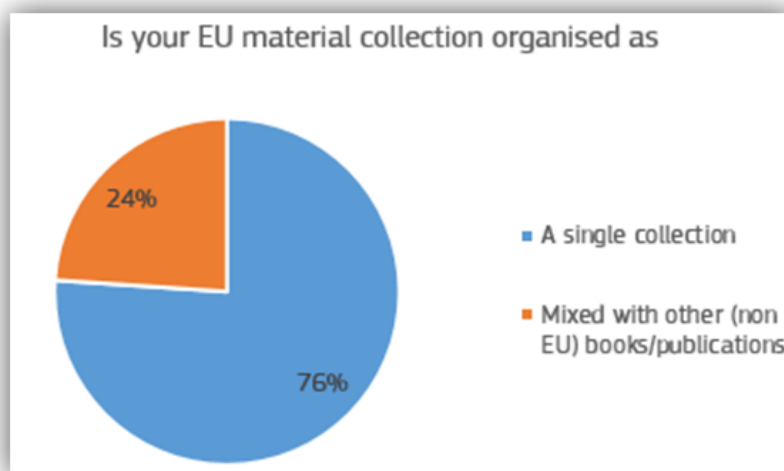
Key findings
- In most EDCs (76 %), EU material is organised as a single collection according to Article 5 of the EDC agreement: 'processing, cataloguing and indexing all the European Union publications received in a single collection'.
- In the remaining cases (24 %), the collection is mixed with other books/publications.

Is the collection available on open shelves?

11%

89%

- Yes
- No
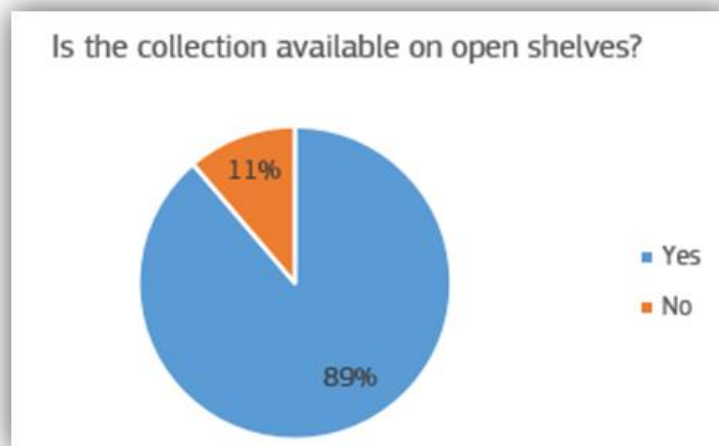
Key finding

The majority of EDCs (89 %) have their collections placed on open shelves.

If integrated within the host structure's catalogue, is the EU material separately identifiable?
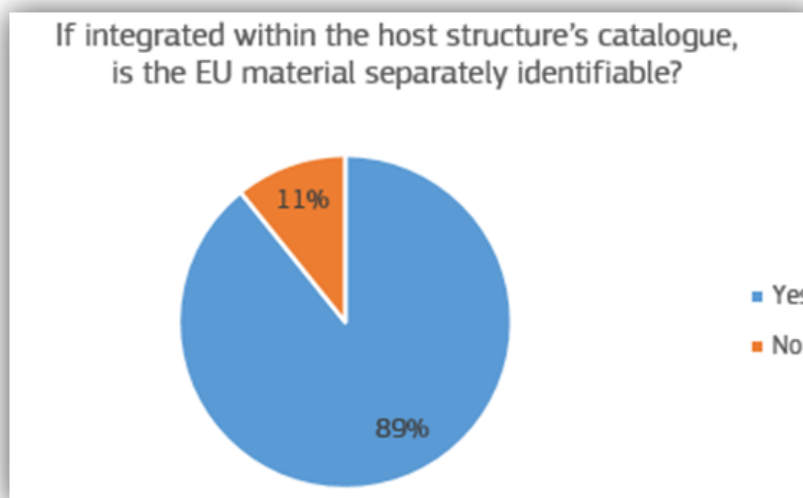
Key finding

When integrated within the host structure's catalogue, EDC material is separately identifiable in the majority of cases (89 %).

3.4. Library management system

What is the library management system?

System	%
Captia talis	22%
Aleph	8%
None	4%
Tinread	3%
Huntéka Integrated Library System	3%
ARL	3%
Custom / other	3%
Millennium	2%
Liberty	2%
Easycat	2%
OCLC PICA	2%
Crolist	2%
Koha	1%
HORIZON	1%

Key findings

- More than 50 library management systems were mentioned by the EDCs: 25 of these were mentioned more than once (corresponding to 70 % of respondents).
- Captia talis is by far the most popular library management system; it is used by 22 % of the EDCs.
- Around 3 % of EDCs use some type of 'custom-made system'. There are 4 % who do not use a library management system, raising the question of whether these EDCs fully fulfil the terms of the agreement specifying that EDCs should perform 'processing, cataloguing and indexing' of EU publications.

A complete list of all library management systems noted by respondents is provided in Annex I of this document.

3.5.   Classification system and indexing

What is the classification system and indexing?

System	%
DDC	19%
UDC	14%
Thesaurus	12%
Custom system	6%
ECLAS	5%
None	4%
Eurovoc	3%
OPOCE	2%
Library of Congress	2%
dewey	2%
RVK	1%
MARC21	1%
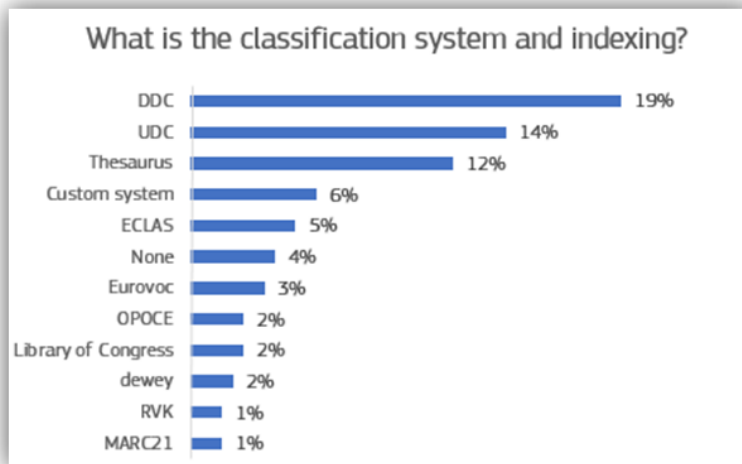
Key findings

- The EDCs mentioned more than 40 classification and indexing systems. The 13 depicted in the graph were mentioned more than once.
- DDC is the most popular among the 40 systems (it is used by 19 %), followed by UDC (14 %) and Thesaurus (12 %).
- A small number of EDS (4 %) do not use a classification and indexing system: these EDCs may not be fulfilling the terms of the agreement that EDCs should perform 'processing, cataloguing and indexing' of EU publications.

A complete list of the classification and indexing systems noted by the respondents is provided in Annex II of this document.

Is the EDC actively collecting publications on EU issues in addition to the Publications Office (OP) distribution?

- Yes 78%
- No 22%
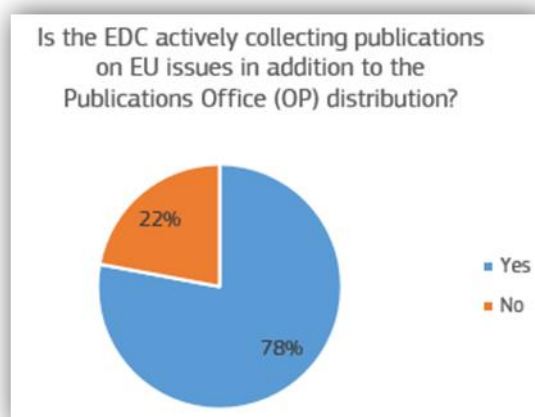
Key finding

The majority (78 %) of EDCs is actively collecting publications on European issues, in addition to the distribution of publications by the Publications Office.

With regard to the automatic (non-solicited) distribution from the Publications Office, do you consider that you receive:

- Enough publications
- Not enough publications

39%

61%
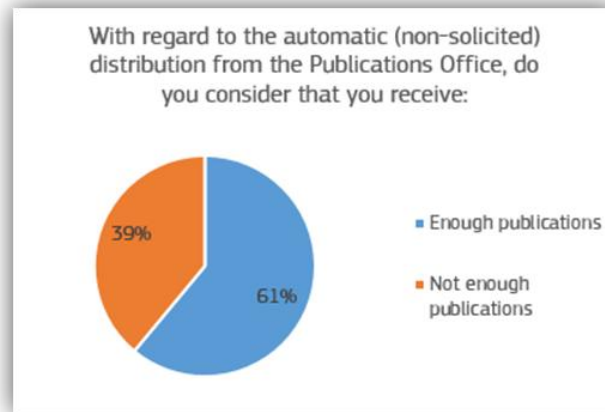
Key finding

The majority (61 %) of EDCs consider the amount of publications they receive to be sufficient.

Do you receive any publications from the Publications Office that you do NOT need?

- No
- Yes

20%

80%

Key finding

Some EDCs (20 %) indicated that they receive publications from the OP that they do not need.

