OFFICE OF ENVIRONMENTAL INFORMATION

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Pursuant to Delegation 1-19, dated 07/07/2005

EPA LIBRARY NETWORK PROCEDURE: USAGE STATISTICS

1. PURPOSE

The purpose of this document is to establish Agency-wide procedures by which libraries in the EPA Library Network collect statistics on the services they provide EPA staff and the public .

2. SCOPE AND APPLICABILITY

These procedures apply to all Program and Regional offices with libraries within the EPA Library Network.

3. AUDIENCE

The audience for this interim policy includes Assistant Administrators, Deputy Assistant Administrators, Regional Administrators, Deputy Regional Administrators, Assistant Regional Administrators, Associate Administrators, Senior Information Officials, Information Management Officers, Library Managers and EPA staff.

4. BACKGROUND

Statistics and record-keeping are important tools used by any service organization to quantify the volume of work it carries out serving its various users. These tools inform the planning and budgeting processes and may be used to support potential requests for increased resources.

Usage statistics are collected in conjunction with almost every library process: reference requests, circulation of materials, walk-in traffic, online search requests, cataloging, and journal usage. All statistics shall be tabulated and collected in a report that summarizes monthly activity and year-to-date numbers. Although library statistics may be gathered and reported in a number of ways, EPA has chosen the methods which are most pertinent to the typical workload of its libraries. Through the use of these procedures, the EPA National Library Network is coordinating a standard method of reporting library usage to enable efficient evaluation of data across locations. The statistics discussed herein are the minimum data required for reporting to the EPA National Library Network. Local managers and program offices may require the tracking of additional data to meet local program needs.

5. AUTHORITY

Agency Delegation 1-19 GENERAL, ADMINISTRATIVE, AND MISCELLANEOUS, Paragraph 2(b)

6. PROCEDURES

A template for collecting library statistics shall be supplied by the Network and posted on the Network's Intranet site. Each library should use this template to report monthly statistics no later than the 20th of the following month to the Library Network Coordinator. Statistics from each of the libraries will be tabulated and compiled into one master report and provided to the National Program Manager.

For those EPA facilities in which the Library is operated in conjunction with a Hotline, Public Information Center or other similar service, only the Library statistics should be included in the report. The statistics to be reported by each network library are as follows:

Reference:

- Number of quick reference requests from EPA staff (less than 10 minutes)
- Number of quick reference requests from external users (less than 10 minutes)
- Number of extended reference requests from EPA staff (10 minutes or more)
- Number of extended reference requests from external users (10 minutes or more)

Note: Many reference interactions include multiple questions. Each question within a reference request should be counted as a separate request, either quick or extended, and reported accordingly.

Database Searching:

- Number of database searches conducted for EPA staff
- Number of database searches conducted for external users

Note: Staff shall identify the number of databases consulted and the number of searches conducted on behalf of a requester. Some databases may be associated with a fee, while others consulted may be used free of charge. Searches conducted in the EPA Online Library System (OLS), in OCLC, or in search engines like Google are not to be considered database searches. [Should the Google/OLS searches be counted as quick reference?] Database searches are those conducted in EPA or local database systems, on vendor-produced CD-ROM databases such as ChemBank, or in fee-based databases from services like Dialog, Mergent, etc.

Library Walk-In Traffic:

- Number of EPA staff in the library

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- Number of public visitors to the library

Interlibrary Loan Requests (ILL):

- Number of articles supplied to EPA staff or contractors. Each article in its entirety is counted as one, regardless of the number of pages.
- Number of books/documents supplied to EPA staff or contractors
- Number of resources (articles, books, documents) supplied to external requesters

Note: This category may include print and electronic materials supplied either in hard copy or electronically.

Circulation of Library Materials:

- Number of items checked out

Cataloging:

- Number of original catalog records created
- Number of items copy-cataloged
- Number of record edits made, e.g., adding a link to an electronic version of the publication in the 856 field
- Number of Web resources cataloged

Note: This category includes the description of print materials (both monographs and serials), videos, CDs, and other media. "Edits" include all holdings added, deleted, or modified through OCLC or OLS.

