



European Documentation Centres

Annual Activity Report 2016



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Acronyms

ARL	Advanced Rapid Library
Cedefop	European Centre for the Development of Vocational Training
COBISS	Co-operative Online Bibliographic System & Services
CURIA	Court of Justice of the European Union
DDC	Dewey Decimal Classification
EASO	European Asylum Support Office
ED	Europe Direct
EDC	European Documentation Centre
EIGE	European Institute for Gender Equality
ESO	European Sources Online
Eurofound	European Foundation for the Improvement of Living and Working Conditions
FRA	European Union Agency for Fundamental Rights
LEMAC	Llista d'encapçalaments de matèria en català
OCLC	Online Computer Library Centre
OP	Publications Office of the European Union
OPAC	Online public access catalogue
VTLS	Virginia Tech Library Systems
YSA	Yleinen suomalainen asiasanasto

1. Introduction

This document reports on the activity of Europe Documentation Centre (EDC) members in 2016, and is based on their corresponding online survey input.

The online EDC activity survey was launched on 5 January 2017, and remained available on the Europe Direct (ED) intranet until 23 January 2017. During this period, two announcements were posted on the intranet and two notifications were also sent, encouraging users to provide feedback on the survey.

A total of 197 of the 430 EDC members responded to all questions. This year's response rate (46 %) was somewhat lower compared to last year's (57 %).

2. Executive summary

The largest percentage (36 %) of survey respondents' EDCs were located in a central library, and 23 % in a faculty/department library. 95 % of EDCs taking part in the survey were on premises accessible to the general public. Additionally, 92 % of them made their publications available to the general public, and 73 % made their computers available to the general public.

51 % of the respondents' EDCs were open more than 40 hours per week, with staff members being present between 20 and 40 hours in 74 % of total cases. Furthermore, the EDC logo was used in 84 % of respondents' EDCs, mainly for the purpose of signposting the EDC premises (62 %), but it was also used on the EDC websites (57 %).

The number of publications that respondents' EDCs loaned, accessed or downloaded in 2016 varied significantly: 26 % of respondents dealt with between 101 and 1 000 publications, while 25 % dealt with between 1 and 100 publications. In most cases (76 %), the EDC material was organised as a single collection, chiefly (90 %) available in open shelves, with EU material being separately identifiable in 86 % of cases.

Respondents used a wide variety of library management and indexing systems: Aleph and DDC were the most popular (respectively, 26 % and 22 % of respondents used these systems).

78 % of respondents' EDCs actively collected publications on EU issues in addition to the electronic and/or distributed printed publications issued by the Publications Office of the European Union (OP), with 64 % collecting both printed and electronic versions of these publications. Just over half the respondents (56 %) considered that they receive enough unsolicited publications from the OP. The most unwanted material received by respondents were flyers and leaflets.

In 97 % of the cases, respondents' EDCs received at least one publication from the OP following an explicit order or request from their part. The majority (86 %) of respondents wished to continue receiving unsolicited material, while 72 % were aware of the OP's opt-out email.

The overwhelming majority of respondents (97 %) informed their visitors that they can find, download and reuse electronic versions of EU publications directly from the EU Bookshop website — free of charge. Additionally, 88 % of respondents regularly informed users that the EU Bookshop website offers a printed copy per publication for free for the vast majority of its collection, if stocks are available. Furthermore, 55 % of respondents used their EU Bookshop privileged access to order large quantities of printed publications available in its bulk order catalogue, with most of them (95 %) doing this three times a month at most.

A large majority of respondents (87 %) made use of the EU Bookshop's free online services: the most popular service (79 %) was downloading publications and forwarding/copying the file to/for the user.

The large majority (88 %) of respondents' EDCs were satisfied (62 %) or very satisfied (26 %) with the services of the EU Bookshop. Suggestions for improvement included more free publications for the EDCs; updates on newly released publications; and the ability to order more items in bulk.

Furthermore, almost every respondent (94 %) made use of online information services/sources, with the European Sources Online (ESO) being used the most (59 %). The European Commission's Central Library services was used by 61 % of respondents, while 69 % of them used the online public access catalogue (OPAC) service offered by the OP.

Around one third (32 %) of respondents' EDCs had integrated a commercial discovery service into their library catalogue, with Primo/Primo Central (Ex Libris Group) being the most popular (38 %), closely followed by the EBSCO Discovery Service (37 %). Furthermore, 66 % of survey respondents received a newsletter from a European Commission service, with the OP newsletter being the most popular (57 %).

EDC users sought information mostly on economic and financial affairs (53 %), as well as on employment, social affairs and inclusion (49 %). The Commission priority that EDC users most frequently enquired about was justice and fundamental rights (53 %), followed by jobs, growth and investment (42 %) and migration (42 %).

Most EDCs taking part in the survey (69 %) organised between 1 and 10 teaching events or seminars for students, teachers and other university staff in 2016, while 56 % of them also organised at least 1 teaching event or seminar for the general public in the same period. The topic covered the most frequently during these events was European documentation and European websites (62 %).

A little more than half (51 %) of respondents' EDCs made use of social media, with Facebook being the channel preferred by most (43 %).

Respondents promoted their EDCs mainly (57 %) by promoting the EDC website or EDC web pages within the host structure, while others chose to disseminate EDC promotional materials to host structure departments (44 %). The large majority (87 %) of respondents' EDCs had a website or pages on the host structure's website, while 65 % of them also promoted the EDC via brochures, posters or newsletters.

The largest percentage (93 %) of respondents received queries on EU issues from the general public at least a few times a year (38 %).

More than half of the respondents' EDCs (58 %) cooperated with other ED networks (Europe Direct Information Centres and Team Europe members) in 2016. Joint meetings, events and seminars were the most common form of cooperation, with 31 % of the total respondents having organised or participated in at least one of these. A large majority of respondents (78 %) also participated in meetings or seminars organised by their European Commission Representation in 2016.

Around 62 % of survey respondents indicated what their training needs for 2017 were. The biggest percentage among them (22 %) would like to be trained on EU information sources, databases, websites and services, with the focus being on updates and changes in functionality of these sites. Social media and their use by EDCs came second (7 %), and Brexit (6 %) third.

3. Premises and staff

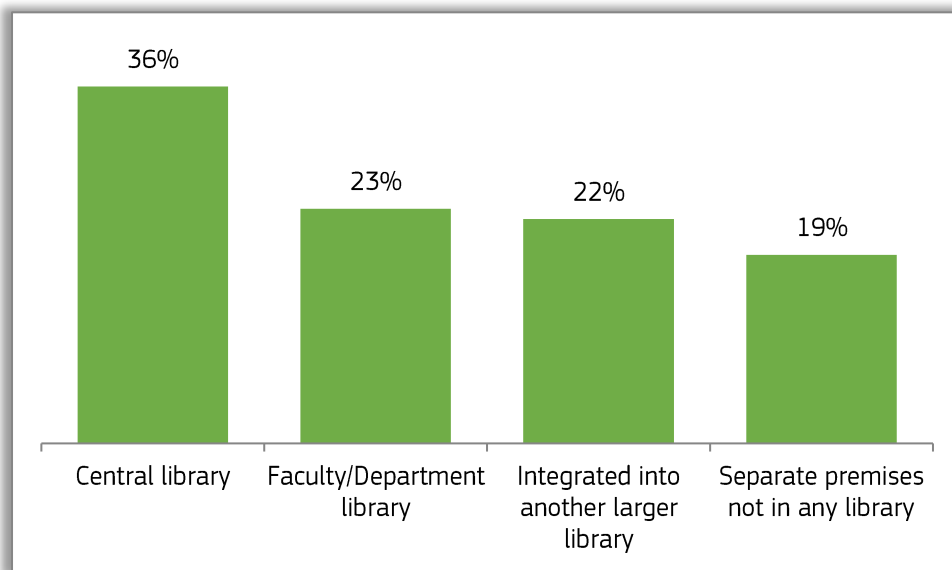


Figure 1: EDC locations

36 % of survey respondents' EDCs were located in a central library, and 23 % in a faculty/department library. 22 % of them were integrated into another larger library and 19 % were established in separate premises.

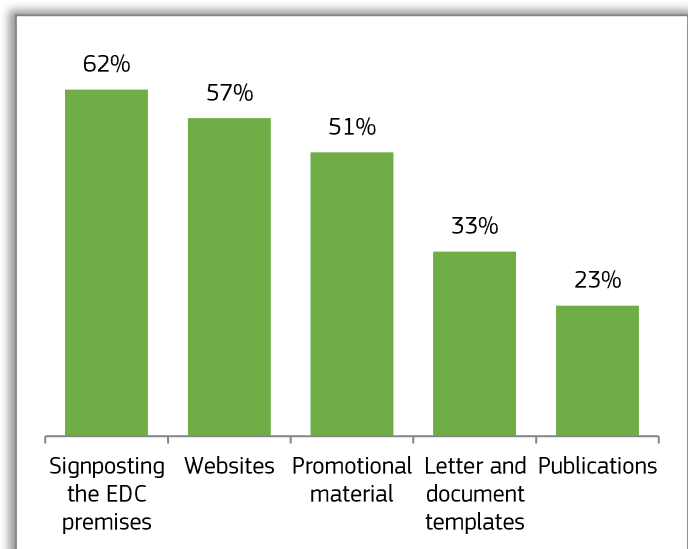
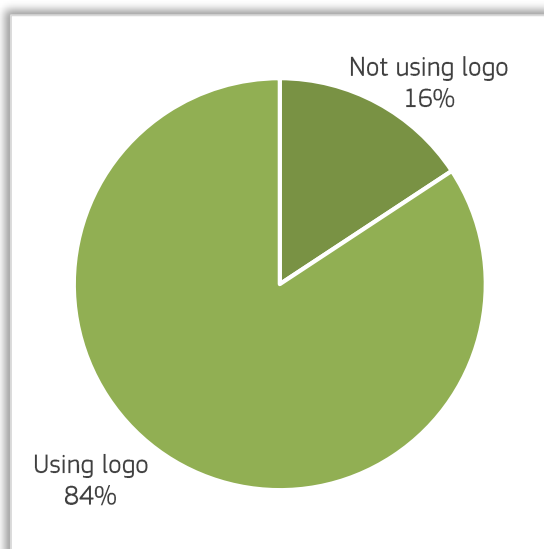


Figure 2: Use of the EDC logo

A large majority (84 %) of survey respondents used the EDC logo: 62 % for the purpose of signposting the EDC premises, 57 % on their websites, 51 % on their promotional material, 33 % on letter and document templates and 23 % in their publications.

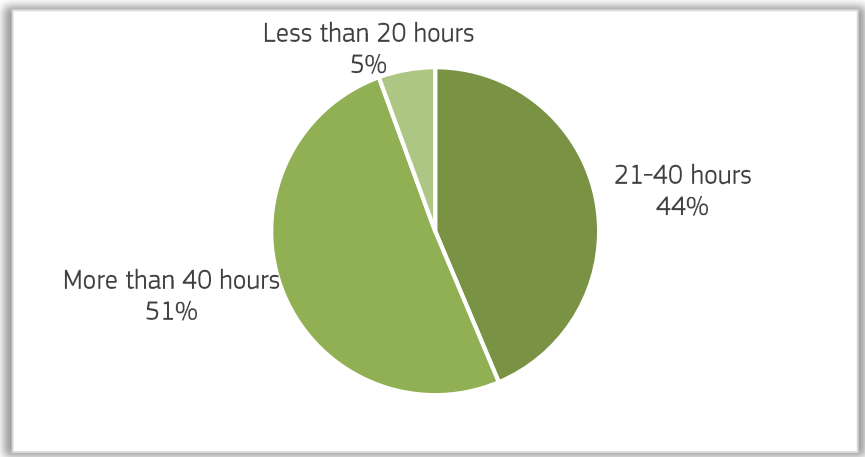


Figure 3: Number of hours per week the EDC was open

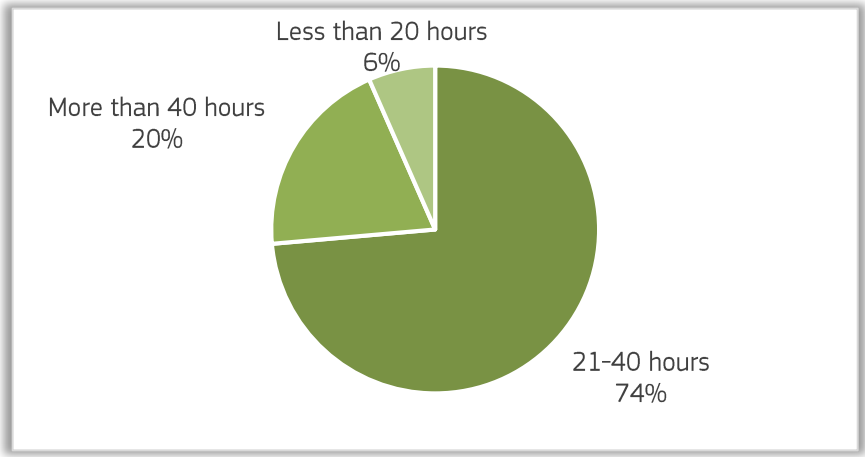


Figure 4: Number of hours per week EDC staff was present

Just over half of respondents' EDCs (51 %) were open more than 40 hours per week, while 44 % were open between 21 and 40 hours per week. In the large majority of EDCs (74 %), staff members were present more than 20 but less than 40 hours per week.

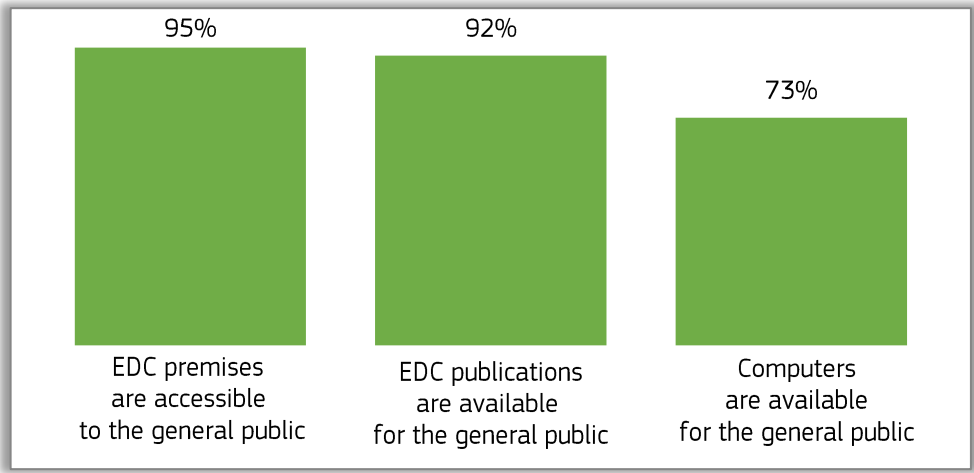


Figure 5: Accessibility to the general public

The large majority (95 %) of EDC premises were accessible to the general public. 92 % of them made their publications and 73 % their computers available to the general public.

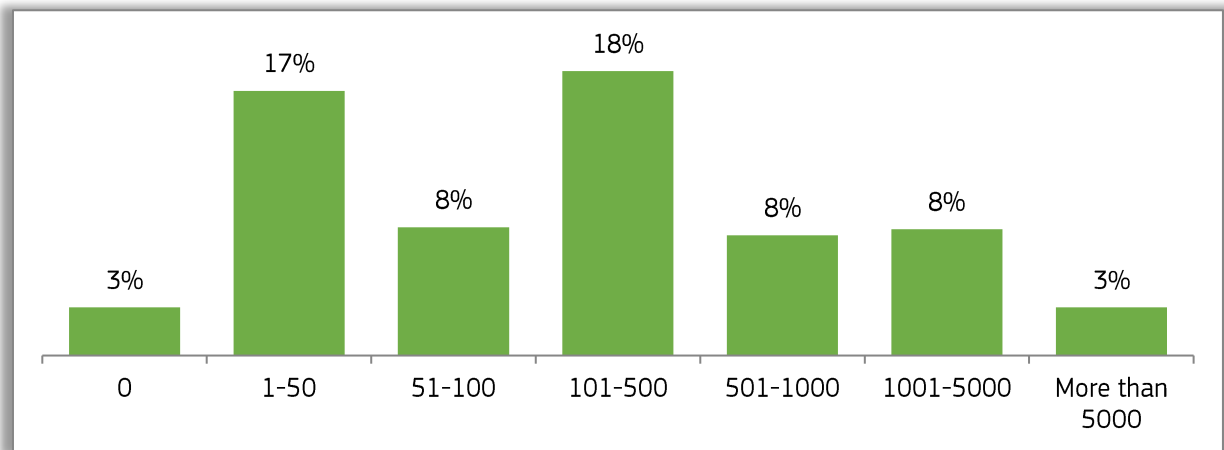


Figure 6: Number of EU-related books/publications loaned/accessed/downloaded by respondents' EDCs

26 % of respondents' EDCs loaned, accessed or downloaded between 101 and 1 000 publications during 2016; another 25 % dealt with between 1 and 100 publications.