A number of EDCs (21) noted that they receive leaflets, brochures and posters which they do not need. The publications listed below were also mentioned (once each):

- Ambiente, ricerca
- bulletins, newsletters
- Foundation Focus
- Europeiska revisionsrättens rapporter
- publications of the European Court of Auditors
- publications with topics not related to our area of collection emphasis
- publication (reports) of the previous years
- scientific
- European Court of Justice (ECJ) judgements
- non-scientific publications and publications not relevant to university users
- ECDC publications.

A full list of the publications described as unnecessary is provided in Annex III of this document.

3.6. EU Bookshop services
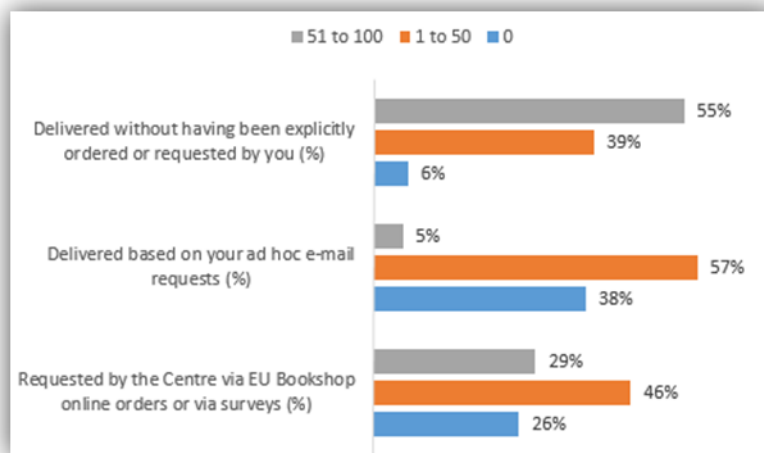
Key findings

- More than half of the EDCs (55%) receive between 51–100 publications/year that have not been explicitly ordered or requested by them. 39% of EDCs receive between 1–50 publications/year not explicitly requested. So the overwhelming majority (94 %) of EDCs receive material they have not explicitly ordered or requested.
- 26 % of respondents did not request any material via EU Bookshop online orders or via surveys.
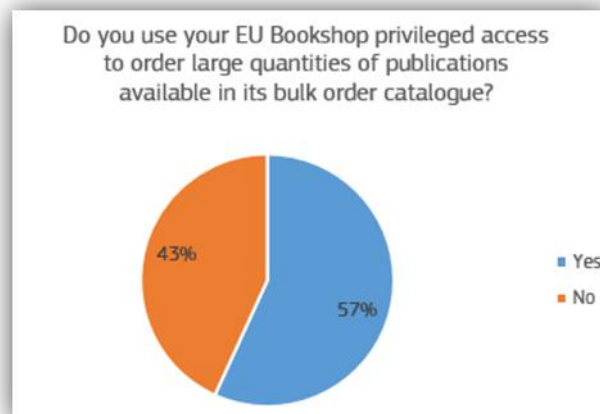
Key finding

Most EDCs (57 %) make use of their EU Bookshop privileged access to order the large quantities of publications available in its bulk order catalogue.

In addition to this privileged user feature, EU Bookshop offers free online services to all its users. Do you use these services?

- No 30%
- Yes 70%
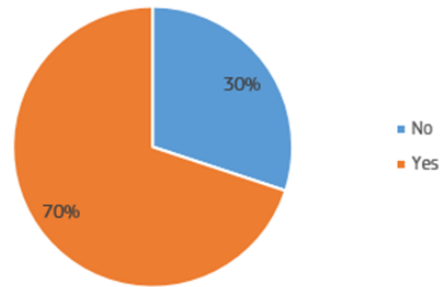
Which services do you use?

Service	%
Re-use the content of EU publications	22%
Add a bookmark	13%
Subscribe to email notifications	20%
Print electronic publications locally	30%
Share stable links and publications through social networks	22%
Download publications	67%
Order a paper copy	39%

Key finding

Most EDCs (70 %) use the EU Bookshop's free online services, chiefly to download publications (67 %) and to order paper copies (39 %).

How satisfied are you with the services provided by the Publications Office and EU Bookshop for EDCs?

- Satisfied 67%
- Very satisfied 12%
- Very dissatisfied 13%
- Dissatisfied 8%
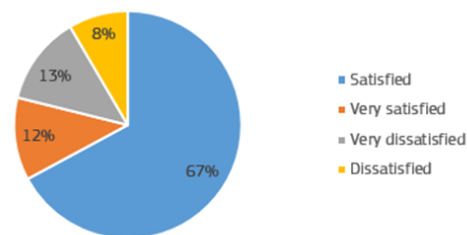
Key finding

Most respondents (79 %) were satisfied or very satisfied with the services provided by the Publications Office and the EU Bookshop for EDCs.

3.7. Comments and proposals on the OP distribution services

Comments on this open question were received from 65 respondents. Selected indicative responses are shown below.

The majority expressed their satisfaction with the OP distribution services.

'Very well organized and working properly.'
'The Publications Office distribution services cover my EDC's needs.'
'The books are distributed in time.'
'Each month I get the metadata of publications produced by EU Bookshop, then I upload the metadata on my catalogue. It is a very useful service.'
'It provides sufficient information.'

Some respondents expressed the need for more free material.

'Add more free paper copies for EDC collection.'
'To be able to order multiple free paper books, and more books in Italian.'
'EDC should get the possibility to order (if necessary) one item without costs of publications with costs.'
'Too many publications are only available online, I would prefer that more printed publications could be ordered for free.'
'I'm sorry to say that the EDC is insufficient supplied.'
'Poder pedir más de un ejemplar cuando se trate de las nuevas publicaciones.'
'The opportunity to order two free copies – one for collection and another for archives as we perform the tasks of the national library.'
'We would like to get more free publications and as privileged users some chargeable publications for free.'

Academic institutions in particular would like more material.

'The University of the Azores is satisfied with the publications received and would like to see the number of these publications improved.'
'Privileged access is very convenient when we need documents for events and classes (bulk orders). In general, documents received are not very useful for university students.'

Other respondents indicated that when the material is online, they prefer not to receive a print version as well.

'We do not need printed publications if they are accessibly for free online.'
'Very interesting the possibility of download the ebook.'

Lastly, some EDCs commented on difficulties they encountered related to the platform and its usability.

'The platform is not very easy to work with.'
'Privileged User features are very rare and often not working.'

A full list of the responses to this question is provided in Annex IV of this document.

3.8. Use of online information services/sources
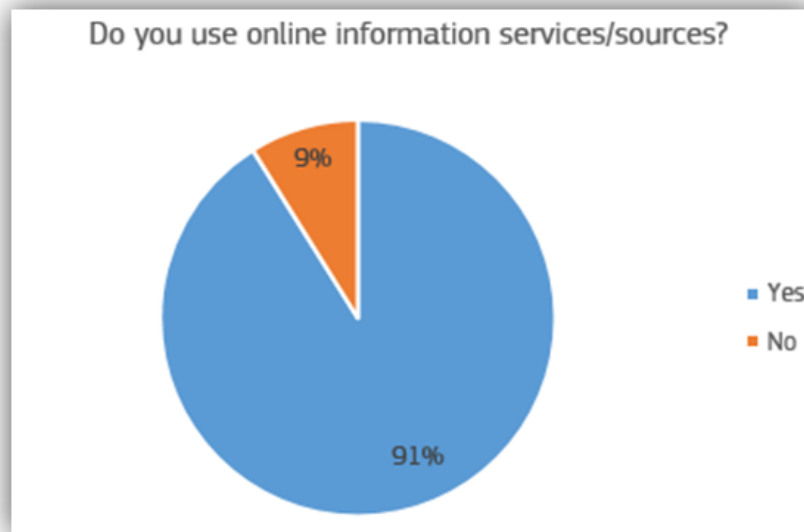
Key finding

The overwhelming majority of EDCs (91 %) use online information services/resources. Most of them (72 %) use ECLAS, followed by 53 % who use European Sources Online (ESO) and 36 % who use LexisNexis.

Online information services/sources used by EDCs:

Service	#	%
ECLAS	153	72 %
ESO	113	53 %
ArchiDok	41	19 %
Portuguese European Gateway	10	5 %
Ketlib	3	1 %
Driver	10	5 %
WestLaw	71	33 %
Hein Online	58	27 %
LexisNexis	76	36 %
Cadmus	12	6 %
None	3	1 %
Other	67	31 %

Do you use the European Commission's Central Library services?

42% No · 58% Yes
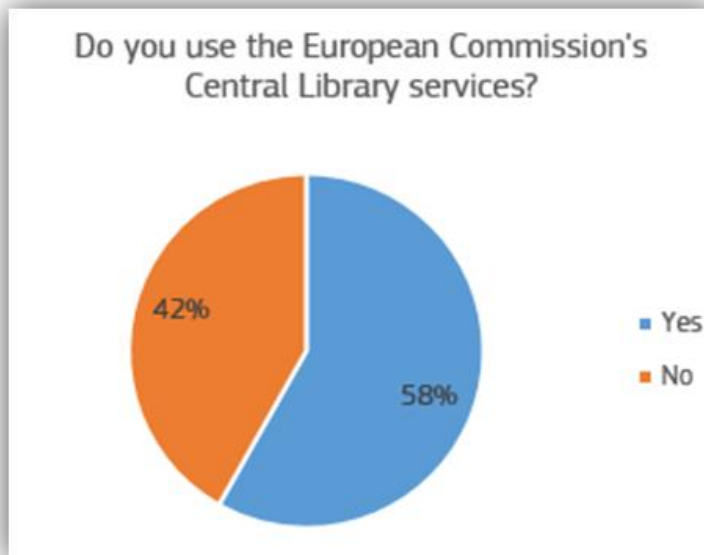
Key finding

When asked if EDC use the European Commission's Central Library services, 58 % of the EDCs mention they do, whereas, when asked which of the available online information services/sources they use in general, the one which is used the most is ECLAS, by 72%.

