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Issued by the EPA Chief Information Officer,
Pursuant to Delegation 1-19, dated 07/07/2005

EPA LIBRARY USAGE STATISTICS PROCEDURES

1. PURPOSE

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

2. SCOPE AND APPLICABILITY

These procedures apply to the EPA National Library Network and all EPA organizations that provide library services either onsite or through a Memorandum of Understanding (MOU) with another Network library. They provide baseline operational standards for all Network libraries. Individual libraries may develop local procedures to supplement the Network procedures.

3. AUDIENCE

The audience for these procedures includes Assistant Administrators, Deputy Assistant Administrators, Regional Administrators, Deputy Regional Administrators, Assistant Regional Administrators, Associate Administrators, Senior Information Officials, Information Management Officers, Federal Library Managers, Contract Library Managers, and EPA staff.

4. BACKGROUND

Statistics and record-keeping are important tools used by any service organization to quantify the volume and nature of work it carries out in 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. 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. EPA libraries can differ somewhat in function as they respond to the specific needs of their user communities; however, this procedure defines statistics for functions that are common to all the libraries. Every effort has been made to limit the type of statistics reported at the network level to those that are generally considered basic within the library field or have been requested by Congress for oversight purposes.

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 or to reflect unique functions.

5. AUTHORITY

Agency Delegation 1-19 GENERAL, ADMINISTRATIVE, AND MISCELLANEOUS, Paragraph 2(b) (http://intranet.epa.gov/oei/imitpolicy/qic/documents/delegation_1-19_revised070705.pdf).

CIO Policy EPA National Library Network dated 5/15/09 (http://intranet.epa.gov/oei/imitpolicy/policies.htm)

6. PROCEDURES

6.1 The EPA National Library Network will designate a system for collecting library statistics.

6.1.1   Each library will use this system to report monthly statistics by the end of the following month to the Library Network Coordinator.

6.1.2   Libraries that have entered into agreements to provide services to other EPA locations will be responsible for submitting statistics to the respective library liaisons so they may review and submit the required statistics for their location.

6.1.3   Libraries participating in the Ask a Librarian chat reference service will receive a system generated report of the monthly reference activities performed by their staff within the Ask a Librarian system and will be responsible for incorporating that data into monthly reference statistics totals.

6.1.4   All statistics will be tabulated and collected into one master report that summarizes monthly activity and year-to-date numbers and provided to the National Program Manager.

6.2 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 will be included in the report.

6.3 The statistics to be reported by each network library are as follows:

6.3.1 Reference/Research Requests by Type

6.3.1.1 Number of quick/ready reference requests from EPA staff.

6.3.1.2 Number of quick/ready reference requests from external, non-EPA users.

6.3.1.3 Number of extended reference/research requests from EPA staff.

6.3.1.4 Number of extended reference/research requests from external, non-EPA users.

NOTE: Reference interactions may include multiple questions. Each question within a reference request will be counted as a separate request, either quick or extended, and reported accordingly.

6.3.2 Method of Receipt of Reference/Research Requests

6.3.2.1 Number of requests received from walk-ins.

6.3.2.2 Number of requests received by e-mail.

6.3.2.3 Number of requests received by telephone.

6.3.2.4 Number of requests received by postal mail.

6.3.2.5 Number of requests received by fax.

6.3.2.6 Number of requests received by chat reference (Ask a Librarian).

6.3.2.7 Number of requests received through submit a question – knowledgebase (Ask a Librarian).

6.3.3 Library Walk-In Traffic

6.3.3.1 Number of EPA staff, including other on-site personnel (e.g., contractors, SEEs) or EPA staff from other locations who visit the library.

6.3.3.2 Number of public visitors to the library.

6.3.4 Interlibrary Loan/Document Delivery

6.3.4.1 Number of books, journal articles, conference papers, standards, patents, microfiche, etc., supplied to EPA staff or contractors at the local site or its field offices. Materials may be obtained via interlibrary loan, download, or purchase. Each document, including journal articles, in its entirety, is counted as one item, regardless of the number of pages.

6.3.4.2 Number of resources (articles, books, documents, microfiche, multimedia, etc.) supplied to external requesters, including staff at other EPA sites. Documents supplied to the public as part of a Public Information Center function will not be counted.

NOTE: This category may include print and electronic materials supplied either in hard copy or electronically. It should only include materials requested by citation, rather than resources supplied as part of a reference request (e.g., citation lists with or without abstracts, lists of websites, etc.).

6.3.5 Circulation of Library Materials

6.3.5.1 Number of items checked out from library collection.

NOTE: Items copied/faxed by library staff to users are counted under "Interlibrary Loan/Document Delivery."

6.3.6 Cataloging

6.3.6.1 Number of catalog records created through original cataloging.

6.3.6.2 Number of catalog records created through copy cataloging.

6.3.6.3 Number of record edits made, e.g., adding a link to an electronic version of the publication in the 856 field.

6.3.6.4 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. Web resources include websites or other significant Web resources with their own records created in OCLC or OLS.

6.3.7 Journal Usage

6.3.7.1 Number of times each print journal title is accessed. This statistic includes a total of the following:

6.3.7.1.1 Number of journal issues routed multiplied by the number of people on each

routing list.

6.3.7.1.2 Actual in-house usage of journal issues. This statistic can be obtained by the "sweep" method wherein users are asked not to reshelve journals, but to leave issues on carts or tables so library staff can count the issues as they reshelve them.