4. Management of collections and documents

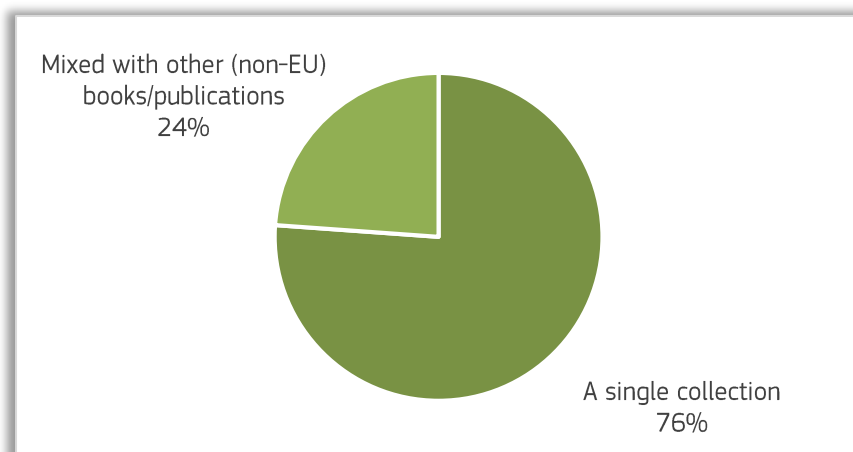


Figure 7: How EDC material was organised

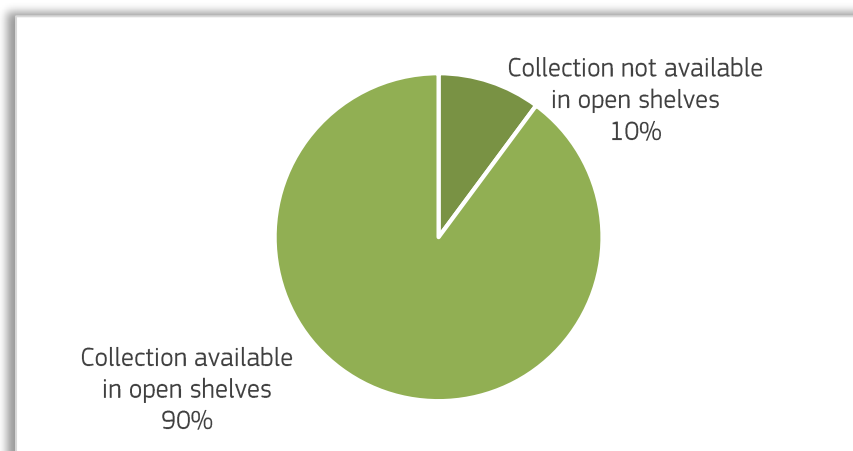


Figure 8: Availability of the collection on open shelves

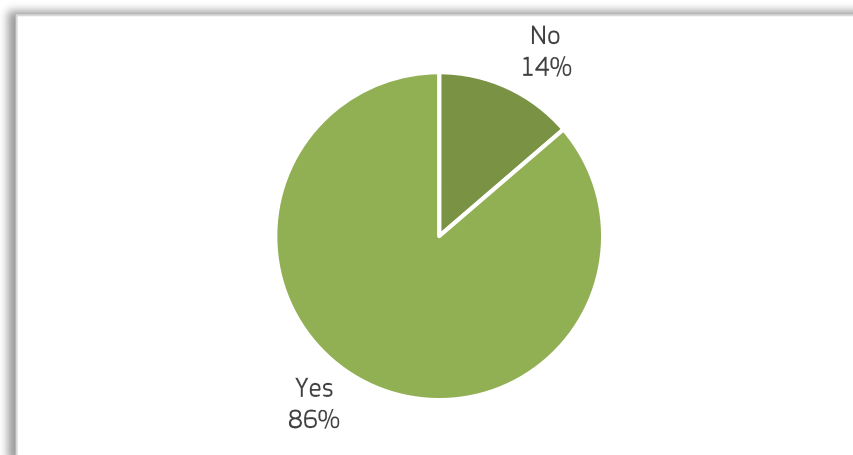


Figure 9: If integrated within the host structure’s catalogue, was EU material separately identifiable?

In most cases (76 %), the EDC material was organised as a single collection. 90 % of EDCs participating in the survey had their collection available on open shelves; for 86 % of them, the EU material was separately identifiable.

As regards library systems preferred by the respondents' EDCs, the largest percentage (26 %) used Aleph, while 5 % used a custom system/database, and 2 % did not use a library management system at all. Overall, a wide variety of 57 library management systems was mentioned; these are listed in Table 1.

Please note that percentage figures on the far right column of Table 1 and all other tables in the document are rounded to the nearest integer; also, respondents could provide more than one answer. For this reason, the percentage totals per table may not be 100 %.

Table 1: Library management systems used by respondents' EDCs

Library system	No of responses	% of total
Aleph	51	26 %
OPAC Sebina OpenLibrary	15	8 %
Millenium	12	6 %
Voyager	10	5 %
Own system/database	9	5 %
Absys	8	4 %
PICA	7	4 %
Koha	6	3 %
Primo integrated with Ex Libris Alma or Aleph	5	3 %
CDS/ISIS	4	2 %
Horizon	4	2 %
None	4	2 %
Sierra	4	2 %
SirsiDynix Symphony	4	2 %
Virtua/VTLS	4	2 %
AB 6	3	2 %
Alma	3	2 %
COBISS	3	2 %
HunTeka	3	2 %
Liberty	3	2 %
MS Access	3	2 %
Advanced Rapid Library (ARL)	2	1 %
AMICUS	2	1 %
Corvina	2	1 %
DocBase	2	1 %
Easycat	2	1 %

Library system	No of responses	% of total
Libero	2	1 %
ProLib	2	1 %
Worldshare Management Services (OCLC)	2	1 %
4th dimension	1	1 %
askSam	1	1 %
BIBLIObase	1	1 %
BIBLIOTHECAplus	1	1 %
DABIS	1	1 %
daVinci	1	1 %
DICE-CINDOC	1	1 %
E-lib	1	1 %
EOS	1	1 %
ErasmNet	1	1 %
Flora	1	1 %
GECA CNR	1	1 %
INNOPAC	1	1 %
KNOSYS	1	1 %
LBS4	1	1 %
LibriSuite	1	1 %
LISSS (Literature Search Support System)	1	1 %
Local Signature 251	1	1 %
Mak +	1	1 %
MySQL	1	1 %
Noe	1	1 %
Patron	1	1 %
Sebina	1	1 %
SOWA	1	1 %
Tinread	1	1 %
Virtua	1	1 %
V-Smart	1	1 %
WinIBW	1	1 %

The largest percentage of respondents' EDCs (22 %) used DDC as an indexing system, followed by some who used a thesaurus (17 %) and some who worked with their own system (16 %). A consolidated list of all indexing systems mentioned by survey respondents can be found in Table 2.

Table 2: Classification and indexing systems used by respondents' EDCs

System	No of responses	% of total
DDC	44	22 %
Thesaurus	34	17 %
Own classification/indexing system	31	16 %
UDC	18	9 %
Eurovoc	16	8 %
Classification of the Local Representation, Publications Office, DGX or other EU classification	16	8 %
Subject headings classification	8	4 %
Dewey and Rameau	5	3 %
ECLAS	4	2 %
MARC21	4	2 %
OPOCE	4	2 %
CDU	3	2 %
Regensburger Verbundklassifikation	3	2 %
Thematic	3	2 %

System	No of responses	% of total
Alphabetical order	2	1 %
KABA	2	1 %
LC	2	1 %
LCSH	2	1 %
RSWK	2	1 %
AACR2	1	1 %
Basisklassifikation (BK)	1	1 %
By call number	1	1 %
By institution	1	1 %
By ISBN	1	1 %
By keyword	1	1 %
Cardiff EDC Unique	1	1 %
CDEs	1	1 %
Classification of Tampere University library	1	1 %
Classification of the Library of Klagenfurt	1	1 %
Cutter	1	1 %
FINTO	1	1 %
HBZ-Systematik	1	1 %
Indexing: Hungarian Translation of Library of Congress Headings	1	1 %
Indexing: YSA https://finto.fi/ysa/fi/	1	1 %
inventory numbers	1	1 %
Local system based on Eurovoc	1	1 %
Mannheimer Systematik	1	1 %
OP Classification system	1	1 %
PICA Basic Classification	1	1 %
SAB	1	1 %
Sistema de clasificación de la Antigua Dirección General X	1	1 %
Soggettario italiano	1	1 %
Special classification for reference material	1	1 %
Systematik für Bibliotheken (for public libraries)	1	1 %

3 % of the respondents further specified which thesaurus system they used; their answers are listed in Table 3, with each answer given by one respondent.

Table 3: Thesaurus systems specified by some respondents

BNCF Thesaurus
Finnish thesaurus YSA
Complutense Library Thesaurus
European Thesaurus for book collocation
Thesaurus LEMAC (Heading list of subjects in Catalan)
Thesaurus of the Dutch Union Catalogue
Thesaurus Sbn of Florence

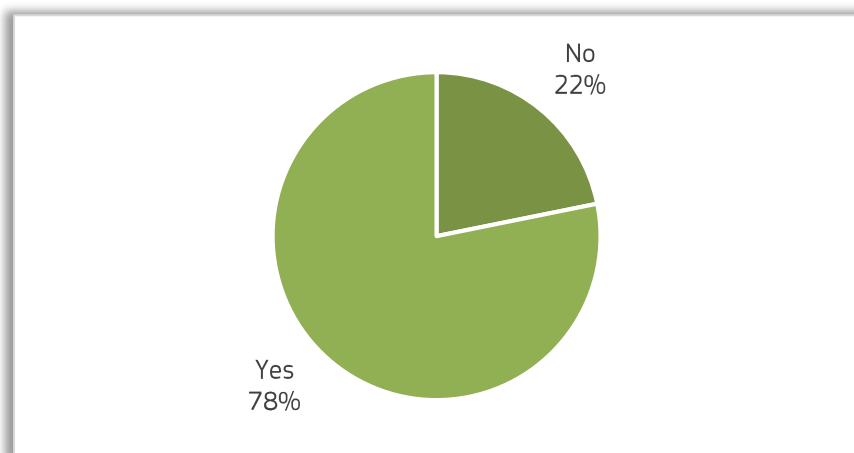


Figure 10: Was the EDC actively collecting publications on EU issues in addition to the OP electronic and/or distributed printed publications?

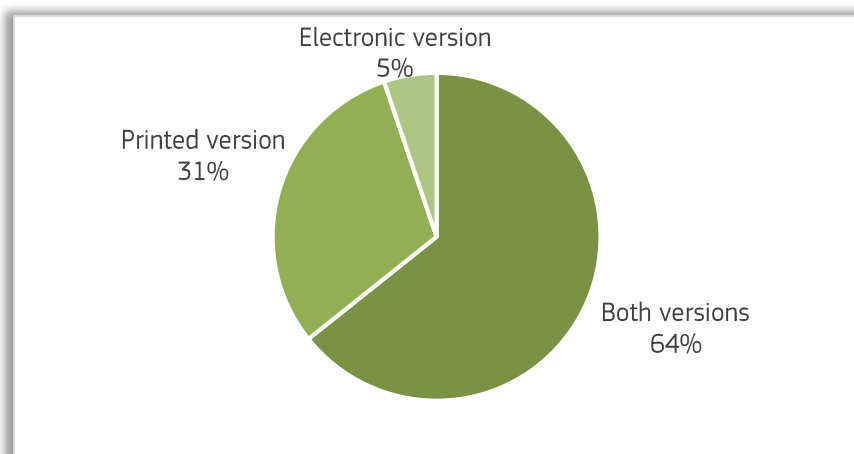


Figure 11: Collection of publications on EU issues

78 % of respondents' EDCs actively collected publications on EU issues, in addition to electronic and/or distributed printed publications issued by the OP. Among them, the majority (64 %) collected both printed and electronic versions of these publications, 31 % only printed ones and 5 % just the electronic version.

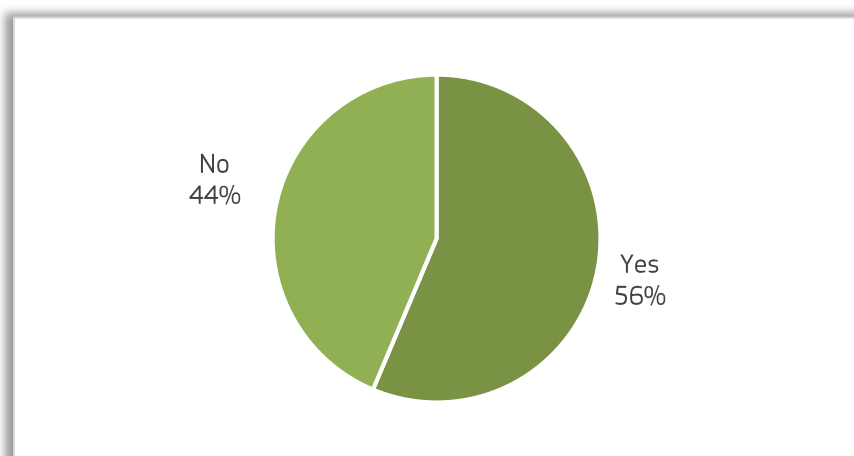


Figure 12: With regard to the automatic (unsolicited) printed distribution from the OP, did respondents consider they receive enough publications?

A little more than half (56 %) of respondents considered that they received enough unsolicited publications from the OP in 2016.

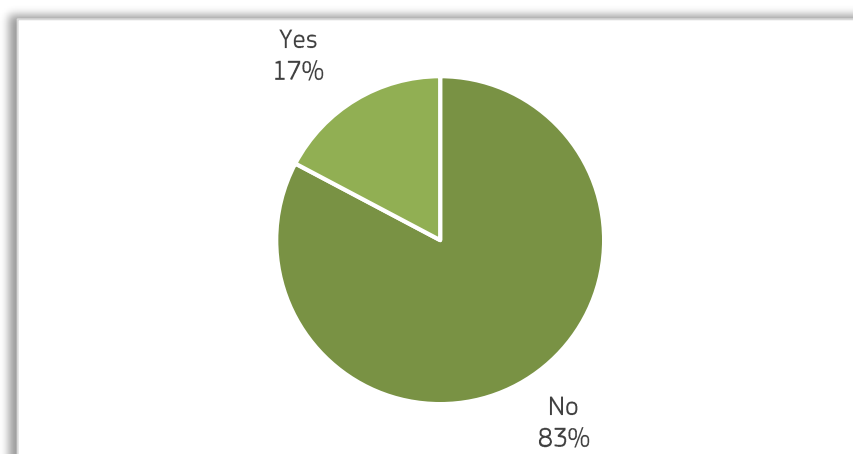


Figure 13: Did respondents' EDCs consider they received printed publications from the OP that they did not need?

Only a minority (17 %) of respondents considered that they receive printed publications from the OP that they did not need. Flyers and leaflets were the materials most mentioned as being unwanted among these respondents (4 % of the total), followed by brochures (3 %) and the research*eu magazine (3 %). The publications which respondents indicated that they do not need are listed in Table 4.