Do you receive any newsletter from any EC service?

40% No · 60% Yes
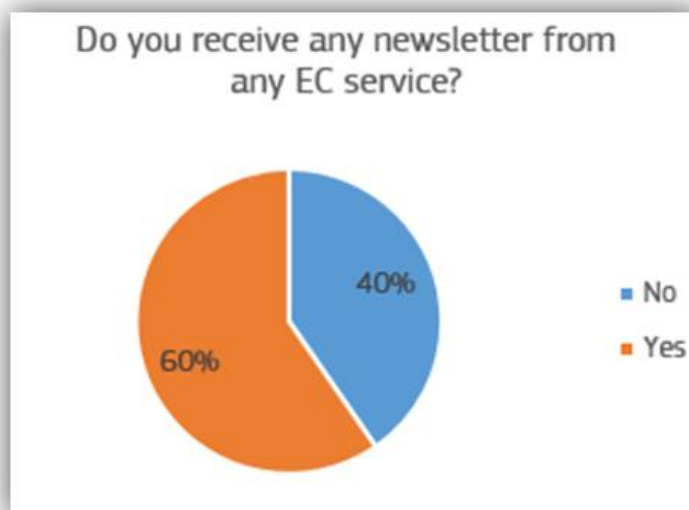
Key finding

Most EDCs (60 %) receive newsletters from a European Commission service.

They receive the following newsletters:

Newsletters	#	%
Newsletter from the Directorate-General for Communication	71	33 %
Newsletter from the OP	110	52 %

The unedited responses provided under 'other' are shown below.

Digital Single Market
EEA
R&D newsletter, JRC newletter
EEA subscription, Enlargement Newsletter, Newsletter Itali EC Representation, Regio Flash, EU Logos
Europe Direct Intranet
Info-Europa edited by Patrick Overy; EUR-Lex newsletter; Newsletter der kontaktstelle "Europa für Bürgerinnen und Bürger"
Regio news flash (digital)
audiovisual
Representation in Italy
Newsletter della Commissione europea in Italia; Notifiche delle consultazioni pubbliche avviate dalla Comm europea; RegioFlash
RegioFlash about Regional Policy, EEA Newsletter about Environmental Policy
College of Europe, EUI/Public Relations Unit
EUR-Lex Newsletter
DG Employment, Social Affairs and Inclusion
RegioFlash, Horizon Magazine
publications@delorsinstitute.eu, Policy Network <info@policy-network.net>
Newsletter from Directorate General Regional and Urban Policy, Newsletter from Fondation Robert Schuman
Foundation Robert Schuman; Horizon Magazine; FRA newsletter
Lifelong Learning Platform Newsletter, 12 Stelle in Europa (by the Representation in Italy of the European Commission)
RegioFlash, EurActiv
EPSON Newsletter
EC Representation in the Czech Rep.
EUR.Activ.de, CEDEFOP....
Various DGs/agencies
ED Intranet, Horizon Magazine
SG-COMMISSION-AT-WORK-NOTIFICATIONS@ec.europa.eu; Council of the Eu press releases

3.9. Most common areas in which EDC users seek information

Respondents were asked the following question: Please mention the most common areas in which your EDC users seek information.

Areas	#	%
Agriculture and Rural Development	24	11 %
Budget	25	12 %
Climate Action	31	15 %
Competition	47	22 %
Economic and Financial Affairs	101	47 %
Education and Culture	96	45 %
Employment, Social Affairs and Inclusion	103	48 %
Energy	27	13 %
Environment	63	30 %
Health and Food Safety	26	12 %
Humanitarian Aid and Civil Protection	40	19 %
Internal Market, Industry, Entrepreneurship and SMEs	67	31 %
International Cooperation and Development	41	19 %
Justice and Consumers	81	38 %
Maritime Affairs and Fisheries	6	3 %
Migration and Home Affairs	75	35 %
Mobility and Transport	11	5 %
Neighbourhood and Enlargement Negotiations	17	8 %
Regional and Urban Policy	36	17 %
Research and Innovation	46	22 %
Taxation and Customs Union	24	11 %
Trade	25	12 %

Key finding

EDC users seek information in the following areas: 'Employment, Social Affairs and Inclusion' (48 %), 'Economic and Financial Affairs' (47 %), 'Education and Culture' (45 %), 'Justice and Consumers' (38 %) and 'Migration and Home Affairs' (35 %).

The unedited responses provided under 'other' are shown below.

How European institutions work – rules of procedures – voting rules – political groups in the EP
Feminism, Gender and Equality, Women Position
Institutions, EC Law
INSTITUTIONS
EUROPEAN LAW
Foreign Affairs
no enquiries received since in post
external relations of the EU /
Business Law
European Union law
legal integration; citizens´ rights; administration
EUROPEAN LAW, EUROPEAN ENERGY LAW
Equal opportunities (women)
How European institutions work – rules of procedures – voting rules – political groups in the EP

3.10. Priorities on which EDCs receive most requests for information

Respondents were asked the following question: Please specify on which priority, out of the 10 political priorities of the European Commission, your EDC users most frequently asked for information (maximum 3).

Priority	#	%
Jobs, Growth and Investment	98	46 %
Digital Single Market	28	13 %
Energy Union and Climate	51	24 %
Internal Market	49	23 %
Economic and Monetary Union	88	41 %
EU-US Free Trade	22	10 %
Justice and Fundamental Rights	108	51 %
Migration	82	38 %
EU as a Global Actor	48	23 %
Democratic Change	14	7 %
None	6	3 %

Key finding

EDC users asked for information most frequently on the following priorities: 'Justice and Fundamental Rights' (51 %), 'Jobs, Growth and Investment' (46 %), 'Economic and Monetary Union' (41 %) and 'Migration' (38 %).
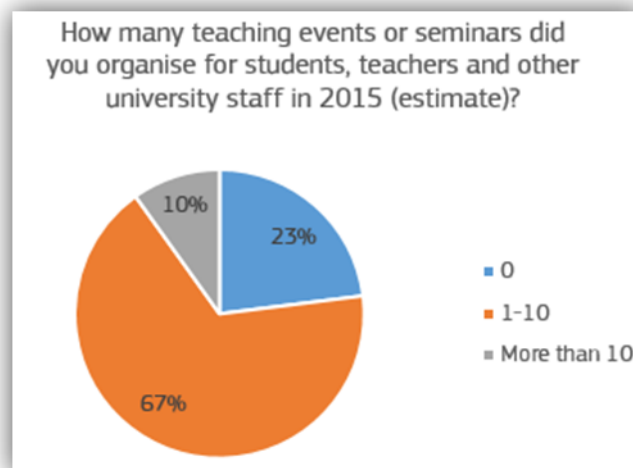
Key finding

Most EDCs (90 %) organised at least one seminar for students and academic staff in 2015.

In addition to the events/seminars for students, teachers and other university staff, did you organise teaching events or seminars for the general public in 2015?

- Yes
- No

42%
58%
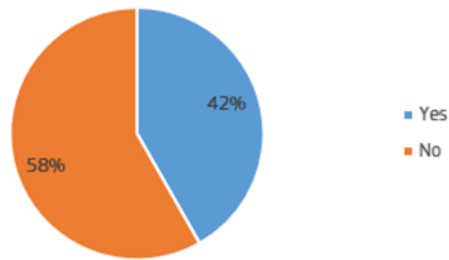
Key finding

42% of the EDCs organised teaching events also for the general public.

How many teaching events or seminars did you organise (estimate)?

- 1-5
- 6-10
- More than 10

10%
16%
74%
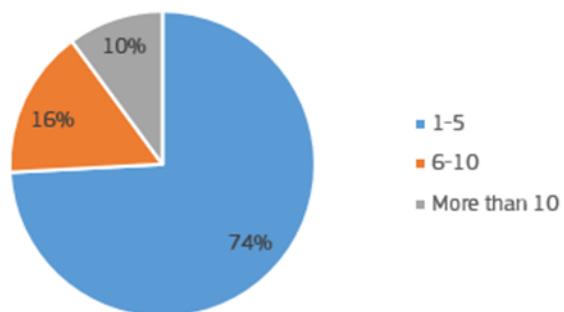
Key finding

Almost all EDCs (90 %) organised between 1 and 10 seminars in 2015.

What type of content did you cover in the training courses or events organised by you?

Content	Percentage
EU institutions, EU integration, etc.	27%
Guidance on studies or careers	15%
Masters/doctorate-level information, research and analysis	14%
European documentation/European websites	30%
General training on using the EDC collections and IT equipment	17%

Key findings

- Almost a third (30 %) of EDCs conducted training courses on European documentation or European websites.
- Slightly fewer EDCs (27 %) organised training courses on EU institutions, EU integration, etc.
- Less than 20 % of EDCs organised training courses that covered general training on the use of EDC collections and IT equipment, guidance on studies or carriers, and information, research and analysis at postgraduate level.