Journal Usage:

- Number of times each print journal title is used [Not sure how this would be tracked in libraries with open stacks]
- Number of times each online journal title is accessed

Note: Journal usage statistics shall be reported on a quarterly basis rather than monthly. Libraries should report online journal usage only for those titles for which they are the administrative account holder of record. Online journal usage statistics for titles purchased by OEI for the EPA Desktop Library, by the Cincinnati or RTP Libraries will be gathered and reported by the administrators of those accounts.

7. RELATED DOCUMENTS

8. ROLES AND RESPONSIBILITIES

Assistant Administrator for Environmental Information -The AA/OEI has the overall

responsibility for the management of the EPA Library Network including setting policy and supporting procedures, standards and guidance to ensure the effective oversight of the EPA Library Network.

Assistant Administrators and Regional Administrators – AAs and RAs with libraries within the EPA Library Network have the management responsibility of their individual libraries and ensure compliance with Agency-wide policies, procedures, standards and guidance relating to the Library Network.

National Library Program Manager – The Library Program Manager resides in OEI's Office of Information Analysis and Access and has the day-to-day responsibility to provide assistance and guidance to offices in the operation of the EPA Library Network.

9. DEFINITIONS

Digitization – The conversion of hard copy documents into digital form.

Disposal – The destruction of library ***materials***, following appropriate procedures for disposal of government property.

Dispersion – The transfer of library ***materials*** to other libraries. A library's ***physical collection*** may be transferred whole or in parts. ***Materials*** may be dispersed internally, to other EPA libraries, or to external libraries, such as those of other federal agencies, state governments, or universities.

Materials – May include books, journals, reports, multimedia, and other physical objects. Generally, library materials do not include official ***records***, but convenience copies of records may be included.

Patrons – Anyone authorized to use the ***materials*** and ***services*** of the library. May include EPA staff and contractors and/or the public.

Physical collection – The physical ***materials*** that the library provides to ***patrons***, such as books, journals, reports, and other materials. A ***physical collection*** may be frozen, which means no new items are ***acquired***. It may also be ***disposed*** or ***dispersed***, meaning destroying or giving away the ***materials*** in the collection. Physical collections may also be digitized so that they may be access electronically. Digitizing a physical collection raises important considerations for copyright, cost, and usability.

Public Information Centers – Space where EPA Regions provide local public access to their documents. This sometimes occurs in the Regional library's ***reading room***, but it can also happen in a custom space for that purpose, such as a ***public information center***. In some cases the public may be able to view Agency records at these locations.

Reading room – A space open to ***patrons***, which provides seating and working areas for using ***library materials*** and ***library services***. A library can exist without a ***reading room***, but for patrons to use its physical materials they must check them out of the library and use them back at their own desk. A reading room may serve more than just the library. Often reading rooms in EPA Regions are used as ***public information centers***.

Records – The documents that provide necessary and sufficient evidence of the operations, policies, and organization of the Region. The official definition of ***records*** is provided below. ***Records*** may be requested by the public under the Freedom of Information Act (FOIA) and may be viewed at a local ***public information center***. ***Convenience copies*** of records may be distributed to allow easy reference to the

contents of the record. Convenience copies are not records.

"Records include all books, papers, maps, photographs, machine readable materials, or other documentary materials, regardless of physical form or characteristics, made or received by an agency of the United States Government under Federal law or in connection with the transaction of public business and preserved or appropriate for preservation by that agency or its legitimate successor as evidence of the organization, functions, policies, decisions, procedures, operations, or other activities of the Government or because of the informational value in them." (44 U.S.C. Chapter 33, Sec. 3301).

Services – Any service provided by the library. The most common services are answering questions and doing research (called reference), providing access to online databases, and interlibrary loan to retrieve materials from other libraries.

10. WAIVERS

Waivers to this procedure must be approved by the Assistant Administrator for Environmental Information/Chief Information Officer. Waiver requests must be submitted in writing by the requesting office's Senior Information Official (SIO).

11. RELATED POLICIES, STANDARDS AND GUIDANCE

CIO Policy 2106.0 INTERIM POLICY – EPA LIBRARY NETWORK dated XXXX

12. MATERIAL SUPERSEDED

This interim policy supersedes the EPA Library Systems Manual 2130 dated January 1977.

13. ADDITIONAL INFORMATION

None

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and Chief Information Officer
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