Table 4: Printed publication that respondents' EDCs receive from the OP but they do not need

Publication	No of responses	% of total
Flyers/Leaflets	8	4 %
Brochures	6	3 %
research*eu magazine	6	3 %
Postcards	4	2 %
Eurofound news	3	2 %
Publications for children	3	2 %
ECDC evidence brief	2	1 %
Horizon magazine	2	1 %
Agriculture	1	1 %
Clean air. What's in it for you?	1	1 %
Energy	1	1 %
EU reference scenario 2016	1	1 %
European economy	1	1 %
European statistics on cities	1	1 %
Eurostat compact guides	1	1 %
Fisheries	1	1 %
Forestry	1	1 %
Foundation Focus	1	1 %
Grüne Produkte und Dienstleistungen	1	1 %
Information sheet on chemicals	1	1 %
Institutional Annual Reports	1	1 %
L'ambiente per gli europei	1	1 %
Le sostanze chimiche : perché ci riguardano?	1	1 %
Let's Explore Europe	1	1 %
Panorama	1	1 %
Posters	1	1 %
Pre-exposure prophylaxis in Europe	1	1 %
Printed version of publications that are available online	1	1 %
Publications not relevant to university users	1	1 %
Publications that are online are not available in printed version	1	1 %

Publication	No of responses	% of total
Road safety 2015 : how is your country doing	1	1 %
Sozial Agenda	1	1 %
Statistical Pocketbook 2016 'EU Transport in Figures'	1	1 %
Thematic report : continuum of HIV	1	1 %
Un suolo sano : perché ti riguarda?	1	1 %

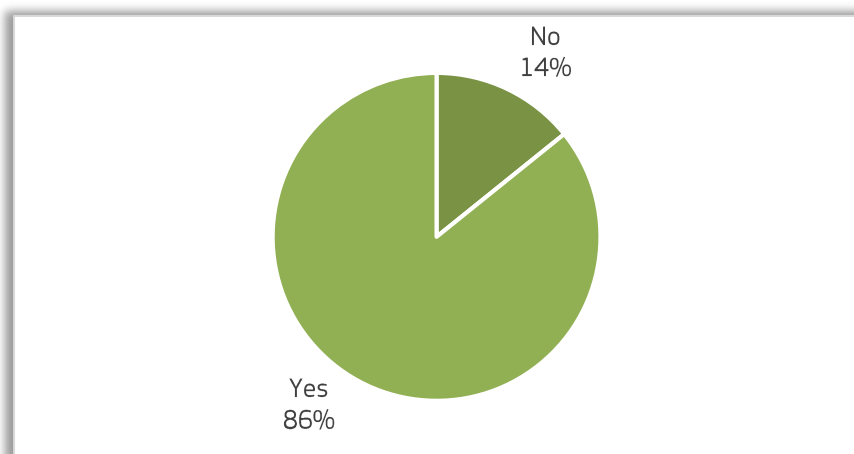


Figure 14: Did respondents wish to continue receiving printed publications they had not requested?

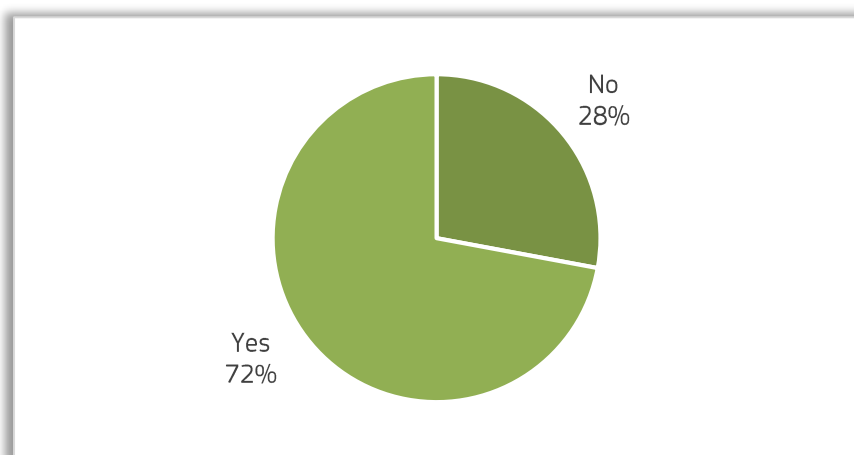


Figure 15: Were respondents aware that by simply sending an email to OP-RELAIS@publications.europa.eu they could refuse all unsolicited publications?

The majority (86 %) of respondents wished to continue receiving unsolicited material, while 72 % were aware of the OP's opt-out email. 53 % of the survey respondents who did not wish to receive unsolicited material anymore were not aware of this option.

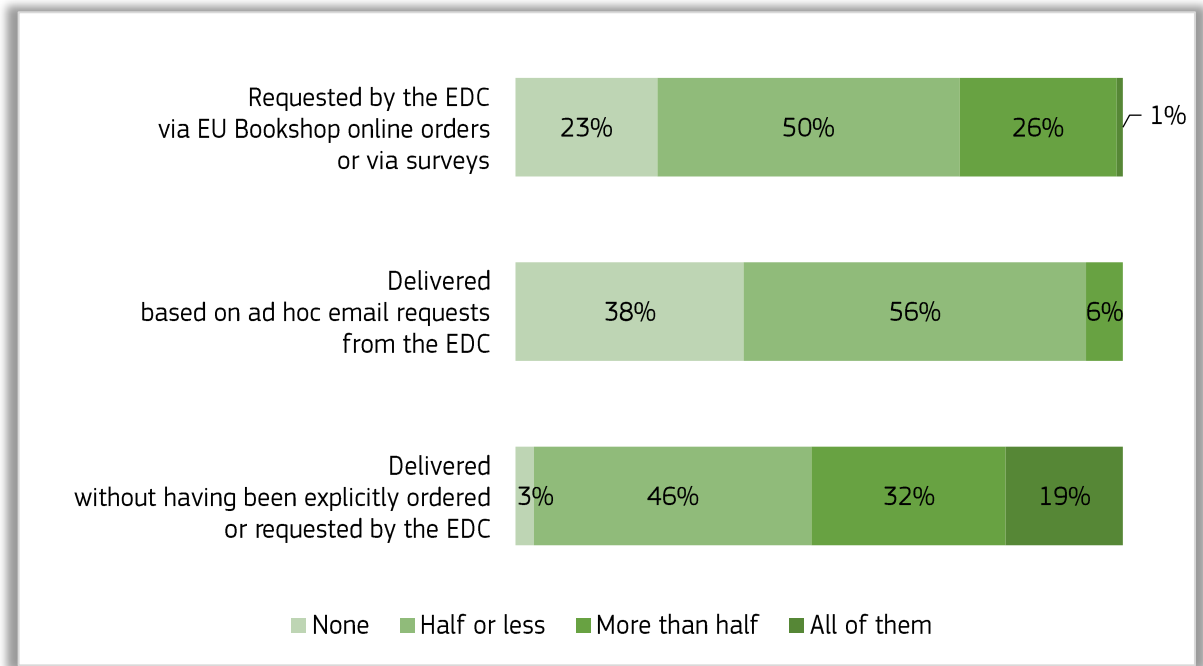


Figure 16: Share of publications received from the OP per request method

In 97 % of the cases, respondents' EDCs received at least one publication from the OP following an explicit order or request from their part. 62 % of them (also) received at least one publication based on ad hoc email request and 77 % at least one publication via EU Bookshop online orders or surveys.

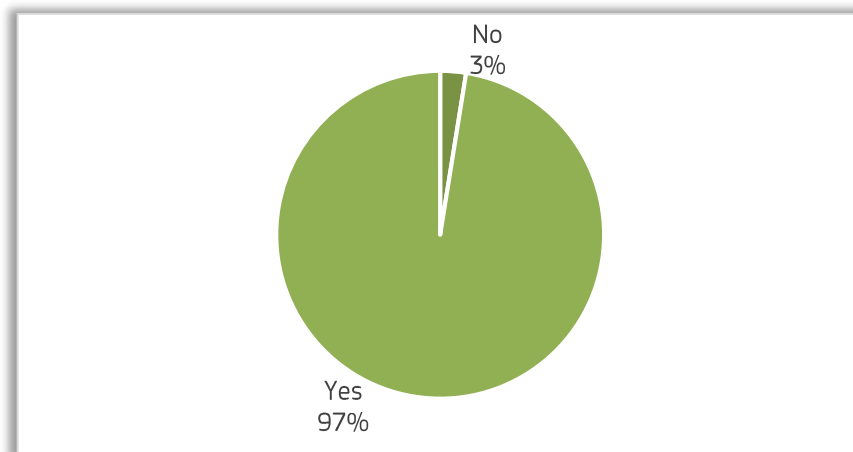


Figure 17: Did respondents' EDCs tell their visitors that they could find, download and reuse the electronic versions of EU publications directly from the EU Bookshop website?

The overwhelming majority of respondents' EDCs (97 %) informed their visitors that they can find, download and reuse the electronic versions of EU publications directly from the EU Bookshop website, free of charge.

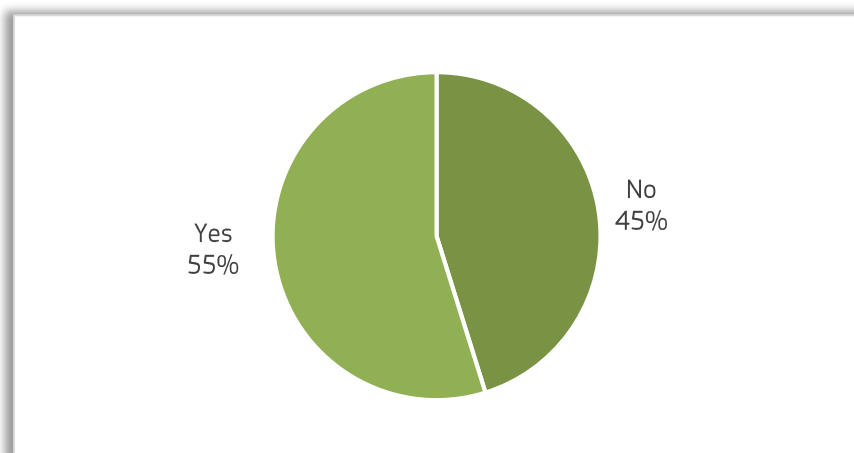


Figure 18: Did respondents' EDCs use their EU Bookshop privileged access to order large quantities of printed publications available in its bulk order catalogue?

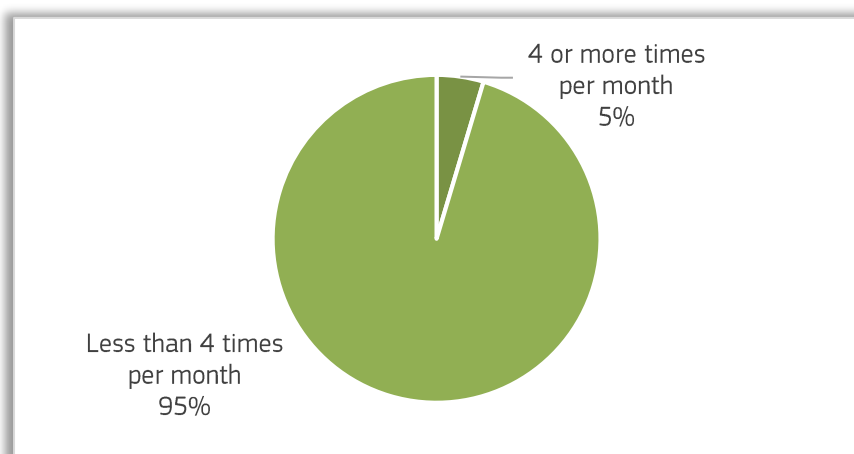


Figure 19: How often did respondents' EDCs use their EU Bookshop privileged access to order large quantities of printed publications available in its bulk order catalogue?

Just over half (55 %) of respondents used their EU Bookshop privileged access to order large quantities of printed publications available in its bulk order catalogue. Of these, the overwhelming majority (95 %) did so less than four times a month.

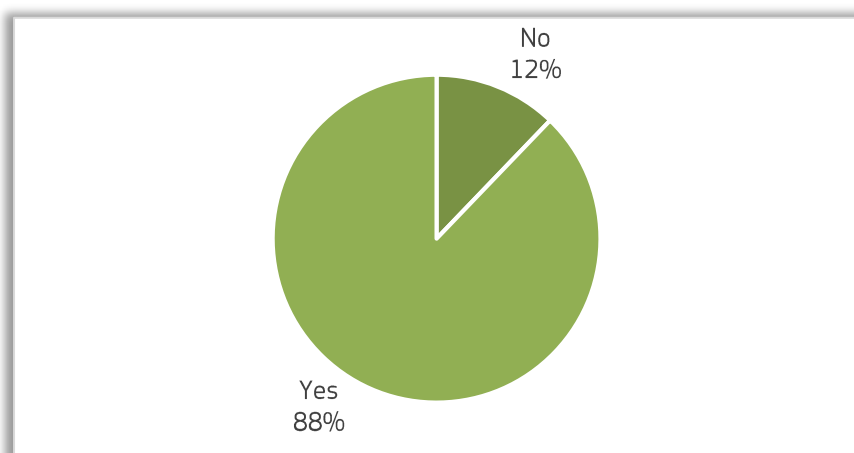


Figure 20: Did respondents inform users that the EU Bookshop website allowed individuals to order online a printed copy per publication for free?

The majority of respondents' EDCs (88 %) regularly informed users that the EU Bookshop website allows individuals to order online a printed copy per publication for free for the vast majority of its collection, if stocks are available.

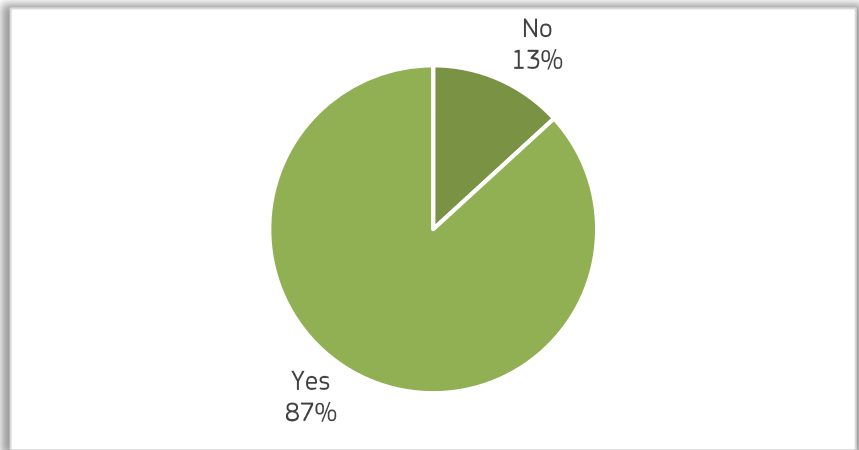


Figure 21: Did respondents use the EU Bookshop's free online services?