Does your EDC use social media platforms?

Response	Percentage
Yes	46%
No	54%
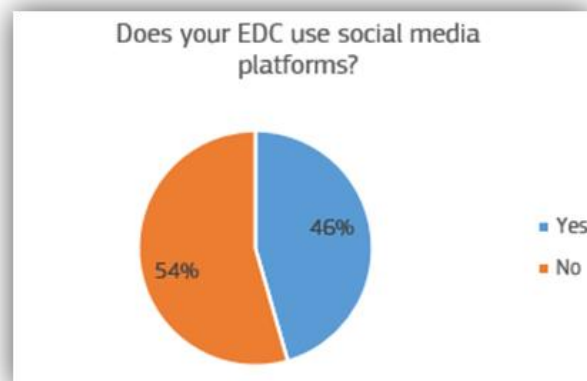
Key finding

The majority (54 %) of EDCs do not use any social media platforms.

3.11. Type of social media channels EDCs follow and/or contribute to

Respondents were asked the following question: What type of social media channels does your EDC follow and/or contribute to?

Type of social media	#	%
Facebook	81	38.0 %
Twitter	34	16.0 %
Myspace	1	0.5 %
LinkedIn	11	5.2 %
Blog management	14	6.6 %
Flickr (image- and photo-sharing site)	10	4.7 %
Del.icio.us (social bookmarks)	5	2.3 %
Wikis	10	4.7 %
YouTube	14	6.6 %
Podcasting	2	0.9 %

Key finding

While 38 % of EDCs use Facebook and 16 % use Twitter, only 7 % manage blogs and/or use YouTube.

3.12. Promotion of the EDC within the host structure, city/region
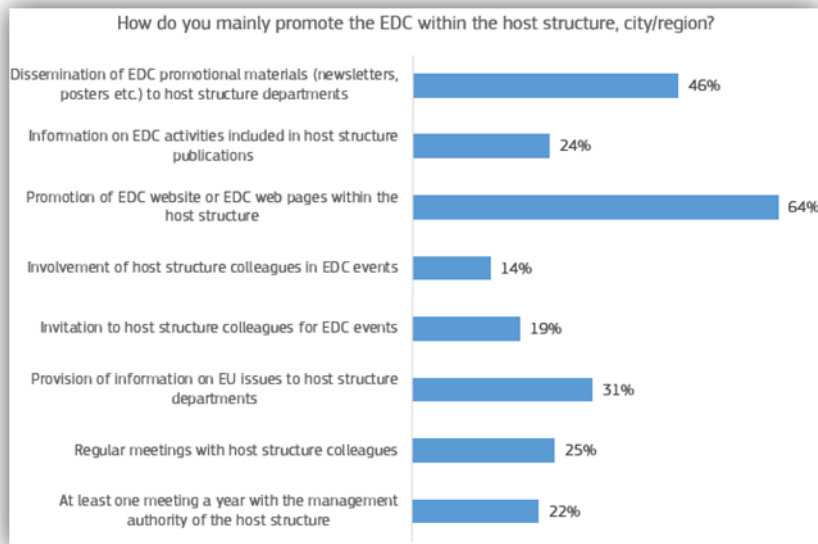
Key findings
- More than half of EDCs (64 %) promote their website or web page within the host structure.
- Almost half of them (46 %) disseminate their promotional material to host structure departments.
- Almost a third of EDCs (31 %) provide information on EU issues to host structure departments.
- All other promotion activities are implemented by less than 30 % of EDCs.

Does the EDC have a website or pages on the host structure's website?

15%

■ Yes
■ No

85%
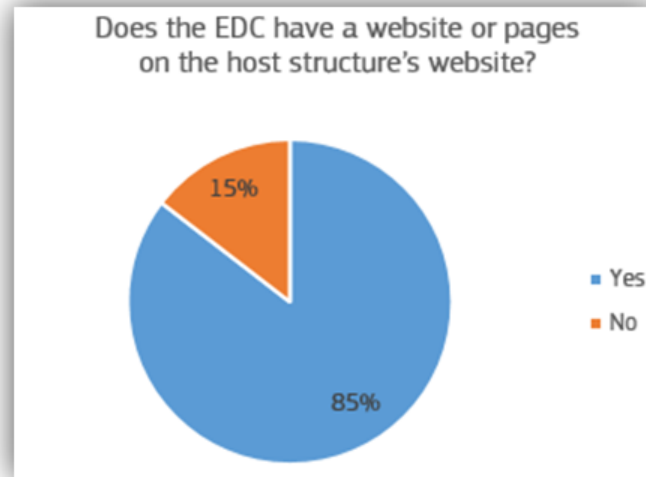
Key finding

The vast majority of respondents (85 %) stated that their EDC has a website or a web page in the host structure.

Do you promote the EDC via a brochure/poster/newsletter?

30%

■ Yes
■ No

70%
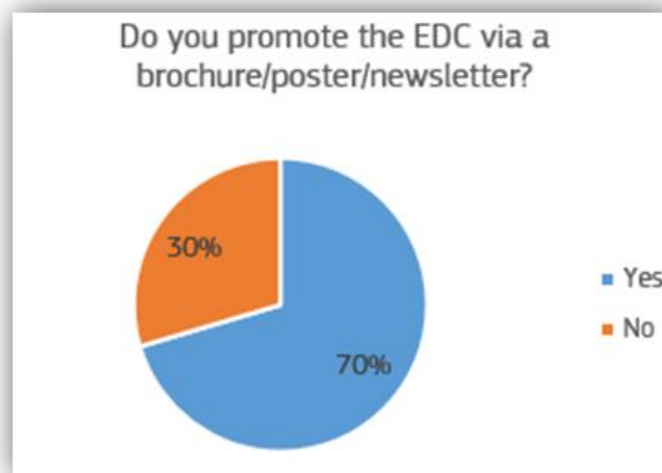
Key finding

Most EDCs (70 %) are promoted via brochures, posters and/or newsletters.

How frequently on average do you receive queries on EU issues from the general public?

Never 5%
Daily 7%
Weekly 28%
Monthly 25%
A few times a year 35%
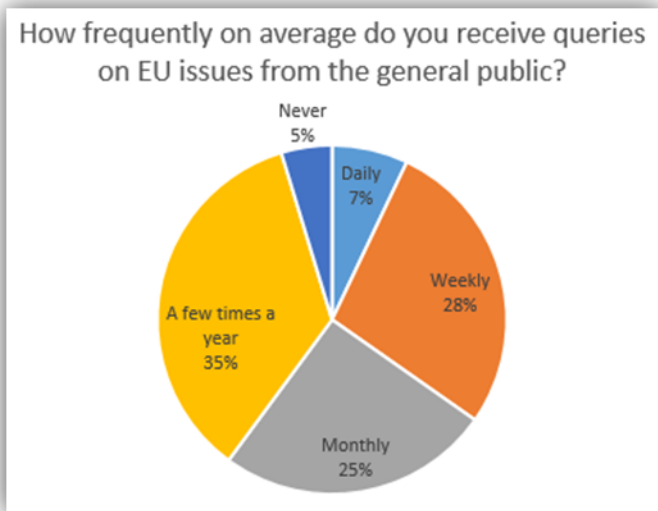
Key findings
- More than a third (35 %) of EDCs receive queries on EU issues from the general public just a few times a year.
- Some 28 % of them receive queries every week.
- For 25 % of EDCs, queries are received just once a month.
- Only 7 % of EDCs receive daily queries, while 5 % of them never receive any EU issue-related queries from the general public.

Did you cooperate with other ED networks (Europe Direct Information Centres, Team Europe members) in 2015?

42%
58%
- Yes
- No
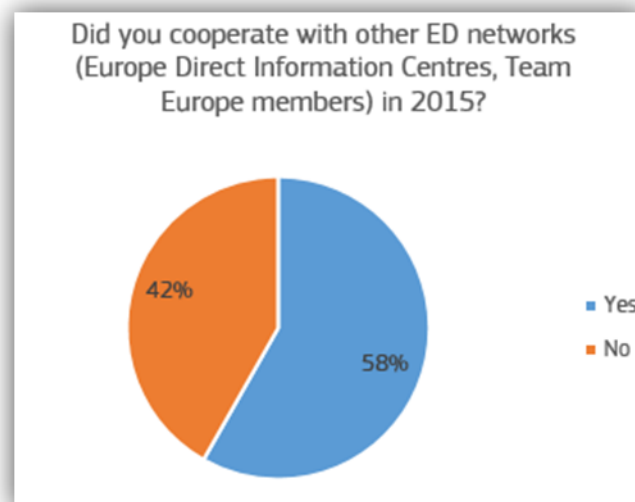
Key finding

More than half the respondents (58 %) cooperated with other ED networks in 2015.

The question 'Can you explain how?' elicited the following answers: via email, telephone, training, events, debates, etc.

A full list of responses to this question is provided in Annex V of this document.

Did you participate in meetings or seminars organised by your EC Representation in 2015?

22%

78%

- Yes
- No
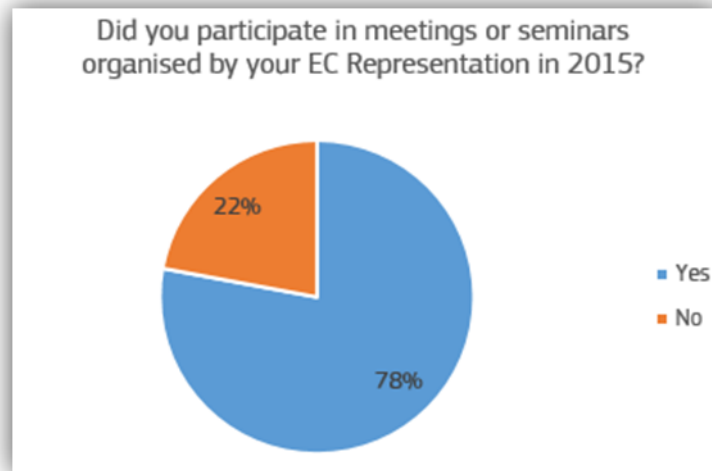
Key finding

The overwhelming majority (78 %) of EDCs participated in meetings or seminars organised by their European Commission Representation in 2015.

3.13. EDC training needs for 2016

Respondents were asked the following question: What are your EDC training needs for 2016?

A complete list of answers to this question is provided in Annex VI of this document.

Annex I — Library management systems

The following table contains users' unedited answers to this question.

Library management system	# mentioned
HORIZON	46
Koha	18
Crolist	9
OCLC PICA	7
Easycat	6
Liberty	6
Millennium	6
Custom / other	5
ARL	5
Huntéka Integrated Library System	5
Tinread	4
None	4
Aleph	3
Captia talis	3
4th dimension	3
Absys	2
Access	2
ALMA	2
Automated Library AL PC-TM Company Bulgaria	2
Bibliobase	2
COBISS	2
Corvina	2
LibriSuite	2
SBN Sebina (on line) – MS Access (local)	2
Sirsi Dynix	2
AB6	2
Advance	1
Advanced Rapid library	1
Alexandrie 7	1
AMICUS	1
Base de datos File Maker	1
BIS-C 2000, Version 1.5.52 DABIS, Nov. 2015	1
CDS ISIS for Windows	1
da Vinci	1
DDE Libra	1
encore, millenium	1
ERASMO NET http://bibliotecaeuropeamerlini.erasmo.it/Opac/RicercaBase.aspx?BI=8M	1
Eurovoc	1
excel	1
Ex-Libris	1
GECA CNR	1
HeBIS-PICA	1
INNOPAC	1
Innovative's Sierra	1
Libero	1
LISSS (Literature Search Support System)	1
lista de encabezamientos de materia Universidad de Sevilla,CLASIFICACIÓN DE LA UNIÓN EUROPEA (Basado en la	1

clasificación de la R	
local signature 251	1
Lovisa	1
Noxys	1
Opac Sebina System	1
PICA	1
Porbase	1
PrettyLib	1
Primo	1
Prolib	1
Radboud University Catalogue	1
S+	1
Sebina siol	1
Sebina/SBN	1
sebina-sol	1
SirsiDynex Simphony	1
SISIS	1
Unicorm- SYMPHONY	1
Unicorn/Symphony	1
UNTILL 2015 (ADVANCE) - FROM 2016 (SIERRA)	1
Verbis	1
Virtua	1
Voyager 8.1.2.	1
Voyager, Aleph	1
VTLS/Virtua	1
VubisSmart	1

Annex II — EDC classification and indexing systems

The following table contains users' unedited answers to this question.

Classification and indexing system	# mentioned
DDC	41
UDC	30
Thesaurus	25
Custom system	12
ECLAS	10
None	8
Eurovoc	7
Library of Congress	5
OPOCE	5
dewey	4
MARC21	3
RVK	3
Thematic	2
AACR2	1
AbsysNet	1
Aleph Thesaurus	1
Based on Publications Office catalogue.	1
Basisklassifikation	1
CDE's	1
CDU, CDE Classification	1
Clasificación de la antigua D.G. X	1
Clasificación de la Oficina de la Comisión Europea en España	1
CLASIFICACIÓN POR MATERIAS	1
Classification DGX, subject laval, thesaurus eurovoc	1
Classification of Tampere University Library	1
Classification of the Library of Klagenfurt and the Classification of the Office for Official Publications	1
Classification system of EC and indexing withe LEMAC (LIST Subject Heading in Catalan)	1
Classification system of Turku University Library, Finnish Thesaurus (YSA)	1
conspectus method	1
Current number system	1
Cutter	1
Decimal Dewey Classification	1
Dewey Decimal Classification System	1
Dezimalsystem	1
DG X	1
different classifications system as the library system covers all the Royal Librarys collections	1
El que sigue la Unión Europa	1
ETO (Universal Decimal Classification) and a thematic system	1
European Thesaurus on International Relations and Area Studies	1
excel	1
Hausintern	1
HBZ-Systematik	1
IDC	1
in-house system	1

key worlds, subjects	1
keywords	1
MDT	1
Natural Language, internal library keywords list	1
number	1
Old DG X classification	1
OP Classification system	1
PICA Basic Classification; local classification system	1
Publication Office	1
Representantion of the European Commission in Spain classification; Eurovoc; others	1
RSWK	1
RSWK, BK	1
RSWK, special classification for reference material	1
SAB, own library's indexing terms	1
SAP and UDC	1
sebina, opac, acnp	1
Simplified version of the indexing system of the General Catalogue of Publications of the EU Publications Office	1
special classicifacion system; thesaurus	1
specialised classification system and own thesaurus	1
SPOCE, EuroVoc	1
Standard-Thesaurus Wirtschaft	1
Subject classification based on Publication Office's classification	1
subject word	1
Systematik für Bibliotheken	1
The Comission Specialized classification	1
ufficio della rappresentanza della Commissione europea a Barcelona	1
Unique to Cardiff EDC	1
We do have our own classification system within the library. And we use the thesaurus of the Dutch Union Catalogue	1
YSA ("Finnish General Thesaurus") and LCSH	1
conspectus method	1

Annex III — Publications not needed by EDCs

The following table contains users' unedited answers to this question.

* Tribunal de cuentas europeo. La misión de policía de la UE en Afganistán: resultados dispares. 2015 * Eurydice and Cedefop Report. Tackling Early Leaving: from Education and Training in Europe. 2014 And others publications that are already accessibles freely by Internet...
a lot of unscientific leaflets brochures for the common public
AGRICULTURE, FORESTRY, FISHERIES
ambiente, ricerca
Brochures
Bulletins, newsletter
children literature, flyers
ECDC publications
ECJ-Judgements
EESC Info, Eurofound news
Energy, agricolture – forestry and fisher
Eurofound yearbook 2014 TJ-AM-15-001-EN-C Combining finance and policies.... MN-AB-14-001-EN-C Thinking about Europe NC-04-13-015-EN-C Leading by example QT-01-15-039-EN-C Breaking the vicious circle... KE-01-15-518-EN-C
European centre for disease prevention and control: achivements, challenges and major outputs 2014, Eurofound news, In general small, only few pages long, pamphlet type materials are not useful to us
Europeiska revisionsrättens rapporter
Foundation Focus
General leaflets for general public
Gleicher Eintrag wie jedes Jahr: kleine Broschüre, die wissenschaftlicht nicht relevant sind. Neues Beispiel: ISBN 978-92-79-50150-0
leaflets
leaflets and brochures, publications for children
Leaflets and posters
Leaflets in general, posters, Documents for children
Leaflets, brochures, general interest publications
leaflets, Eurostat compact guides
Leaflets, postcards, etc.
leaflets, posters, promotional materials
leaflets; posters
Most books, booklets and leafleats are never consulted by anyone outside the CDE, especially if they are also available as PDF.
Newsletters, informative brochures, etc.
Not scientific and not relevant publications to university users; unavaiability of publications that we need in large amount (for events, confrences...): the bulk orders are limitated to few publications and, often, not useful for our public.
One-page leaflets/brochures
Postcards and in English.
Postcards, brochure, pamphlet
Projektbroschüre: Prioritäten für die Entwicklung des ländlichen Raums (KF-02-15-287-DE-C) Wachstum und Beschäftigung unterstützen (NC-31-11-269-DE-C) Das EU-Programm für Beschäftigung und soziale Solidarität 2007-13 (KE-30-11-242-DE-C) Only 1 copy of flyers
Publication (Reports) of the previous years – e.g. 2009, 2010. Publications for children, our EDC being located inside of a University
Publications for childrens. Divulgative Publications for general public

publications of the ECDC
Publications of the European Court of Auditors, EWSA info
Publications with topics not related to our area of collection emphasis
Rearch EU, Social agenda, Eurofound news, Panorama, EESC info
Reports from the court of auditors
Reports from the European court of auditors

Annex IV — Comments and proposals on the OP distribution services

The following table contains users' unedited answers to this question.