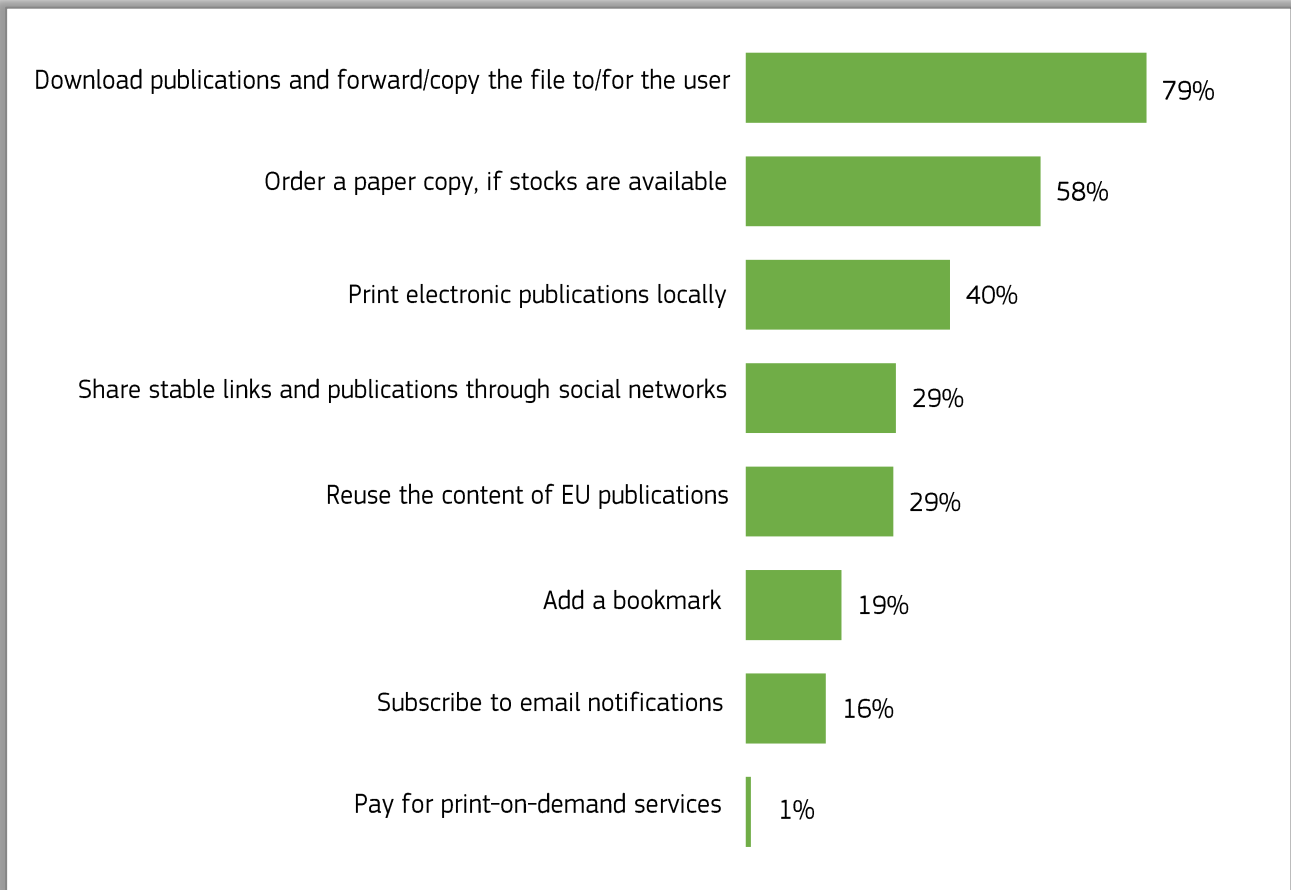


Figure 22: Which EU Bookshop services did respondents' EDCs use to address the needs of their users?

The large majority of respondents (87 %) made use of the EU Bookshop's free online services. Downloading publications and forwarding/copying the file to/for the user was the most popular service, carried out by 79 % of the respondents' EDCs. Ordering a paper copy follows, at 58 %. Paying for print-on-demand services scores very low, with only 1 % of respondents' EDCs making use of this service.



Figure 23: Level of satisfaction with the services provided by EU Bookshop for respondents' EDCs

The majority (88 %) of respondents' EDCs were satisfied (62 %) or very satisfied (26 %) with the services of the EU Bookshop. Additionally, 40 % of respondents provided comments on or proposals for the electronic and printed distribution services of the OP.

A divide between the need for printed vs the need for electronic material was evident in users' comments, as shown below.

'I think most small leaflet-type materials are unnecessary to send to us. You could make them available as downloads and we'd print them as needed ourselves or order them if they seem relevant.'

'I would like to more print publications.'

Even though, in this context, 4 % of the total respondents opted for more printed material, and 2% for purely electronic versions, it is not possible to determine a 'winning' preference: it appears that this is highly dependent on the specific EDC's needs. As a rule of thumb, respondents' comments indicate that printed material was favoured among academic/research students and was also needed for distribution in events, classrooms, etc.

As for the remaining comments and proposals for the EU Bookshop, the relatively biggest percentage of respondents (5 % of the total) indicated that they could not always afford to pay for publications and that they would therefore like more publications to be made freely available to them. The second and third most mentioned suggestions (as per 3 % of the total respondents for each) are that EDCs be provided with information on newly available publications, and that they be permitted to order more items in bulk. A consolidated list of users' comments is provided in Table 5, while a full list of all comments and proposals for the EU Bookshop services is included in Annex I.

Table 5: Comments or proposals on the OP electronic and printed distribution services

Comment	No of responses	% of total
Increase the number of free publications for EDCs	9	5 %
Provide an overview of available newly issued publications on the website or as a search option or per e-mail; eventually per language	6	3 %
Bulk orders are not always possible for the categories or specific titles of interest. Some are needed for i.e. events	6	3 %
More titles needed in local language	5	3 %
Many interesting publications (also recent material) are out of stock	5	3 %
Stop sending material outside the themes of interest of the target group of the EDCs (i.e. material aimed for the general public when the EDC serves mainly students)	2	1 %
Cooperate with the Online Computer Library Centre (OCLC) to integrate the catalogue in the knowledge base of Worldcat	1	1 %
DOI links not always working; this should be fixed	1	1 %
Make it possible to search for free material	1	1 %
Make the EU Bookshop search more user-friendly for the general public	1	1 %
More posters, also for EDC promotion, are needed	1	1 %
More Publications about Education, libraries and Open Access are needed	1	1 %

Comment	No of responses	% of total
Not all EDCs have access to a credit card; this payment option is thus limiting	1	1 %
Obsolete, out-of-date publications	1	1 %
Packaging could be more efficient (now one package per item)	1	1 %
More publications about politics, environment and sea, ultra-peripheral regions are needed	1	1 %
More publications in the fields of commerce, marketing, hospitality, catering and tourism are needed	1	1 %

Additionally, one respondent used the opportunity to highlight the way their EDC has integrated the EU Bookshop catalogue into their system.

'We've uploaded the catalogue records into the library catalogue so students get their links from there in the same way as they get all their information. Members of the public see the bookstore as a shop, not a free distribution, so I have to explain, once they understand, that it is more than a shop. They are able to help themselves. I get them to explore the issuing department's website so they have context and the bookshop so they have distribution. It seems to work.'

Finally, two respondents mentioned the positive experience they had with the EU Bookshop services.

'Usually we find whatever we need. Thanks.'

'[The services provided by the EU Bookshop for EDCs] are prompt and cover the EDC's needs.'

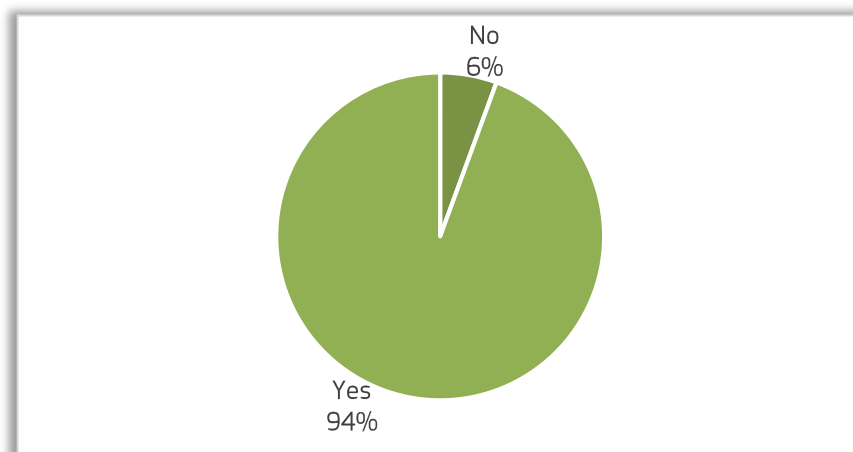


Figure 24: Did respondents use online information services/sources?

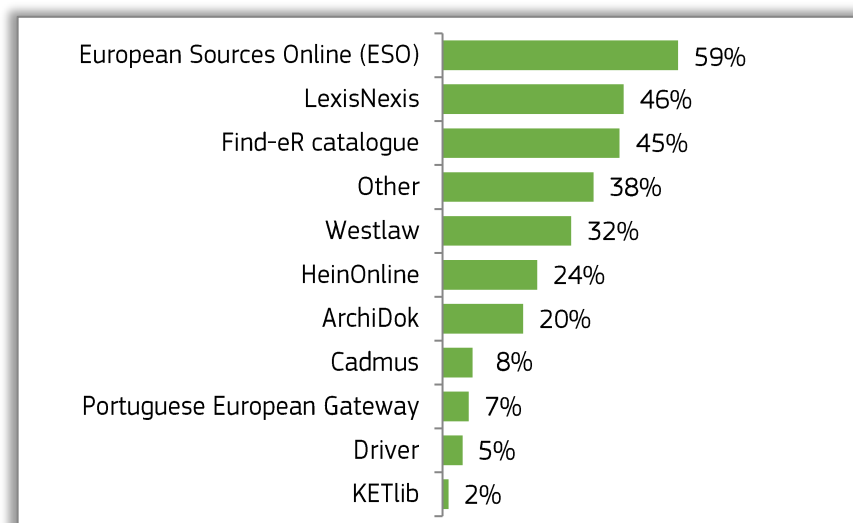


Figure 25: Online information services/sources used by respondents' EDCs

The large majority (94 %) of respondents made use of online information services/sources, with ESO used by the largest percentage of respondents (59%). LexisNexis and the Find-eR catalogue follow with 46% and 45 % respectively.

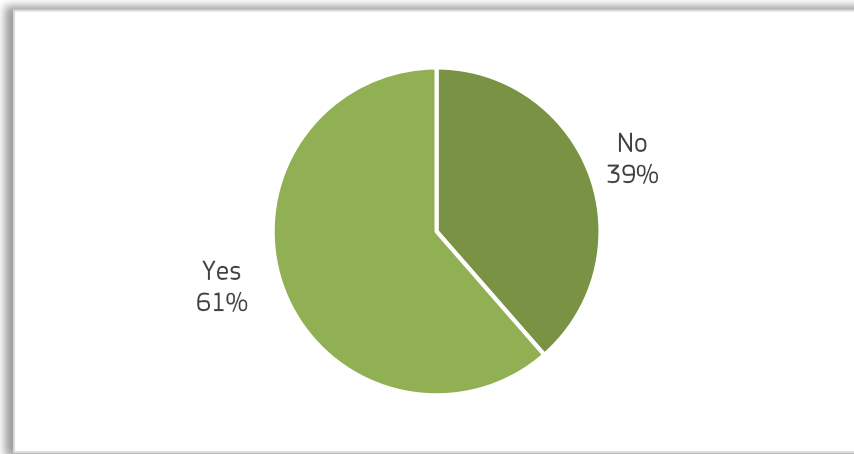


Figure 26: Did respondents use the European Commission's Central Library services?

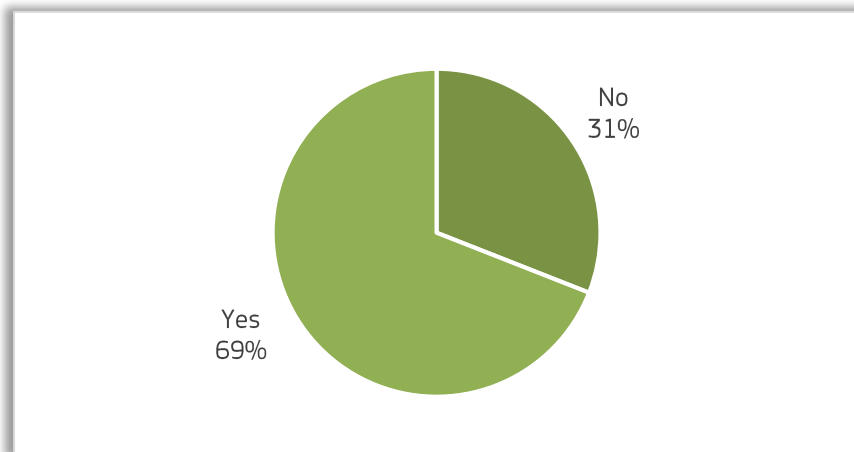


Figure 27: Did respondents use the online public access catalogue service offered by the OP?

The majority (61 %) of respondents used the European Commission's Central Library services, while 69 % used the OPAC service offered by the OP (<http://opac.publications.europa.eu>).

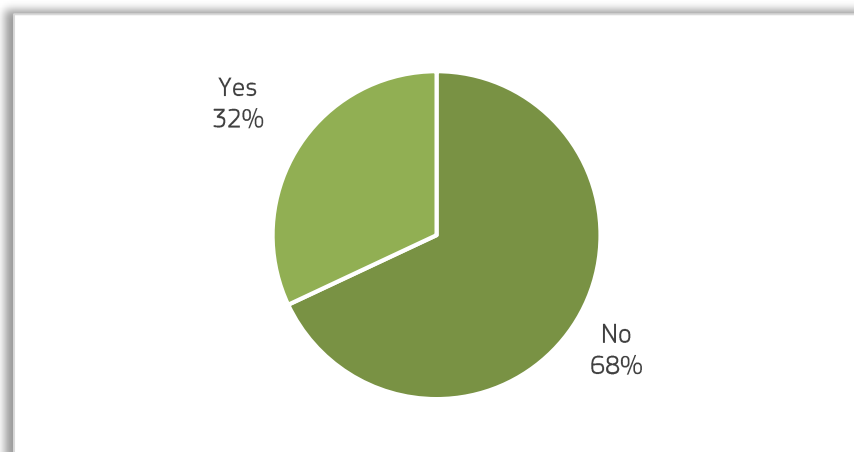


Figure 28: Have respondents integrated a commercial discovery service into their library catalogue?

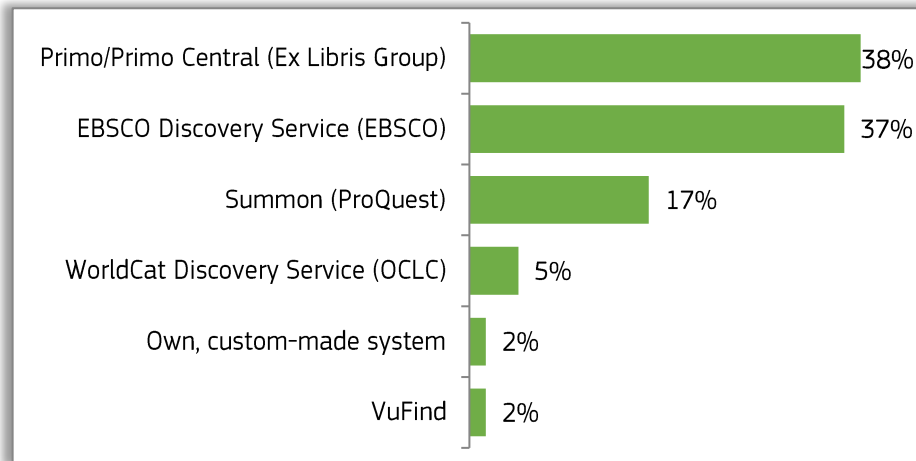


Figure 29: Discovery services integrated by respondents' EDCs into their library catalogue

Around one third (32 %) of respondents' EDCs have integrated a commercial discovery service into their library catalogue, with Primo/Primo Central (Ex Libris Group) being the most popular (38 %), closely followed by the EBSCO Discovery Service (37 %).

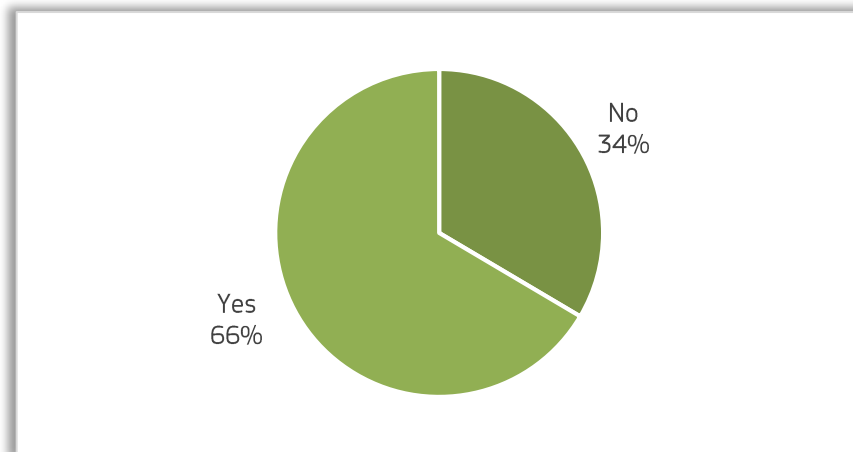


Figure 30: Did respondents receive a newsletter from a European Commission service?

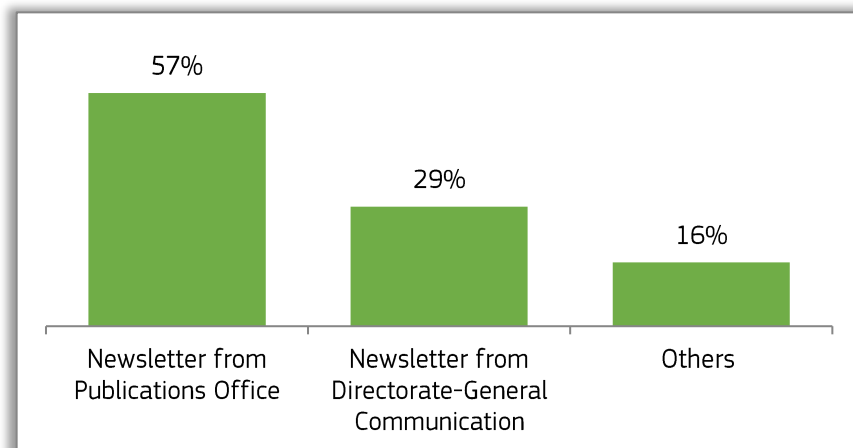


Figure 31: European Commission newsletters received by respondents' EDCs

The largest percentage (66 %) of respondents' EDCs received a newsletter from a European Commission service. Of these, most (57 % of total) received a newsletter from the OP, and 29 % from the Directorate-General of Communication.

16 % of respondents received a newsletter other than those already mentioned; their consolidated answers are listed in Table 6.

Table 6: Other newsletters received by the respondents' EDCs

Newsletter	No of responses	% of total
EUR-Lex Newsletter	3	2 %
Eurofound news	3	2 %
Jacques Delors Institute	3	2 %
Robert Schuman Foundation	3	2 %
EurActiv	2	1 %
European Council	2	1 %
Horizon Magazine — DG Research and Innovation	2	1 %
EIPA	1	1 %
Environment for Europeans	1	1 %
EP Magazine	1	1 %
ESO/EDC Cardiff	1	1 %
EU Commission Press Release Office Newsletter	1	1 %
European Court of Auditors	1	1 %
European Environment Agency Newsletter	1	1 %
European Institute of Public Administration	1	1 %
European Parliament	1	1 %
Eurydice newsletter (EACEA)	1	1 %
Newsletter of the European Commission Representation in Italy	1	1 %
Lifelong Learning Platform	1	1 %
Martens Centre	1	1 %
Social Europe	1	1 %
Social Policy Agenda	1	1 %
Studio Europa	1	1 %

5. Studies/research assistance

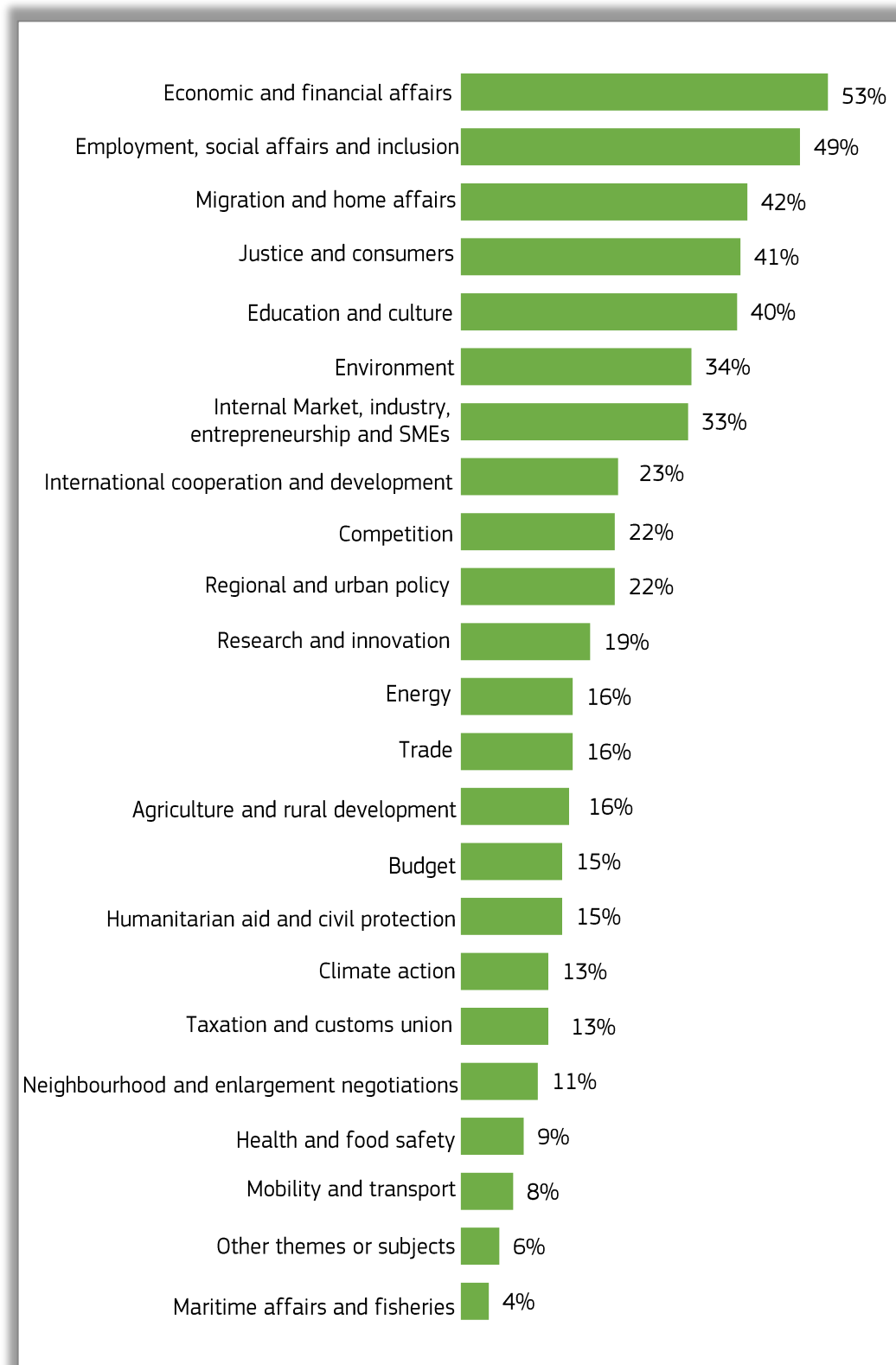


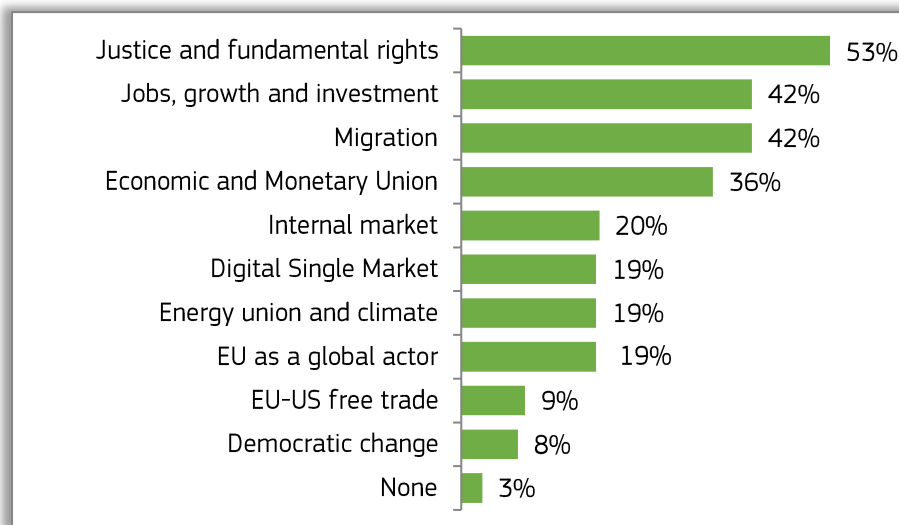
Figure 32: Areas in which users of the respondents' EDCs most commonly sought information

Economic and financial affairs is the area in which most EDC users (53 %) sought information, followed by employment, social affairs and inclusion (49 %). EDC users least inquired about maritime affairs and fisheries.

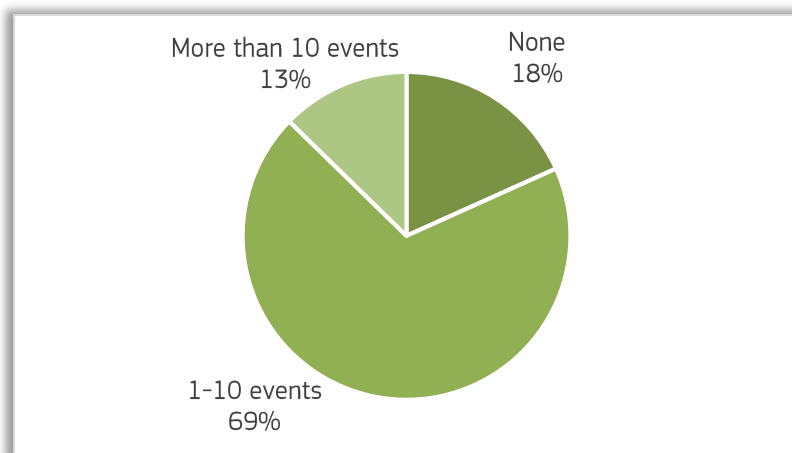
6 % of survey respondents mentioned other areas in which EDC users seek information, with EU law being the one mentioned most (by 4 % of the total respondents). A consolidated list of these other areas can be found in Table 7.

Table 7: Other areas in which EDC users seek information

Area	No of responses	% of total
EU law	7	4 %
Institutional affairs	2	1 %
Common foreign and security policy	1	1 %
EU funding opportunities (programmes, grants and possible projects)	1	1 %
EU institutions	1	1 %
European and international security	1	1 %
European Court of Justice	1	1 %
European statistics	1	1 %
External relations	1	1 %
Freedom, security and justice	1	1 %
Fundamental rights	1	1 %
Home affairs and justice	1	1 %

**Figure 33: The political priorities of the European Commission on which EDC users most frequently asked for information**

EDC users most frequently requested information on the European Commission priority of justice and fundamental rights (53 %); this was followed by jobs, growth and investment (42 %) and migration (42 %). Free trade between the EU and the United States, as well as democratic change, were the two priorities which EDC users inquired about the least (9 % and 8 % respectively).

**Figure 34: Number of teaching events or seminars that respondents' EDCs organised for students, teachers and other university staff**

Most respondents' EDCs (69%) organised at least 1 and up to 10 teaching events or seminars for students, teachers and other university staff in 2016.

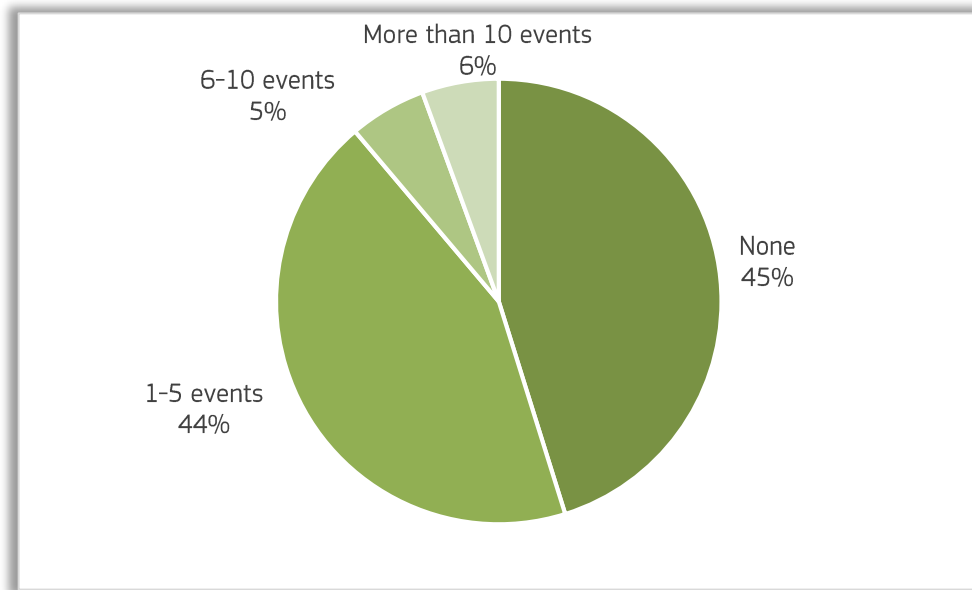


Figure 35: Number of teaching events or seminars that the respondents' EDCs organised for the general public

The majority of respondents' EDCs (55%) have organised at least one teaching event or seminar for the general public in 2016.

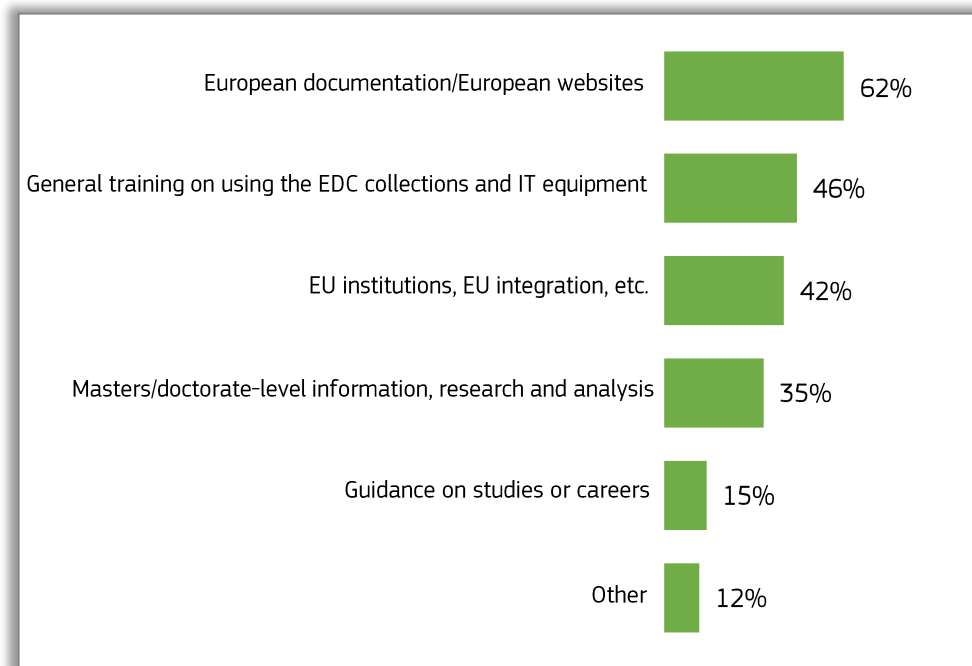


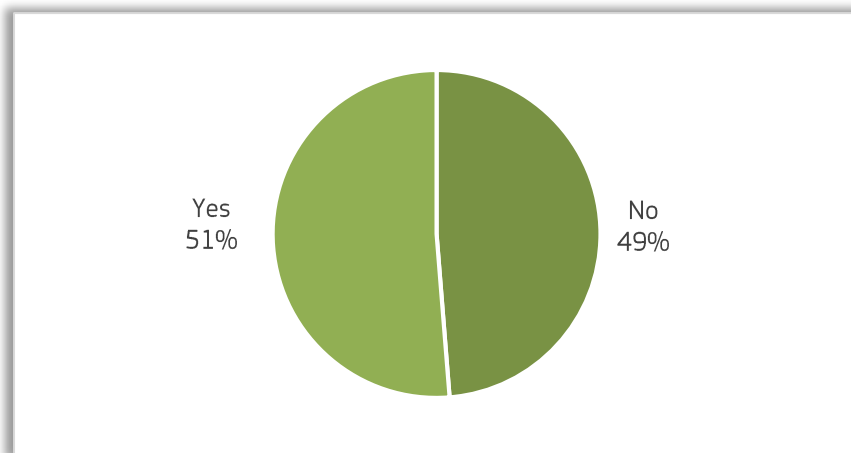
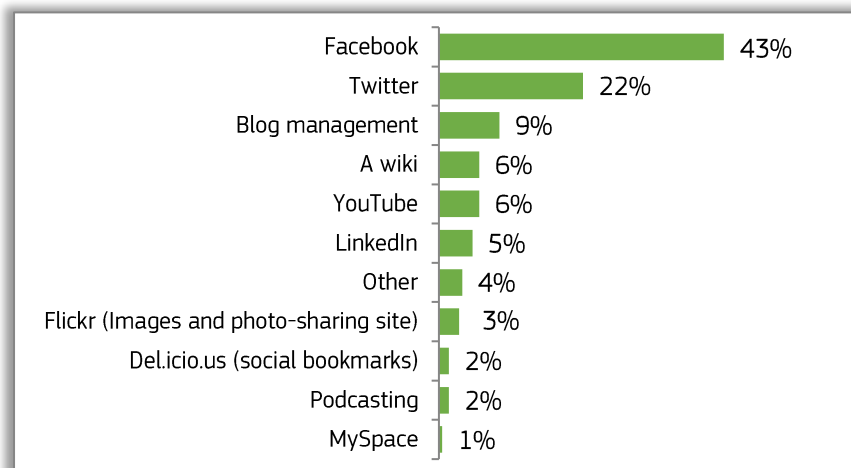
Figure 36: Type of content covered during training courses or events organised by respondents' EDCs

In the training courses or events that they organised during 2016, most respondents' EDCs (62%) focused on European documentation and European websites; guidance on studies and careers was the topic covered the least (15%) in that year.