"1. I miss bulk orders for publications interested to academic users (not only brochures) 2. A search for NEW publications included in the Bookshop, actually only a search for a certain year can be selected. 3. More free printed publications for EDC (special privileged access)"
"1. I would like to receive a large quantity of a specialized publication when requested. 2. It is desirable that DGs could coordinate themselves with the PO so that one could receive more than one item of a specialized publication to support some events, instead of just the general ones. 3. Excellent response and delivery time after an order submission."
Add more free paper copies for EDC collection
All publications should be free to EDC centers.
As a privileged user, our EDC would like to receive 1 print copy in-depth reports or studies issued by DGs or agencies.
As an academic library we would like to have even paper copies of books like Statistical yearbooks. We don't need promotion materials, like postcards, flyers, brochures etc.
Could send emails to cde for news published
"Die meisten relevanten und wichtigen Publikationen sind mehr und mehr kostenflichtig. Die interessante Veröffentlichungen, die frei erhältlich sind, verschwinden allmählig.
Als ich meinen favorisierten Zugang benutzen wollte, um in Bookshop mehrere Exemplare zu bestellen, wurde mir die mehrfache Bestellung geweigert. Ich war dann gezwungen, mir Hilfe von der EU-Vertretung zu holen."
Each month I get the metadata of publications produced by Eu Bookshop, then I upload the metadata on my catalogue. It is a very useful service.
each year we receive less printed material
EDC should get the possibility to order (if necessary) one item without costs of publications with costs.
"EDZ sollten auch von kostenpflichtigen Publikationen –nach Wunsch und gegebenenfalls kontingentiert – ein Exemplar gratis erhalten können =
EDC should have the possibility to order 1 copy of priced publications for free."
"Even though I've anwered NO about using the privileged access to order large quantities of publications available in the bulk order catalogue, it doesn't mean that I don't find this service useful.
I think it's a good option in some cases and I don't discard using it sometime in the future."
Even when we ask those publications that are not already available on paper in EU Bookshop such requests should be noted and attended.
I have a problem with distribution in the spring 2015. The shipments were late for several months.
I would like a more user-friendly professional alerting service to all new publications as added to EU Bookshop on a daily basis (not an automatic feed of metadata).
I would like the OP to send publications which are more in line with the cultural field
I'm sorry to say that the EDC is insufficient supplied
It provides sufficent information
It would be useful for EDC to have the possibility to order for free a single copy in paper format of the publications that are available only in "print on demand".
Leaflets should not be sent to us individually, more books should be sent
"Many publications are not avaibable in print and in German language. Many brochures, important for
promotion, are not available by bulkorder and in German. We need a really privileged access, so
that we will be able to order copies of publications free of charge that otherwise we would have
to pay for. We can not use the ""Print on demand"" service, because we have got no credit card."
"Many publications of interest to us are often exhausted (also recently published).
The bulk orders should be extended to many more categories of material."
more efficient delivery packaging (not every single item in one package); detailed dispatch list to identify the delivered publications
MORE FREE PAPER PUBLICATIONS
"more titles in Spanish language
more free printed titles"
No puedo opinar sobre este tema porque no uso este servicio. Recomiendo a los usuarios que busquen la información en línea
Obviously from answers above we do not want to receive publications that are not within our themes.
"pages in Portuguese, documentation in portuguese"
Poder pedir más de un ejemplar cuando se trate de las nuevas publicaciones
"Priviledge access is very convenient when we need documents for events and classes (bulk orders).

In general, documents received are not very useful for university students"
Privileged User features are very rare and often not working.
Question if possible to answer – are the OPECE still distributing material that has not been requested? We have recevied very little material as of late.
Se debería poder volver a pedir directamente a EU Bookshop el número de ejemplares que necesitemos como usuarios privilegiados que somos.
Send more specialized publications in Law
"since Autumn 2015 there are no books or brochures delivered from the official relay distribution service to EDCs...
Every EDC is being forced to look for paper documents – given conditions they want any."
Some pedagogic publications, are not available for difusion in large scale to our academic public. For example, BD like "PARTNERS" or brochures like: "The ABC of European Union law", "Europe in 12 lessons". I have already exceed the number of demands.
The advanced search of publications should be improved
The books are distributed in time.
The opportunity to order two free copies – one for collection and another for archives as we perform the tasks of the national library.
the platform is not very easy to work with.
The Publications Office distribution services cover my EDC's needs.
"The records of the EU bookshop should be available in all union catalogues in Germany, as a resource database, so that we can use the records for copy cataloguing.
The volumes of a serie should be shown in ascending order (Order criteria: year of Publication)"
the research by key words is not reliable. The catalog doesn't offer relevant scientific publications
The University of the Azores is satisfied with the publications received and would like to see the number of these publications improved.
There is a new Library director and we are going to use the EU Bookshop from now on
There is an excess of publications, both on paper and electronic. Since the sources are not hierarchically arranged, it is difficult to decide which ones are more relevant. People looking for information are likely to get lost.
To be able to order multiple free paper books, and more books in Italian
"To be able to order print on demand for free, and to be able to order print copies of online publications if needed (a lot of the publications are only available online). The fee for print on demant is not high, but payment is complicated.
To be able to order bulk orders of more publications – often the publications that are most needed in bulk order is not available in the bulk order section.
Better notifications (only very few titles are notified in the topic of interest). More choice in what is sent; too many publications are just thrown away immediately (although the amount that is sent is now greatly reduced)."
too many publications are only available online, I would prefer that more printed publications could be ordered for free
Very interesting the possibility of dowload the ebook
very often the paper format of recently published publications run out of stock; lack of availability of a wide range of posters on general themes related to European Union (integration/symbols/citizenship/climate..)
Very well organized and working properly.
We do not need printed publications if they are accessibly for free online.
We got less and less printed material automatically. As the EDCs are located in an academic environment, their users above all are researchers who need information on an academic level. So it would be very helpful, if the Publication Office would send all such publications to the EDCs automatically regardless whether they are free or liable to pay for the general public. EDCs are not the general public; they are the extended arms of the European Commission in the universities. The staff in the Publications Office can judge what publications of the different Directorates–General of the European Commission are worthy to be sent to the EDCs and they can inform the authors to place the concerning publication to the EDCs disposal.
We need publications for kids (in many copies) and more other publications (esepcially latest) to order in many copies for lessons, training, meetings.
we still get promotional materials.
We would appreciate more detailed information concerning the issues of corruption and youth unemployment (lost generation).
We would like more monographs concerning the actions of the EU; specifically with reference to Spain
We would like to get even more publications.
We would like to get more documents in the field of commerce, marketing, hospitality, catering and tourism.
We would like to get more free publications and as priviliged users some chargeable publications for free
We would like to have possibility to order each print publication for free.
Whenever you need more than 1 or 2 copies of the documents I can not obtain them through the EU Bookshop
With so little print material now being supplied, there seems less reason why it can't be put into the same package and mailed monthly, rather than each item sent separately. I don't know about the logistics at the Bookshop end but this would save on paper and transportation.

Annex V — Can you explain how you cooperated with other ED networks?

The following table contains users' unedited answers to this question.

Regular meetings with EDICs; Invitation to EDiCs for EDC events; Information on EDC activities to EDICs;
We promote the activities of our local Europe Direct Information Centre via social media.
"Pan european working group with international Colleagues,
Europe Direct AGM with Irish EDICs and Iris EDCs."
EDC Bocconi University, Europe Direct Regione Lombardia, EDC italian Network, EP office in Milan, EC Representation in Milan
We have an email list and a couple of meetings throughout the year
Europafest with EDIC Erfurt
"Annual meeting in Helsinki on the 27th November, 2015.
Education day about EU issues in Helsinki in September."
There is an annual meeting for the Finnish EDCs and an annual training day for all the Finnish ED networks.
Organizzando seminari insieme
SEDAS repository, meetings
Referral of some public enquiries to national Europe Direct centres.
Promotional activities
We are CDE, in my University there is edc.
We cooperated with the European Documentation Center University of Nicosia for the Fiesta of the Anti-Cancer Society on December the 5th. Children and Adults enjoying our game "Do you know Europe? Let's see!"
Seminar organized in November 2015 with the Europe Direct of Terni (Umbria)
"Meeting for teamwork
Collaboration network to send items and complete the database ""Archivo Digital España-UE"""
We organize joint events; our EDC provides trainees.
We collaborate with SEDAS Digital Archive. And with Europe Direct Alicante. And we are in direct communication with the network of EDC
Event information and exchange of publications
EDC meetings. Mail corrspondence with other EDC:s
"EDC Darmstadt is a member of the network ""Europainfo Hessen"". The network currently consists of nine Hessian institutions (e.g. all Hessian EDICs).
The network would like to increase the range of information and consultancy services on European matters by co-operation and use of synergetic effects. Cooperative projects such as events, an Internet presentation and the development of joint services are meant to extend the offerings at the clients' service.
The network services range from information and consultancy on the miscellaneous funding measures of the European Union, current developments on the European domestic market to EU legislation and public procurement."
SEDAS, etc.
We mainly cooperate with Europe Direct Information of Toledo (Castilla La Mancha)
Exchange information with EDICs, attend events by other organisations in the ED
Meeting with other networks
training
Technical Committee Repository: Digital Archive Spain European Union (SEDAS)
Training seminars, cours.
In the organization of the events
We have personal meeting and we exchanges information via emails.
"Co-organisation of events: ex. Avvio Sportello informativo ""CLE direzione EUROPA"" in Biblioteca Europea Gianni Merlini (Launch of an information desk in the University Campus at the European Library ""Gianni Merlini"" (for information on EU opportunities for studying/jobs/mobility/european traineeships and selection competitions):
http://iuse.it/cle-direzione-europa/"
"Cooperation and involvement in EDC events;
EDC cooperation and involvement in other ED networks events;
Providing them publications for the general public (through bulk orders on EU Bookshop or email)."
SEDAS
taking part to our events
By email, receiving e-newsletter
telephone, email
Changing best practices.