Moreover, 12% of respondents indicated that their EDC covered another type of content during the training courses or events they organised in 2016. Their answers are listed in Table 8.

Table 8: Other type of content covered during training courses or events organised by respondents' EDCs

Topic	No of responses	% of total
European Digital Single Market	2	1 %
ERA conferences and seminars	1	1 %
ERA training on European law for legal practitioners	1	1 %
EU at a glance	1	1 %
EU law	1	1 %
EU resources online and services offered by EDC	1	1 %
European and international security	1	1 %
European Commission priorities	1	1 %
European languages	1	1 %
European projects and programmes	1	1 %
Exhibition about Spain-EU (www.españa-ue-yyavan30.eu)	1	1 %
Health issues and different opportunities for retired people	1	1 %
How students can use Internet in a safer way	1	1 %
International collaborative law	1	1 %
International human rights	1	1 %
Job opportunities within the EU	1	1 %
Management of European projects	1	1 %
Sources and databases	1	1 %

**Figure 37: Did the respondents' EDCs use social media?****Figure 38: Social media channels which respondents' EDCs followed and/or contributed to**

A little more than half (51 %) of respondents' EDCs used social media, with Facebook being the social media channel most of them (43 %) followed and/or contributed to. Del.icio.us, Myspace and podcasting scored the least in this sense. Also, 4 % of survey respondents indicated having used other online channels than the options provided in the survey. Their consolidated answers are listed in Table 9.

Table 9: Other online channels which the respondents' EDCs follow and/or contribute to

Online channel	No of responses	% of total
Pinterest	3	2 %
Netvibes	2	1 %
Feedly	1	1 %
Instagram	1	1 %
SlideShare	1	1 %
University website	1	1 %

6. Promotion and networking

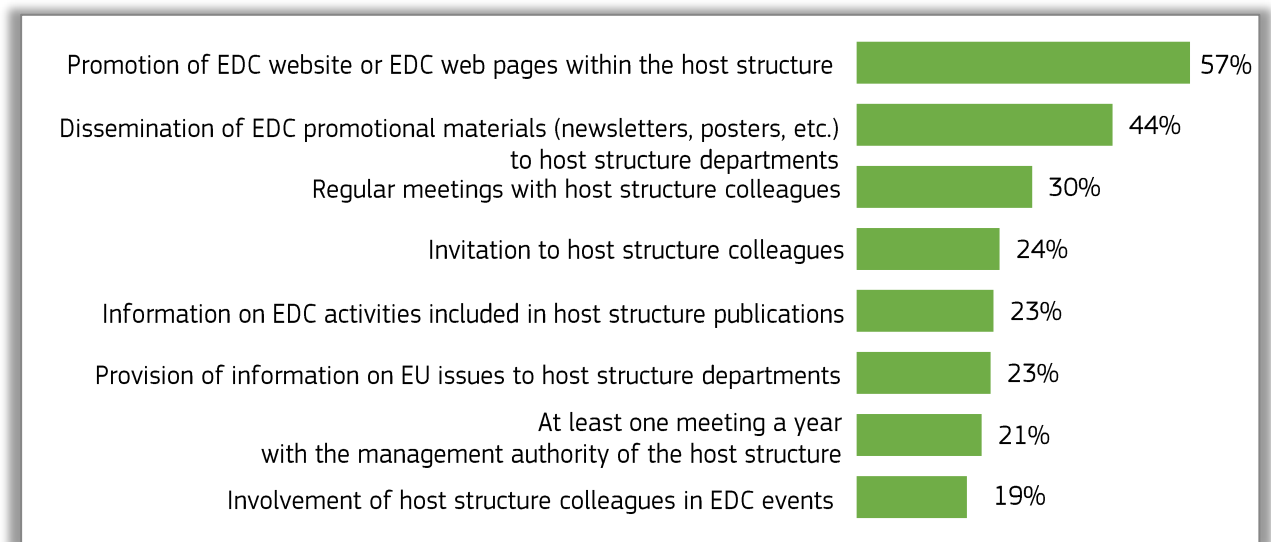


Figure 39: How did respondents promote their EDC within the host structure, city/region?

Promotion of the EDC website or the EDC web pages within the host structure was the most popular way (57 %) for respondents to promote their EDCs. The dissemination of EDC promotional materials to host structure departments follows (44 %).

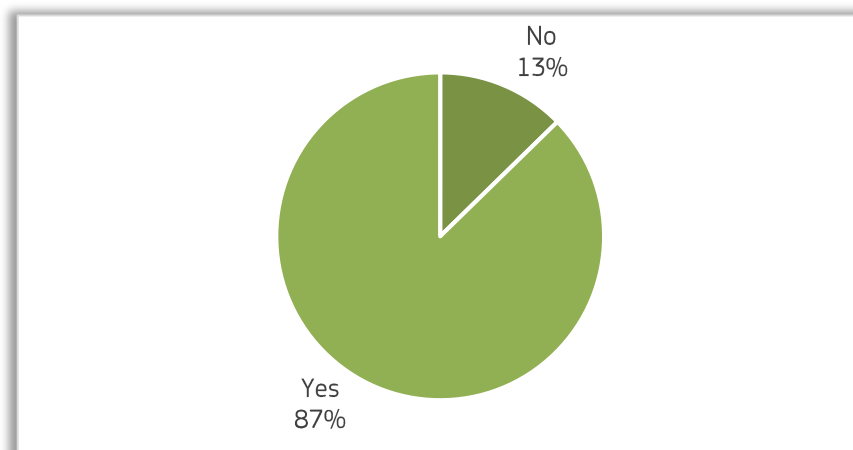


Figure 40: Did respondents' EDCs have a website or pages on the host structure's website?

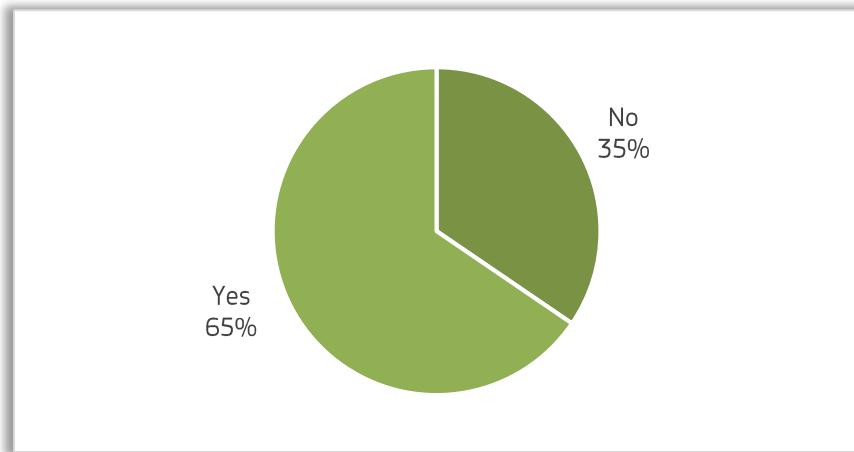


Figure 41: Did respondents promote the EDC via brochures/posters/newsletters?

A large majority (87 %) of the respondents' EDCs had a website or pages on the host structure's website. 65 % of the respondents' EDCs also promoted the EDC via brochures, posters or newsletters.

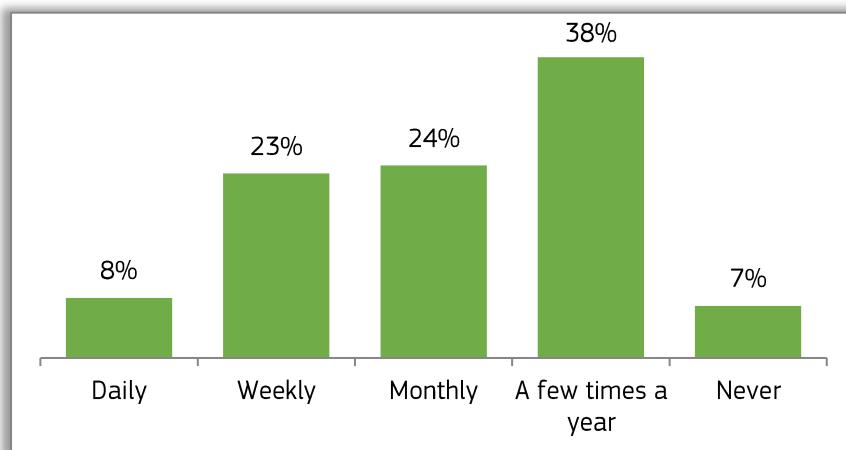


Figure 42: How frequently have respondents' EDCs received queries on EU issues from the general public?

The largest percentage (38 %) of respondents' EDCs received queries on EU issues from the general public a few times a year.

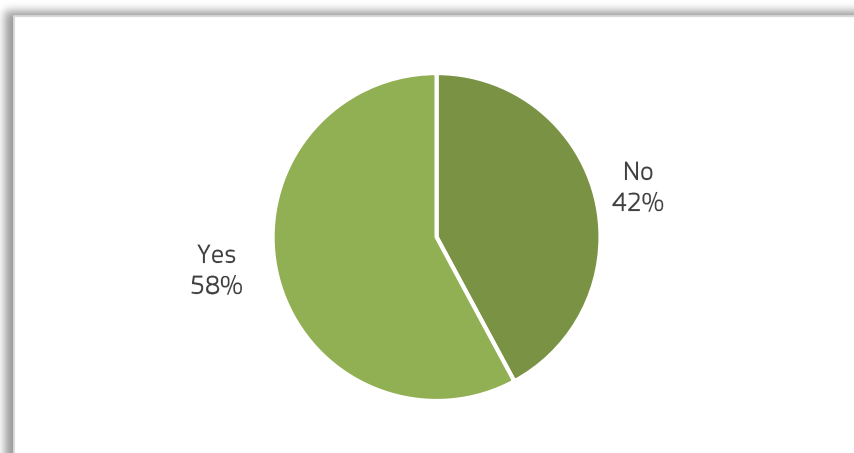


Figure 43: Did the respondents' EDC cooperate with other ED networks (Europe Direct Information Centres, Team Europe members)?

More than half (58 %) of respondents' EDCs cooperated with other ED networks (Europe Direct Information Centres and Team Europe members) in 2016. Joint meetings, events and seminars were the most common form of cooperation, with 31 % of the total respondents having organised or participated in at least one of these.

Table 10 lists how EDCs cooperated with other ED networks, as mentioned by survey respondents. A complete list of all the answers provided for this section is included in Annex II: it features a wide and impressive range of events and other initiatives organised by the respondents' EDCs. Since these cannot be adequately represented here, the reader may benefit from reading this annex.

Table 10: Means of cooperating with other ED networks

Means of cooperating with other ED networks	No of responses	% of total
Organising/participating in joint event(s)/seminar(s)/meeting(s)	62	31 %
Participation with other EDC(s) in the Spain — European Union Digital Archive (SEDAS)	4	2 %
Sharing/exchanging publications; interlibrary loans	4	2 %
Exchange of information	3	2 %
Forwarding of requests	3	2 %
Informal exchanges	3	2 %
Joint projects	3	2 %
Operating as part of a (broader) network	2	1 %
Producing joint publication	1	1 %
Participation in local working group	1	1 %
Partnerships	1	1 %
Promoting events of other EDCs	1	1 %

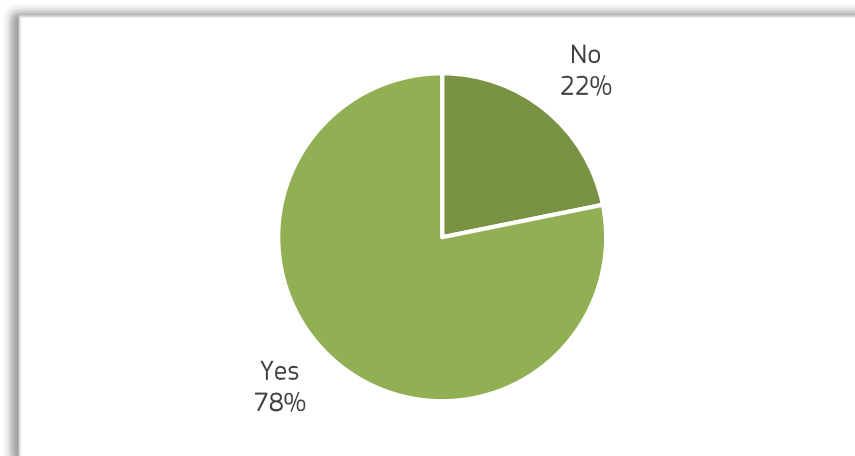


Figure 44: Did the respondents participate in meetings or seminars organised by their European Commission Representation?

A large majority (78 %) of respondents participated in meetings or seminars organised by their European Commission Representation in 2016.

7. Training seminars in 2017

Around 62 % of survey respondents indicated their training needs for 2017. Their processed and consolidated answers are listed in Table 11. The biggest percentage of EDC members among them (22 % of the total) opted for training on EU information sources, databases and services. The concept of 'update' is found frequently among these requests (in 6 % of the total), indicating that respondents would like to be informed of the changes these services undergo. The same applies for the Europa and other EU websites, with 2 % of respondents electing to be informed of related updates.

Social media and their use by EDCs was the second most mentioned training need, (7 % of total respondents), with another respondent indicating a broader interest in new technologies, such as apps. In addition to the above, Brexit is the third most mentioned topic, with 6 % of respondents commenting on it.

Table 11: Respondents' training needs for 2017

Training need	No of responses	% of total
EU information sources, databases and services (CURIA, EUR-Lex, Eurostat, etc.)	44	22 %
Social media	14	7 %
Brexit	11	6 %
New developments in the information services provided by the European Commission, e.g. EUR-Lex, Eurostat or Open Data Service; updates of EU-Bookshop; changes in access to documentation	11	6 %
10 priorities of the European Commission	5	3 %
Immigration	4	2 %
New developments on Europa website and other EU websites	4	2 %
Copyright and related rights	3	2 %
EDC training seminar	3	2 %
EU policy	3	2 %
Future of the EU	3	2 %
New strategic EU initiatives	3	2 %
Open Access	3	2 %
Open data	3	2 %
Use of online information sources	3	2 %
Best practices	2	1 %
Cohesion policy	2	1 %
EDC advocacy in the library and host structure (university)	2	1 %
EU English	2	1 %
EU institutions and bodies	2	1 %
FIN-DER	2	1 %
'Hot' EU-related topics	2	1 %
Migration and refugee crisis	2	1 %
National meeting and national events organised by the local European Commission Representation	2	2 %
Open science	2	1 %
Organising of events	2	1 %
Presentations of other EU institutions, agencies and bodies (i.e. European Parliament, Council of Ministers, European Council, Central Bank, FRA, EIGE, EUROFOUND, CEDEFOP, EASO)	2	1 %
Producing web content (newsletters, blog, social media)	2	1 %
Promoting the EDC	2	1 %
PublicAccess.eu, the pilot project launched in 2015 by the EP	2	1 %
Webinars on the use of EU databases and information sources	2	1 %
60th Anniversary of the Rome Treaties	1	1 %
A central help portal, with tutorials on different databases/sites/procedures, etc.	1	1 %
Actions of the European Union Policy in 2017 on Environment, Migration and External Policy	1	1 %
Annual meeting of the EDC staff	1	1 %
Best information sources on processes and communication	1	1 %
Cataloguing and indexing of EU publications	1	1 %
Court of Justice of the European Union	1	1 %

Training need	No of responses	% of total
Creating online reference services	1	1 %
Data protection	1	1 %
Digital Single Market	1	1 %
Eastern Partnership	1	1 %
ECLI, ELI and EU Legislation process of the EU	1	1 %
EDC meetings	1	1 %
Effective management	1	1 %
Efficient information searching	1	1 %
Employment	1	1 %
Energy and Environment policy	1	1 %
Enlargement	1	1 %
ESI funds	1	1 %
EU 2020	1	1 %
EU funds	1	1 %
EU law for non-lawyers	1	1 %
EU promotional activities	1	1 %
EU themes	1	1 %
Europe Direct intranet	1	1 %
European business environment	1	1 %
European Case Law Identifier (ECLI)	1	1 %
European integration	1	1 %
European Legislation Identifier (ELI)	1	1 %
European policies	1	1 %
EU-USA trade treaty	1	1 %
Funding sources for universities	1	1 %
H2020 strategies	1	1 %
Horizon (and other financing opportunities)	1	1 %
Horizon 2020 requirements for funding applications	1	1 %
How to better integrate EU electronic Publications into the EDC collections	1	1 %
How to market the EDC in a non-university setting	1	1 %
How to prepare a European project (direct and indirect funds)	1	1 %
How to promote the EDC in the host structure and to the general public	1	1 %
Improve the use of register of documents of European institutions as European Commission and European Parliament	1	1 %
Improving the ways we serve our target public using technology	1	1 %
Information on EDC-related activities	1	1 %
Information research	1	1 %
Integrating EU publications in local catalogue	1	1 %
International Trade	1	1 %
Investment Plan	1	1 %
Issues related to the tasks of an EDC	1	1 %
Knowledge management	1	1 %
Leadership skills	1	1 %
Library catalogues for professionals	1	1 %
Metadata management	1	1 %
Moderation	1	1 %
New EU information sources	1	1 %

Training need	No of responses	% of total
New technologies applied to libraries (i.e. apps, social media)	1	1 %
New ways of showing legislative information	1	1 %
Online courses on the EU services in the language of the EDC	1	1 %
Online information sources	1	1 %
OPAC — The Publications Office online public access catalogue	1	1 %
Privileged access to EU Bookshop for EDCs	1	1 %
Protection of personal data	1	1 %
Public communication	1	1 %
Receiving a 'general information welcome pack' to get started on managing a new EDC	1	1 %
Regional development	1	1 %
Researching EU documents	1	1 %
Resources and knowledge in the EU	1	1 %
Role of the EU in the world	1	1 %
Services for educational projects	1	1 %
Services marketing	1	1 %
Social inclusion of Member States and the future of the EU	1	1 %
Special information services on European research	1	1 %
Specific EU policies for EDCs	1	1 %
Thematic lectures	1	1 %
Training by European officials for general and specialised public	1	1 %
Updating content and searching for information	1	1 %
Useful online information services	1	1 %
User support	1	1 %
Visit to the historical archives of the EU	1	1 %
Visiting EDC centres in other countries	1	1 %
Visiting EU institutions (European Parliament, Council of the European Union, European Central Bank, Economic and Social Committee, Committee of the Regions, EFSA...)	1	1 %
Writing articles for the press	1	1 %

A complete list of all respondents' answers to this question can be found in Annex III.

Annex I - Comments or proposals on the OP electronic and printed distribution services

The following table contains users' unedited answers to this question. Answers are sorted in alphabetical order. Invalid user input (such as '-') has been excluded.

Comments or proposals on the OP electronic and printed distribution services
1. A comprehensive listing regularly issued on new (and available immediately) sources added to EU Bookshop 2. DOI links should be more systematically working when details of them are added to EU Bookshop - many are listed and for months are not working.
1. Bulk orders for publications interested to academic users 2. A search for new added publications 3. More free printed publications for EDC
Adding more free paper copies about EU topic updated subject for EDC collection
As we are migrating to a new library system (Sierra) we hope we will be able to download and reuse metadata provided by EU Bookshop.
Being a privileged user our EDC would like to receive 1 print copy of in-depth reports and studies issued by DGs and agencies.
Better overview of publications, published recently in the Estonian language. As a part of the National Library, the EU Information Centre performs a task to acquire and preserve EU documents published in Estonian and about Estonia.
cooperation with OCLC to integrate the catalogue in the knowledge base of Worldcat would be great
Could send emails to cde for news published
Do not send us printed material outside of our themes
EASE Deep Linking, USE series titles and integrate these in the Bookshop to show all parts of a series USE permanent and unique handles for the series titles and the publications
EDC should get the possibility to order (if necessary) one item without costs of publications with costs. Concerning question 17: I don't understand this question, because most of the publications are not available as printed version for free.
EU Bookshop should be advertised as a vast electronic library and its book search should be more user-friendly for general public
Every year EDCs have to repeat always the same things! Print publications are very important: 1. because some particular groups of users, like law students, need to work with several resources at the same time and compare texts; 2. because they increase the visibility of the EDC.
Gleiche Stellungnahme wie letztes Jahr. Die relevanten Publikationen sind kostenpflichtig. Nicht mal die konsolidierte Version vom EU-Vertrag (eine Sonderausgabe vom Amtsblatt) ist für uns EDZ kostenfrei zu erhalten. Bibliotheken brauchen Papierausgaben und solche Veröffentlichungen müssen für uns leicht zu haben sein.
I complain that the catalogue doesn't offer relevant scientific publications
I think most small leaflet type materials are unnecessary to send to us. You could make them available as downloads and we'd print them as needed ourselves or order them if they seem relevant.
I would like the OP to send publications which are more in line with the cultural field
I would like to better integrate EU Publications into our Library Catalogue. If electronic versions could be fully available on our catalogue, we would need much less printed material.
I would like to have access to more specialized publications from the DGs instead of just general ones.
I would like to more print publications.
I would propose that more printed publications be sent to us with the most relevant themes of the European Union
I would wish that more publications would be printed. Many interesting ones are only available online.
I'm in charge of the EDC since only 3 months, nobody explains to me how to access publication or access publication. For the moment, I have sorted old publications and premises was put in standards. Former EDC manager told me nothing about EDC management and he lives now abroad.
Improve the advanced search system to request free print titles. More free titles print. More titles in Spanish.
It is great that we have been able to integrate EU Bookshop with our Library catalogue (following the example of the British Library), but of course this means that we don't know who is using this material as they do not necessarily ever consult the EDC.
It provides sufficient information.

Comments or proposals on the OP electronic and printed distribution services

It would be useful to provide to EDC an online and updated guide to all services and possibilities offered by PO (for example: if a particular publication in the bulk order list isn't available can I freely order it? If yes, how and whom?).

Because of lack of budget, it would be useful too to allow EDC to order for free a single printed copy of an unavailable publication.

Many interesting publications are often exhausted (also recently published). The bulk orders should be extended to many more categories of documents.

Many publications are not available in print and in German. Many brochures, important for promotion, are not available by bulk order and in German. We need a really privileged access, so that we will be able to order printed copies of publication for free. We are not able to use the "print on demand" service, because we need to receive an invoice.

Materials such as print posters and maps should be available in large quantities.

more efficient delivery packaging (not every single item in one package)

more paper documents intended for scientific public

More Publications about Education, libraries and Open Access (digital repositories)

More publications in Polish language.

Not enough publications in french!

Nous nous adressons essentiellement à un public universitaire et les publications proposées sont globalement grand public et ne présentent guère d'intérêt pour nos étudiants, ce qui est regrettable.

Par ailleurs, les documents que nous souhaiterions commander ne sont généralement plus disponibles au format papier.

Je précise par ailleurs que le CDE de Malakoff a été repris en main cette année après une longue période de déshérence, d'où le caractère paradoxal de certaines des réponses apportées.

often and very soon after they are published, the paper version of EU publications run out of stock.

Privilege access is very convenient when we need documents for events and classes (bulk orders).

Publications available through Bulk orders has not been completed with new titles.

If they are supplemented there are few...

In the past, the Publications Office was sending to documentary centres a new publications and I think it was much better.

The above questions do not fit our strategy. We receive a monthly feed of catalogue records from OPOCE, with hotlinks to the full text, which are loaded into Aleph and exported to our catalogue. Users can access the full text of any publication by clicking on the link. I have ticked Add a bookmark to answer q.17, but this doesn't really describe our approach.

I have only tried out the bulk ordering facility recently in search of leaflets/short publications to make an attractive display of free materials readers could take away. It would not let me order more than one copy in most cases so I must be doing something wrong!

The catalog Bookshop online allows the search of the MONTHLY NEWS of the publications

The electronic publications are a more important service of EU Bookshop than possibility to order a printed copy. EU Bookshop should be marketed more as an electronic archive than as a bookshop.

the publications are few in spanish, and there aren't maps

The publications are obsolete and are not updated

The requirement to pay by card is impossible to administer in a large academic library - as the EDC Manager, i do not have direct access to credit card.

More should be available in paper format, and increased communications about what is published. Our EDC role is a small part of our overall remit, so time to spend searching for new publications is limited.

The service is flawless, I have negative comments

There are too many publications out of stock

there are very few available printed materials, most of them are PDF

There aren't many paper copy unavailable

There should be more publications available for Bulk ordering. Most of publications are out of print.

A lot of relevant publications are available just as e-books.

They are prompt and cover the EDC's needs

Usually we find whatever we need. Thanks

We got less and less printed materials 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

Comments or proposals on the OP electronic and printed distribution services

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 make the difusion of free publications, and sometimes we request more than 100 or 50, and Eubookshop doesn't send such number of units; only by pay for print and we don't have budget for this.
We need more copies of publications (especially for kids and young people) to order for events.
We need more posters and especially for EDC promotion.
We need more publicaciones about politycy, environement and sea, ultraperifery regions.
we think that the possibility of ordering for free some important publications, responding to the profile of our University (economics) - that would be a very useful idea.
We would like to get more documents in the field of commerce, marketing, hospitality, catering and tourism.
We would like to receive more documents of diffusion.
We've uploaded the catalogue records into the library catalogue so students get their links from there in the same way as they get all their information. Members of the public see the bookstore as a shop, not a free distribution so I have to explain, once they understand that it is more than a shop..they are able to help themselves. I get them to explore the issuing department's website so they have context and the bookshop so they have distribution. It seems to work.

Annex II - Means of cooperating with other ED networks

The following table contains users' unedited answers to this question. Answers are sorted in alphabetical order. Invalid user input (such as '-') has been excluded.

Means of cooperating with other ED networks

- Writing publications about European Policies: "Guía de políticas de la Unión Europea" with another EDC of Comunidad de Madrid
-taking part of the technical committee of SEDAS (Spain-Europe Digital Archive), a electronic repository.
A joint event was organised to celebrate the 30th anniversary of the entrance of Spain and Portugal into the UE. The celebration was on Europe Day (9 may), and the participants included other EDCs, EDICs, etc. from the Euroregion Galicia-Northern Portugal.
A joint training seminar for Finnish ED networks
all actors how are engaged on topics of the European Union in Saarland are meeting and working together, 1. Working group european Kommunikation and regulars tables
Annual meeting of the Italian EDC, contacts with Eurodesk local points
Annual meeting with the European Information Services of the Mucia Region, coordinated by Europe Direct, Region of Murcia.
annual meetings
ArchiDok
Attended national EDC meeting and attended Seminar in Brussels
Attending the november meeting with the Andalusian European Information network (2016)
By e-mail, receiving e-newsletters, following www-pages
By helping or asking for help to answer European questions I Received
By organising events
By regional and national meetings, via email
by transmitting paper documents that I have twice
by attending meetings of Europe Direct management in Lower Austria St. Pölten
Changing information about publications with local ED at University of Economy.
collaboration for the organization of events
Commission representation in Finland arranges an annual training seminar for the Finnish EU information networks. The Finnish European Documentation Centres have an annual meeting and co-operate virtually for e. by e-mail and by maintaining a common webpage http://libguides.utu.fi/edc .
common training seminars for Europe Direct network in Estonia, organized by EC Representation
Conferences, workshop, training initiatives
Cooperation on communication events organisation with Europe Direct Information Centre Katowice
co-organizing events
Dialogues and exchanges impressions on social networks: facebook, twitter, email, etc.

Means of cooperating with other ED networks

During the past years, we have established a very good cooperation with the Europe Direct Information Centre Blagoevgrad.

ED Girona, amb other colleagues in Catalonia (Spain).

ED Illes Balears and EDC Illes Balears are located within the same company, Centre Balears Europa

EDC Bacau participate in activities organized by Europe Direct Bacau.

The two information centers cooperate in good conditions since their foundation in 2008

EDC Bocconi University, Europe Direct Regione Lombardia, EDC Italian Network, EP Office in Milan, EC Representation, EDC Cardiff University

EDC Darmstadt is a member of the network "Europainfo Hessen". The network currently consists of 9 Hessian institutions and all EDICs in Hesse. This network increases the range of information and consultancy services on European matters by cooperation and use of synergetic effects: cooperation projects such as events, an Internet presentation and the development of joint services. The network services range from information and consultancy on miscellaneous funding measures of the EU, current developments on the European domestic market to EU legislation and public procurement.

Email

Europe Day event with Europe Direct Information Centre

Europe Direct - We organize joint events and participate each others events and activities.

Europe Direct Information centres : réorientation de demandes grand public

Europe Direct Information Centres, Tempus Office

Events information and Exchange of publications

events organized together with the Europe Direct Iasi

Exchange of information, sending patrons to appropriate EDIC, organizing seminars

exchange of informations and publications

Exposición: "Treinta años de España en la UE".

Seminario "La gobernanza económica de la UE"

Curso sobre Eurostat

Ferrara's EDC cooperated with the local Eurodesk point and the Europe Direct of Regione Emilia-Romagna in organising events such as Regional Discussion Forum on Circular economy (18/11/16); INFO-TRAINING DAY ERASMUS+ (16/4/16); Europe day (09/05/16), etc.

Giving materials to our students

I cooperated with EDIC in Bialystok, we organised european lessons.

I just begin to contact Europe Direct Champagne Ardenne. We want improve relationship between EDC whose purpose is support research on EU and Europe Direct Champagne Ardenne whose purpose is more inform public about UE.

Il Centro di Documentazione Europea CDE OPIB ha ideato, organizzato e realizzato insieme ai Centri di Documentazione Europea di Roma il Convegno "Un mercato unico digitale: sfide e opportunità in Europa e in Italia" tenutosi a Roma il 9 novembre 2016 c/o l'Aula convegni del CNR.

L'evento è stato ideato,organizzato e realizzato dai 5 Centri di Documentazione Europea di Roma (CDE CNR, CDE OPIB-ICCU, CDE Sapienza Università di Roma, CDE SIOI, CDE SNA) in collaborazione con la rete Enterprise Europe Network e Enterprise Lazio Sardegna Europe, nell'ambito del Progetto della Rete italiana dei Centri di Documentazione Europea 2016 "Un mercato Unico digitale per l'Europa" Realizzato dalla Rete italiana dei CDE e dalla Rappresentanza in Italia della Commissione europea.