Europ direct: if informations about technical support on grants are requested from non-academic institutions or persons
we are making events together in the edc and otherwise
We present our Centre activity at the Europe Direct Centre's project "European Youth in action" and at the project Europe Day.
Attend regular meetings (twice a year) of WEDIC (Europe Direct Information Centres in Wales). I also provided EU information training to all UK EDICs in October 2015.
by exchanging publications and dialogues
Organised debates.
At an annual meeting, held by the comission.
attendented the EDC meeting in London and made contact with the Welsh EC contact.
We cooperate with Europe Direct Galati for developing the annual communication plan on European subjects.
common meeting, sharing knowledge, participation on different EC events in Budapest
We cooperate with other ED networks for the organization of our events.
Events in cooperation with Europe Direct Iasi
By organising events for general public
The EDC cooperated with local Eurodesk point and Europe Direct Antenna in organising the Europe day event.
A person from the general public asked information about EU matters in which Team Europe's colleagues are more qualified. Our Centre cooperated with Team Europe so as to give the best answer in the specific query.
Participation with other European Documentation Centers in the European Union Digital Archive (SEDAS)
we have a good relationship with the Europe Direct Information Centre in Bruges
"I held two lessons for the personal at ED Södertälje on how to use EurLex.
ED Södertälje and EDC Stockholm University have also helped each other to answer some questions from the public."
Events, seminars in collaboration with EDIC
Cooperation on communication events organisation with Europe Direct Information
Regional and national EDIC meetings
EDC participation in events organized by EDIC
By participating in the network project of the Italian Centers, the plenary meetings and using the intranet Italian Centers
A joint training seminar for Finnish ED networks
ordering of material ("Europa und du")
Specially with other catalan EDC, to share good practices and ideas to improve our services.
Loan services, Consultations
Participating in meetings and events, answering questions, etc
Exchange of information, sending patrons to appropriate EDIC
"AG Europapolitische Kommunikation Saarland
Taking part at events organised by the EDIC Saarbrücken"
We cooperated with EDICs in our region to promote our activities and events.
meetings, email, visits
With the EDC of Universitat of Valencia for the course "EU Careers". With 20 EDC in our Repository SEDAS, Spain-European Union Digital Archive, daily. SEDAS uncludes important documents in all formats – text, image, audio, video – about Spain and the European Union It also includes scientific and academic production generated by universities – mainly from Spain – relating to the European Union. You can see it here: http://repositori.uji.es/xmlui/handle/10234/25884 (please choose english version).
Our EDC cooperates on a regular basis with the Europe Direct Centre of the Municipality of Modena. In particular, in 2015 we co-organised the 4th edition of the Renzo Imbeni Summer School "The European Union as global actor" (more info available at http://www.comune.modena.it/summerschool/2015-edition-3?set_language=en&-C=).
Common events and articles
By interlibrary lending services
mainly with local EDIC
I had at the first time an encounter with the members of the "Europa in Hessen-Netzwerk"
Organization of the events within the 2015 EDC/ED Network project for the European year of development (workshop: 6-8/5/2015 + radio broadcasts in June; see: http://www.sba.unifi.it/CMpro-v-p-1429.html)
Joint events with EDIC
Through Email
Centro de Documentación Europea de Somosaguas. Universidad Complutense de Madrid. Facultad de Ciencias Económicas y Empresariales
As a memeber of Team Europe, I participate with this organisation
EDC of University of Sassari cooperates with ED Provincia di Sassari and EuroDesk Sassari to organize events on European Year for Development

organizing events and exhibitions
We organize 2-3 political discussions per year together with the EDIC in Berlin. As one of the discussion partners we try to get a Team Europe member.
Other EDC in the Croatia and other collegues from other country
"In our town there is also an EDIC with which our EDC cooperates. For example the EDIC sends persons to our EDC in the university library who need specific material on an academic level concerning EU related subjects.
On the national level I participated in a meeting of all ED networks where I could exchange information with members of other EDICs and Team Europe members."
collaboration for the organization of events
We change informations when we have questions in our daily work, and we usually meet on annual meetings.
Organised a public debate on TTIP
exchange of information and good practices, participation on seminars and annual meetings
Informal exchanges
I strictly cooperate with EDIC, for example we organised european lessons, workshops, EDC Open Day.
With the Europe Direct of the CCDR Algarve we cooperate annually in various initiatives to the general public; in 2015 we organized together three sessions of book promotion on European issues, with the presence of its authors.
List owner of Eurodoc and Eurotalk discussion lists. Supported other EDICs in provision of responses to queries, information about publications, referral of users to local source.
Providing bibliographies and EDC documentation to support events
The Team Europe from the Terceira Island has promoted an event in S. Miguel Island in which our ECD has colaborated.
Meetings
meetings, information abour training courses, etc
contacts with EDICS from Lower Austria (St. Poelten)

Annex VI — Training needs in 2016

The following table contains users' unedited answers to this question.

We need for training in: 2014/2020 programming EU funds, project presentations on EU funds, funding activities European Documentation Centers,eu projects dedicated to the European Documentation Centres.
Courses on keeping the EDCs relevant, using social media and how to benefit from being part of a network.
"–Eurostat
– Eurlex
– Priorities of Communication"
"A deep Eurostat and Eurobarometer Training for advanced queries
Find-eR
Eur-Lex expert search (please not the basics!)"
"Seraching and using free online databases on EU information,
Promotion,
Social media."
"political priorities (EU 2020, Climate/Environment, Citizen's (and Refugee's) rights)
presentation of EU institutions and bodies (Council of Ministers, Central Bank, EP,...)"
It is very useful to have training days directed specifically for the EDCs. The new features of the main databases, EUR-Lex, Eurostat, ECLAS, EU Bookshop etc. are always useful. A staff exchange programme between the EDCs in different EU countries might be a good way to disseminate the EDC information, to support the EDC librarians working alone, and to strengthen the EDC network.
Training in use of EUR-Lex and CURIA
"I would like to know more about the JRCs, their innovative databases like EMM, DG research, Cordis and Horizon 2020.
I would like to know more about the new aggregation apps like Flipboard and if they could be applied to EU information. we need to aggregate eu information streams by subject to allow for monitoring. I really need to know more about European Media Monitor
I need to explore methods of metricating EU publication use so that they are used on the same terms as other academic information.
more social media...but I despair of ever getting my head around it...."
"Training on the Single European market in view of the events that the EDCs will organize, as EDCs itlaian network project in 2016, with the support of the Representation in Italy of the European Commission.
Visits to some European institutions (Council of the European Union, European Central Bank, Economic and Social Committee, Committee of the Regions, EFSA...) to better understand how they work and what are the available documentary sources (print and online), useful for EDCs"
Public Relations
more training seminars for EDC managers and staff members from Europe
Seminars about new EU policy strategies, practical training on databases functionalities (Eurostat, Eur-lex etc) and best practices of social media comunications.
The training needs are: to know European policies, receive material by the European institutions and meet other edc to discuss the activities that are carried out.
Use of the EU information sources (e.g. Curia, Eur-lex, Eurostat, etc.)
"New Digital tools
Promote Social Media
EU Repositories"
EUR-LEX, EUROSTAT, ECLAS
Use of EU information sources (e.g. EUR-Lex); Use of social media; Cooperation with EU bookshop
Guidelines how to use the EU online resources – comparing experiences and best practices with other European collegues
We would like to have a "field manual" – good for our law students – so clear to explain clearly the organization of UE
Training on marketing and communications
advanced training events/seminars in EU documents and data search
Being in touch with other documentarys and participate in meetings
training on the use of European databases (Eur Lex)
"Technical training, such skill for explore and get the best information from european databases as EUROSTAT and other european sources from institutions, the european portal.
Have echange programmes (3 days oor a week) in european Libraries (Comission, Parliament, Europe College) to get

best practices on our librarian job"
"Library and e-resources Centre / Find-eR.
Europe Direct Intranet (overview, tools, features...)
Register of Documents by European Institutions (Search functions, advanced search, new developments).
European e-Justice Portal.
Presentation of Agencies/policy bodies, e.g. FRA, EIGE, EUROFOUND, CEDEFOP etc."
"- Open data
- Horizon
- law and legislation"
issues about the promotion of the EDC's
Webinars for expert use of general databases like Legislative Observatory, Eurlex, N-lex to provide for us the edge in knowledge and skills over our users.
EUROSTAT
"European Information Resources.
Update of Europa.eu and Eurlex.
Training about Eurostat"
Marketing of EDC, ways to obtain funds for the promotion of EDCs
"social networks,
eurlex"
training seminar, financial support
How to use/search EU information sources (e.g. Eurostat)
eurostat
"I would like to partecipate in meetings or seminars organized by the European Commission. Particulary: The EDC training 2016 at Bruxelles about European
YEAR 2016 and others events nationales organized by the Rappresentanza in Italia della Commissione Europea."
"Hilfe und Tipps, um EU-Dokumente zu recherchieren.
Ein besseres Kennenlernen der EU-Webseiten.
Wokshop zum Üben.
Best Practices"
New Eurlex, new tools
I would like online courses or seminars (e-learning) about EU services, preferably in Italian Language in order to better understand their content.
Social networks tools, European Union politics, Research oportunities (H2020), open Access, copy right
EUROSTAT, PROGRAMAS EUROPEOS PERIODO 2014-2020
I'm interested in the following topics: open-access, new technologies applied to libraries (APP, web 2.0)
we need better IT equipment.
digital collections; linked open data; ebooks
"Use of EU information sources (Eurostat, Eur-lex Legislative Observatory etc)
Presentations of other EU institutions and bodies (EP, Council of Ministers, European Council, Central Bank etc)."
"European Digital Single Market;
Integrate EU publications into local collection;
Use of social network to promote EDC activities;
Increase and improve relations with EDC host structures."
Information/trainining about online access to metadata of OP publications, access via customised export MARC21
professional use of social networks - information about trade agreement with USA
formazione periodica
Training. Financial support. Promotional material.
Social network
Eurostat
EUR-Lex, Find-eR and EUROSTAT
Subjects: migration, EU law, enlargement
"General political issues of the EU.
New document identifiers ECLI and ELI."
"open access in academic publications
eu budget"
handling and presentation ofe e-books!!