In 2016 we work with the Europe Direct Castilla La Mancha (Toledo), we have collaborated in the organization of activities around Castilla la Mancha

In cooperation with ED Florence, the European University Institute and the ECC-Net Italia, a two-days workshop on the Digital Single Market was organized.

please see: <http://www.sba.unifi.it/CMpro-v-p-1565.html>

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.

in participating in meetings and events with other networks

in exchanging information and best practices

In the organization of the events

informal exchanges

informal meeting

Interaction with the public

interlibrary loan

Means of cooperating with other ED networks
joint organization of events, an exchange of information, exchange of experiences
Joint training session with EDIC for EDC staff, common training with Cardiff EDC for students of the College of Europe, interlibrary loan and document delivery services within the network of Polish EDCs.
Joint training sessions; interlibrary loan and document delivery within the network of Polish EDCs; consultations.
Local Europe Direct Information Centre helped to promote EDC events by using their communication channel and contacts.
Meeting of the Region
Meeting with other EDCs within Host structure.
Meetings with other networks
meetings, e-mails, visits
meetings, projects with other Cde, exchange of information
National and International AGMs, local meetings, help with queries.
National EDIC meetings
Networking
Nous avons sollicité les coordinateurs du réseau afin de remettre sur pied le CDE de Malakoff.
organising seminars
organization events
Organization of events together with the Europe Direct which is located in my university
Our cooperation with other ED network members is based on mutual assistance, for example when searching for publications answering users' queries or delivering digital publications via email.
Our EDC cooperated to the following projects of the Italian EDCs Network: the Annual project: in 2016 it was dedicated to the European Digital Single Market; the wiki of the Italian EDCs network; the national website; the coordination group.
Our EDC cooperated with ED of Comune di Catania supporting European Commission during the organization of an important event on the sicilian territory
Our EDC cooperates on a regular basis with the Europe Direct Centre of the Municipality of Modena. In particular, we are partner of the the Renzo Imbeni Summer School (more info available at http://www.comune.modena.it/summerschool).
Participation in the joint annual project of the Italian Relay of EDCs: http://www.cdeita.it/node/63
Participation with other European Documentation Centers in the European Union Digital Archive (SEDAS)
PER ORGANIZZARE EVENTI LEGATI A PROGETTI DI RETE
Preparing courses, conferences, etc.
Promoting events and supporting EIC with information retrieval.
Promotional activities, information exchange.
Questions, meetings
Realization of a cooperative work for the formation of the Repository "Spain-European Union Digital Archive SEDAS"
Reuniones con otros miembros de la red. Suministro de material para sus actividades.
SEDA (Spain-European Union Digital Archive)
SEDAS, subject repository
Seminar of the Finnish network, Annual meeting
Exchange of information about events
Spain: Europe Direct Information Centres & European Documentation Centres: A CORUÑA, 31 DE MAYO Y 1 JUNIO DE 2016
Taking part in the implementing the database European Sources Online, discussing the questions concerning the EDC daily work and the EU policies.
Team Europe members; Europe Direct Centre from European Institute from Romania
The Cardiff EDC meets twice a year with the Europe Direct Information Centres in Wales (also with the European Commission Representation and, on occasion, Enterprise Europe Wales). We also attend and take part in Cardiff EDIC events (and vv)
We attended a meetings of UK EDICs and UK EDCs in Manchester in 2016.

Means of cooperating with other ED networks
Through Email
Through partnerships (with Europe Direct), to organize events out of the University.
Through the loan of bibliographical expositions to the other Portuguese EDC. We also cooperate with other institutions such as Jacques Delors European Information Centre and some portuguese public libraries.
training for EDC Poland ' s staff twice a year Annual meetings with members of polish EDC, Europe direct and Team Europe
Training seminar, symposium, conference, PHD students, masters students,...
Training seminars, activities.
Via attendance at EU Database Users Group meetings and at the annual training seminar in Brussels - led to development of contacts
We arrange a lecture for the students every year. Regularly we invite a known expert as a lecturer.
We change informations and documents (interlibrary loan) when we have questions in our daily work. We usullay meet on annual meetings.
We cooperate with the EDIC Sevilla in some activities (Seminars, events,etc) and we are integrated in the European Information Network in Andalusia and we work toguether in some products (seminars, courses, etc)
we cooperate with the Europe Direct network and the network of Italian cde realizing together seminars, conferences, brochures.
We cooperated with another local EDC
We have a good relationship with the Europe Direct Information Centre in Bruges
We have sent documentation and articles.
We have yearly seminar together with EDICs
we organise events together and hold them in the EDC Cologne and other locations
We organize 3 political discussions per year together with the EDIC Berlin. As one of the discussion partners we try to get a Team Europe member.
We participated at meetings and seminars organized by our colleagues from Europe Direct.
We participated in the meeting organised by the Europe Direct IC at the national level.
We promote the activities of our local Europe Direct Centre
We promote their events. We work with EDIC to get promotional materials and we invite them when we organize european events.
WE WORK IN NETWORK
With the local Info Center we share informations of our events, giving useful information for their users.

Annex III – Training needs of EDCs for 2017

The following table contains users' unedited answers to this question. Answers are sorted in alphabetical order. Invalid user input (such as '-') has been excluded.

Training needs of EDCs for 2017
- Eur-Lex
- Open data webside
- immigration issues
- Brexit
- Open Data, Copyright and related rights. Data protection;
- Presentation of the wide range of agencies and policy bodies, e.g. FRA, EIGE, EUROFOUND, CEDEFOP, EASO etc..
- Training in "PublicAccess.eu", the pilot project launched in 2015 by the EP.
- Privileged access to EU Bookshop for EDCs
- Training seminars on specific EU policies for EDCs
- Training seminars on issues related to the tasks of an EDC
- training on how to promote the EDC in the host structure and to the general public
- training on databases and EU services
. More free publications for internal diffusion (Brochures);
. specialised databases;
. Publications about: EU External relation; Political European crisis; Terrorism; Migration; EuropeanEconomic Crisis; Turkey, a problem postponed; Brexit; Eurocepticism, and the emergence of extreme right-wing movements;
1) More information about new activities of the EU, especially regarding cohesion policy.
2) Traning by european officials for general and specialized public

Training needs of EDCs for 2017

<ol style="list-style-type: none"> 1. Database training courses (more than an introduction) 2. New developments on EUROPA website and the EU Institutions websites? Some website changed a lot, many pages are disappeared; is there any regulation for archiving old websites with electronic publications? 3. New databases, portals interested for EDCs?
<ol style="list-style-type: none"> 1. Different funding sources for universities 2. OPAC - The Publications Office online public access catalogue 3. Databases of the European Union
<ol style="list-style-type: none"> 1. How to create reference services online? 2. How to create contents for the web (platforms, newsletters, blogs, social media, etc.)? 3. The EDC and social media: promotion of activities, increased visibility, virtual interaction with the user community, with other EDC 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.
<ol style="list-style-type: none"> 1. In depth training on CURIA 2. Publicaccess.eu 3. In depth training on ECLI, ELI, and EU-Legislation process of the EU
<ol style="list-style-type: none"> 1. training seminars again on use of EU databases and library catalogues for professionals 2. training for organizing events and writing articles for the press 3. training in moderation 4. training in successful promotion of our institution
Actions of the European Union Policy in 2017 on Environment, Migration and External Policy
ACTUALIZACIÓN DE CONTENIDÓS Y BÚSQUEDA DE INFORMACIÓN. CAMBIOS EN ACCESO A DOCUMENTACIÓN EN LOS ÚLTIMOS AÑOS.
An exchange of experience coordinators or visit documentation centers in Romania in Finland where we borrow to know and more about the Finnish education and participation in the June seminar in Brussels
APPROFONDIRE LA CONOSCENZA DI BANCHE DATI
Aquellas bases, productos o servicios nuevos que a lo largo del año se hayan puesto en marcha para darlos a conocer y poder trabajar con ellos.
As in previous years -annual meeting of EDC staff -regular events with lectures on EU policy -EU English training
Awareness training on new developments in the information services provided by the European Commission eg in EUR-Lex or in Eurostat or Open Data Service. Training on the best use of social media. Awareness of what is happening in the EU eg the 10 priorities, Brexit etc
better knowledge of the 10 priorities of the European commission
Brexit (economic effects), the future of the europe
Brexit issue
Communication priorities of the Commission, EURLex developments and new functions, metadata management.
Communication priorities of the EC; thematic lectures; trainings related to effective management.
Connaissance des actions pouvant être menées par un CDE dans un cadre universitaire
Copy Right
data bases online
Detailed information on developments in EUR-Lex, new EUROPA website, plans for new ways of showing legislative information.
EDC Training Seminar
EDCs and Knowledge Management
Energy and Environment policy; refugee crisis Presentation of other EU institutions and bodies
ESI funds Regional development European business environment Investment Plan
E-sources and database informations, tutorials.
EU 2020, Enlargement, Eastern Partnership, Horizon (and other financing oportunities), Employment, etc.

Training needs of EDCs for 2017

EU Bookshop update, CURIA, Eurostat/Statistics as well as general update
 General issues surrounding brexit, best information sources about process, ongoing communications etc.
 Perhaps a central help portal, with tutorials for different databases/sites/procedures etc

EU law for non lawyers

Eurlex!

EURLEX, Eurostat

EUR-LEX, EUROSTAT, FIN-DER

European Documentation Centres' training seminar in Brussels

Eurostat

EUROSTAT

EUROPE DIRECT INTRANET

EUROSTAT, EURLEX

Find-eR, EU-Bookshop, EUROSTAT

Further developments of EU bookshop; use of social media; new EU information sources

hands-on courses on EU databases - Eurlex, Eurostat

Hilfe und Tipps, um EU-Dokumente zu recherchieren.

Ein besseres Kennenlernen der EU-Webseiten.

Aber keine schnellen Präsentationen, die nicht viel bringen, sondern ausführliche und detaillierte Darbietungen.

Am besten mit praktischen Übungen.

How to market the EDC in a non-university setting

How to organize events; Social media management and contentes; Publish on the Web

I agree your proposals

I have not yet a comment about this issue

I need more EU gadgets, publications for competitions, meetings, events etc.

I need to visit another EDC centres in another countries to exchange experience

I would like more information about migration, Brexit, EU future.

I would like to be trained in the use of EU information sources (e.g. Curia, Eur-lex, Eurostat, etc.)

I would like to have a training course on the Court of Justice of the European Union, its jurisprudence and its website Curia.

I would like to participate in meetings or seminars organized by European Commission. Particulary: The EDC training 2017 a Bruxelles and Others events nationales organized by the Rappresentanza in Italia della Commissione Europea

I would very much like to learn how to better integrate EU electronic Publications into our Collections.

I'm interested in the following topics: openaccess, new technologies applied to libraries (APP, social media)

improve the use of register of documents of european institutions as European Commission and European Parliament

Information about Changes on Websites of the EU, e.g. Commission Homepage

Information on Brexit would be very useful: the procedure from the EU point of view and neutral information on the issues that will need to be addressed. There is a lot of misinformation circulating in the UK, and I think that EDCs have a role to play as we are in a position to provide accurate information. I realise that the EU institutions may feel very irritated by the UK, but I hope that they will continue to value the EDC network here.

Innovations and changes in the EU information sources (e.g. EUR-Lex, Eurostat).

Advanced course on EUR-Lex.

New developments concerning the priorities of the Juncker Commission.

Intellectual property

It would be useful to have specific training on international trade related issues.

Leadership skills; Public Communication;

maybe search for documents on Eur-Lex

Meeting a year in Hungary for EDC colleagues

Migration; Protection personal data; Eurlex advanced research

More information about resources and knowledges in EU

More information on the activities. More involvement

Training needs of EDCs for 2017

More training on the correct use of social media (the Representation in Italy of the EC has already organised a training related to this field).
My EDC training needs are about are about Services Marketing.
New EU policy strategies, detailed database usage training (e.g. Eurostat, Eur-Lex), social media communication for libraries/documentation centres.
New EU realities and expectations according to migration issues and Brexit
Notre CDE aurait besoin d'accéder à des "littérature grise" qui sont souvent demandées par nos chercheurs. Nous souhaitons également développer notre documentation en matière de changements climatiques et droit de l'environnement afin de répondre aux nouveaux projets de nos unités de recherches.
Online courses about EU services preferably in spanish language export eu publications into local catalogue Can order a free print copy a any publication as a privileged user
Open science, open data. Horizon 2020 requirements for funding applications.
Our EDC is a part of Reims University which have big financial problems. So, we can't buy books about EU and we don't have employee who works especially in EDC. I'm law professor of Reims University so i can't spend a lot of my time in EDC. I have never received training ton manage EDC and nobody explains to me how to request publications, i discover this office and we are trying to dynamise EDC which has been long neglected.
Our training needs are primarily focused around an efficient information searching as well as user support.
Practical knowledge on possible online information services useful at work in EDC.
Presentations of other EU institutions and bodies (European Parliament, Council of Ministers, European Council, Central Bank...
Primarily, developments in the process of European integration, particularly same initiatives that have been requested like priority in this EDC (European documentation, EU institutions, General training, etc.
Research in Data Base of UE
Social inclusion of Member States and Future of EU - OPEN ACCESS for libraries I hope for a new convention for EDC network as announced in 2016 with a new profile for EDC manager.
social network eur-lex
special information services on European research services for educational projects
Techniques on how to provide online training on EU european databases and websites and topics (in the domain of the indications and facilities provided by the Digital Single Market)
The future of the European Union.
The most important thing for the Finnish universities and EDCs are databases and other electronic information sources of the EU. It would be useful to have more training about EUR-Lex, Eurostat etc.
the new situation in the EU (brexit, national movements in European countries)
The role of the EU in the world. EU institutions.
The sources of information on the internet
The training needs are: to know european policies, receive material by the european institutions and meet other edc discuss the activities are carried out
There is a need for the training about the policies of the European Commission, also about the European Legislation Identifier (ELI) and the European Case Law Identifier (ECLI).
There will be a new person responsible for EDC in the 2017, as I left the EDC manager position at the end of the year 2016
to see and try the different EU information sources
Training about Brexit, European websites.
Training for EDC
Training for specific databases and services.
Training in Eurostat and other database. Update in European themes
training in recent developments of EU Databases like EUR-Lex etc.
Training on cataloguing and indexing EU publications, and in general, receiving a "general information welcome pack" to get started on managing a new EDC
Training on new developments in databases, publications, in the Libraries of the Institutions

Training needs of EDCs for 2017

Training on the 60th Anniversary of the Rome Treaties, in view of the events that Italian EDCs will organize for the 2017 EDC Network Project with the support of the EC Representation in Italy.

Seminars on the Social Media of the European Commission and of the Others Institutions.

Visits to some European Institutions (European Parliament, 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 their print and electronic documentary resources, useful to EDCs.

Training on the theoretical and practical aspects of Social Media.

training on the use of european database

Update on new strategic EU initiatives and improving the ways we serve our target public using technology

Updates on politically important topics

Updates on professional information research matters

Use of EU information sources (e.g. Eurostat, EUR-Lex, Legislative Observatory etc), Social media training, EU English course.

Use of EU Information sources (e.g. Eurostat, EUR-Lex, Legislative Observatory, etc.)

Use of social media

Use of EU information sources and EU 2020 strategies and cohesion policy 2014 - 2020

Use of EU Information Sources.

use of EU information sources;

new media; digital exhibitions; constantly changing social media (new social media platforms - which of them should be used by EDCs)

use of online information service/sources

use of relevant databases and other web resources

Use of social media to promote EDC, social media strategy (for example: what kind of news to publish, etc.).

How to prepare an European project (direct and indirect funds).

Useful tips and tricks about using of any informational resources regarding European Union, e.g. Eur-Lex's special services; Eurostat's special services

Using online services on EU publications, social media,

promotion of EDC,

EDC advocacy in the library and host structure (university) - inspiration from other libraries (successful programmes).

We need training concerning EU promotion activities and for realizing common projects.

we need training on EU funds, social networks, open science, open access.

We would need more professional information on some important issues, such as: migration in the EU, EU-USA trade treaty, Brexit etc. It would be very useful for us to learn in what EU electronic resources/webpages/documents repositories we could find the most relevant and the most actual information about issues mentioned above : for us and for our users.

We would need more training on current topics of the European Union.

Webinars at expert level to better use EU-databases like Legislative Observatory, Eur-lex, N-lex, searching for EU-archival materials (e.g. European Parliament)

webinars concerning eu information sources