We need training concerning EU promotion activities and for realizing common projects.
Information on major new EU websites and databases – changes within EUROPA / EU Bookshop / EURLEX etc. Training on information about the EU from think tanks / academic organisations etc.
More training sessions and more meetings with other EDC representatives, for experience exchange.
organizing more workshops outside the country that we represent, working meetings with colleagues in the European
Use of EU Information sources
Meetings or seminars to EDC Reprezentation
Trainings on specific databases such as EUR-LEX, CURIA, European Parliament Observatory as well as on EU policies such as the ones offered by EIPA. It would be also interesting to compare the results of these databases with the most common used comercial database, like Westlaw and Hein, to see if they can offer more and how.
"EU Law
EU Institutions
Social media and information / communication about EU"
"Presentations of other EU institutions and bodies (EP, Council of Ministers, European Council, Central Bank....)
Internal organisation and procedures of the EU Commission"
Because I am new in post, my own training needs are to visit another EDC library and to become more familiar with the sources available and to find out how best to refresh the printed collection. I am also working on an action plan on how best to promote the collections/resources for 2016.
"Europe 2020, Regional policy, European Structural and Investments Funds"
use of social media
I received our programme plan for 2016. I am satisfied. I was glad to read about EDC training in june in Brussels and Budapest. These meeting give me much useful information I share it with colleges and users of library. Thank you for it.
EU 2020, Enlargement, Eastern Partnership, Horizon 2020 (and other), Employment, etc.
Use of EU Information Sources.
Presentation of the main information services/sources.
Use of EU Information sources (EUR-Lex)
Training on new developments in databases, publications, in the Libraries of the Institutions.
No specific needs
Learn how EDC plan to be more digital and hear about the results from PEWG.
Advanced training opportunities about EC priorities (especially in Justice and Migration), EC funds and EC information
Eurlex data bases
Trainings for EDC staff are desirable. We also need promotion and information materials for participants of events organized by EDC
We would need financial support to be able to promote from the EU
"1. Database training courses (more than only an overview): many databases have changed or could be interesting for EDC (new developments: ECLAS, EUR-Lex, Eurostat, Dorie etc.) 2. New developments on the EUROPA website and the EU institutions websites"
EDC Training Seminar
Training for specific databases and services.
"* Searching some EU databases at advanced level: Eurlex, Eurostat... Knowing where to find grants and other financial aids for University Researchers"
"MORE FORMATION AND ACESS TO THE BASES COMMUNITY, INSTITUTIONAL MARKETING"
"Use of EU Information sources (e.g. Eurostat, EUR-Lex, Legislative Observatory, etc.), Use of social media"
"Information about: > Different sources of financing, grants, research projects for universities > Financial resources of The European Union > Search in the catalog of the Library of the Court of Justice of the European Union > ECLAS : new discovery tool Find-eR"
Better premises for EDC Library and more money to make events for 2016
2015 was a difficult year for EDC Bacau due to lack of time I should dedicate to center. Countless problems that involve both EDC and the Library need more staff and more training seminars on specific issues regarding European Union activities and policies (the migration, the climate change, the budget, the social media platforms etc.). Local and regional meetings are welcome and useful.
New services and databases, new European policies, e.g. migration policy.
Update on new strategic EU initiatives and improving the ways we serve our target public
I welcomed the possibility of organizing webinars instead of private courses in Brussels, if it is possible.

"Again information literacy (how to use databases of the EU organisation)
How to organise perfect events / Flyers
Horizon 2020 for libraries
Cross-cultural competence, best practice workshop (That is my favorite) In this context it would be helpful, to offer edc manager the possibility of edc –exchange, perhaps for one week, to see how work edc in other countries."
Digital Single Market (copyright law); Historical Archives (organisation, documents available...)
It would be useful to participate in training covering up-dated review of EU information develoipments in the EU during previous year, or to have training in specific field such as eg. statistical sources, or sources relevant to a specific subject (eg. industrial relations, ECJ case law, environmental data bases, social policy, asylum and migration policy, etc.).
improve the use of register of documents of European Parliament and Council
More meetings or seminars in other EDC centres in member states countries of the EU. One meeting per year is not enough
"- EU Careers (EPSO) - Repositories and EU policy about Open Access - New documentation or documents"
"As in previus years
-annual meeting of EDC staff
-regular events with lectures on EU policy"
"How to use better the EU Bookshop,
Sharing examples of good practice of how to cooperate better (communication, promotion and services providen by EDC) with host structure departments."
In 2016 specific training events on the EU-US cooperation in trade/investments should be organized.
"Marketing tools for libraries
Quality management in Libraries relative to European standards
Innovative libraries for future generations"
La nueva página de ECLAS denominada Find-eR
"1. How to create reference services online?
2. How to create contents for the web (platforms, newsletters, blogs, social media, etc.)?
3. The CDE and social media: promotion of activities, increased visibility, virtual interaction with the user community, with other CDE and with members of other European networks, etc.;
4. Visit the historical archives of the European Union, managed by the European University Institute in Florence."
Exchanges with EDC's in our country or in other EU member states.
Promotion techniques; exchange of best practices concerning promotion; information retrieval; actual developments in EU key matters (migration; democratic development within EU; trade agreements)
Migration policies of the EU former and until now – a comparison
"Use of EU Information sources (e.g. Eurostat, EUR-Lex, Legislative Observatory, etc.)
Political priorities (EU 2020, Financial Crisis, Citizens' Rights, Environment, etc.)
Use of social media"
Digital single market; European legal sources; EU/USA commercial relationship
I need training seminar and other activities for 2016
Training on the theoretical and practical aspects of Social Media.
e-tutorial, webinars... concerning EU Information sources
Refugee Policy in European Union
En este año en que se cumple 30 años de la entrada de España en la UE, creemos especialmente oportuno intensificar la acción que desde el CDE está desarrollando en materia de información y de investigación. En concreto queremos hacer llegar a los medios universitarios y en general publicaciones sobre las actividades que se han hecho en estos últimos treinta años como u8n balance, y atraves de cursos de duración breve contando con algunos medios que nos proporciona la propia Representación de la Comisión Europea en España
Documentation and archives
Use of EU information sources; modern libraries/EDCs;
Our needs are more budget for organizing events, and specific training for center staff.
I hope EDC network to go on its important cooperation at International level and realise those improvements discussed in 2015 in Brussel. Al national level I hope to continue our good cooperation with Representation in Rome for EDC national project, because we have just planned it for 2016 focused on DIGITAL SINGLE MARKET
More publications and promotional material from UE
Financial support for the annual conference of all European Documentation Centres in Croatia.
Database DORIE
Promotional materials, collaboration with other collegues and EDC in the country and EU

Innovations and changes in the EU information sources (e.g. EUR-Lex, Eurostat). New developments concerning the priorities of the Juncker Commission
events in the field of regional development policy, public-private partnership, issues of migration, migration policy etc.
use of online information services/sources
OUR TRAINING NEEDS FOCUS ON HOW TO SEARCHAND RETRIEVE INFORMATION WITHIN EU WEBSITE SOURCES
Usage of EU information sources, especially new sources.
None
"Many EU publicationa, gadgets for competitions, meeting etc.
Help with organised one big event per year, like in the last years (debate ""Team Europe goes Oxford"", exhibition ""Strzał w dziesiątkę"")."
Migration and PESC
To keep up to date with EU developments/policies/information sources.
e.g. Personal Training in Special Databases (Webinar)
"To EDC team:
1- Where can we search UE documentation?
To EDC users: jobs, UE careers, international politics, economics, budgets, marketing"
"Training on making best use of EU Bookshop
Training/advice on what print publications are the most important and should be kept/archived
Training on the use of the EU databases"
"- Develop online training resources for finding EU case law and using EurLex
- Revamp my existing course ""European Union Research Resources: an introduction"""
"1. Social media (e.g. facebook) basic and advanced 2. Producing e-newsletters with open software 3. Writting for the Web 4. Evaluating online services"
Training in the use of social networks to disseminate European Information
The University of the Azores ECD would like to have local training courses on the ECDs activities and resources (for ECD staff, for students, teachers and researchers), as well as we would like to participate on training courses abroad.
Eurostat, Eurlex, aids
Uso de las redes sociales en el CDE
work with information sources EU, building repositories, digitization documents
Official documents research, legislative procedure
EU news update - improve EDC research skills