6.3.7.2 Number of times each online journal title is accessed. Libraries will report online journal usage only for those titles for which they are the administrative account holder of record. Usage statistics for online titles purchased by OEI for the EPA Desktop Library and those purchased by the Cincinnati or RTP libraries for network-wide access will be gathered and reported by the administrators of those accounts. When possible, statistics for each electronic title should be obtained through one of the following sources:

6.3.7.2.1 Statistics from publishers. See the *EPA Library Journal Usage Statistics Scope Notes* for additional details.

6.3.7.2.2 Statistics from in-house routing, in the event that the publisher of an electronic title does not provide usage statistics and the title is regularly routed to patrons via e-mail or alerts.

NOTE: Journal usage statistics will be collected and tabulated for the annual period covering July 1 through June 30 and reported to the Library Network Coordinator no later than July 31.

6.3.8 Anecdotal Information

6.3.8.1 Each library will provide comments, narrative summaries, or quotes from patrons about how they benefited from library services. Anecdotes should be as specific as possible and include the patron's position if known (e.g. EPA research chemist, environmental officer from Company A, Director of Information Access Division, etc.)

6.3.8.1.1 Anecdotal information from EPA staff about benefits of library services.

6.3.8.1.1 Anecdotal information from external, non-EPA users about benefits of library services.

6.3.8.2 Examples of extended research questions answered during the fiscal year.

6.3.9 Annual Summary Statistics

6.3.9.1 Number of volumes held in the physical collection. This category includes monographs, videos, etc. housed in the individual library collection. It does not include print journals.

6.3.9.2 List of electronic access services available in the library (e.g. Web of Knowledge, Dialog, Lexis-Nexis, Cambridge Scientific Abstracts, etc.). This does not include Agency-wide electronic services, such as the Dialog Intranet Toolkit.

6.3.9.3 Number of Full Time Equivalent (FTE) federal library staff.

6.3.9.4 Number of Full Time Equivalent (FTE) contract library staff.

6.3.9.5 Number of Internet and Intranet Web pages supported.

NOTE: Annual summary statistics shall be submitted at the end of the fiscal year to the Library Network Coordinator.

7. RELATED DOCUMENTS

EPA National Library Network. EPA Library Cataloging Procedures, dated 10/20/2010 (http://intranet.epa.gov/librarynetwork/moving_forward.html).

EPA National Library Network. EPA Library Interlibrary Loan/Document Delivery Procedures, dated 10/20/2010 (http://intranet.epa.gov/librarynetwork/moving_forward.html).

EPA National Library Network. Scope Notes: EPA Library General Usage Statistics, accessed 10/20/2010 (http://intranet.epa.gov/librarynetwork/statistics.html).

EPA National Library Network. Scope Notes: EPA Library Journal Usage Statistics, accessed 10/20/2010 (http://intranet.epa.gov/librarynetwork/statistics.html).

National Information Standards Organization. Information Services and Use: Metrics & Statistics for Libraries and Information Providers-Data Dictionary, ANSI/NISO Z39.7-2004, dated 10/06/2004 (http://www.niso.org/dictionary/).

Riley, Julie D. "Measuring Journal Usage: A Mini Review at the Elizabeth Gaskell Library," in Managing Information, Vol. 3, Issue 4, pp. 20-22, dated 04/1996.

8. ROLES AND RESPONSIBILITIES

Assistant Administrator for Environmental Information: The Assistant Administrator, OEI, as the CIO for the Agency, has the overall responsibility for the governance and coordination of the EPA National Library Network, including establishing policy and supporting procedures, standards, and guidance to ensure the effective oversight of the EPA National Library Network.

Assistant Administrators and Regional Administrators: Assistant Administrators and Regional Administrators with libraries within the EPA National Library Network have the overall responsibility for the management of their individual libraries, for compliance with Agency-wide policies, procedures, standards and guidance relating to the Library Network and to ensure that their individual libraries provide efficient and cost-effective access to information and data necessary to carry out EPA's mission.

National Library Program Manager: The National Library Program Manager has the day-to-day responsibility to provide assistance and guidance to offices in the operation of the EPA National Library Network and to ensure that the individual libraries provide efficient and cost-effective access to information and data necessary to carry out EPA's mission. The National Library Program Manager resides in OEI's Office of Information Analysis and Access.

Federal Library Managers: The Federal Library Managers have first-line responsibility for operation of physical Network libraries and provision of library services and to ensure that their individual libraries provide efficient and cost-effective access to information and data necessary to carry out EPA's mission.

9. DEFINITIONS

Access: The ability of members of the public to obtain information from a government agency. All public libraries and most academic libraries in the United States are open to the general public, but access to certain areas such as closed stacks, rare books, and special collections may be restricted. In a more general sense, the right or opportunity to use a resource that may not be openly and freely available to everyone. In computing, the privilege of using a computer system or online resource, usually controlled by the issuance of access codes to authorized users or, more broadly, the ability of a user to reach data stored on a computer or computer system.

Article: A self-contained nonfiction prose composition on a fairly narrow topic or subject, written by one or more authors and published under a separate title in a collection or periodical containing other works of the same form. The length of a periodical article is often an indication of the type of publication—magazine articles are usually less than five pages long; articles published in scholarly journals, longer than five pages. Periodical articles are indexed, usually by author and subject, in periodical indexes and abstracting services, known as bibliographic databases when available electronically.

Catalog Record: An entry in a database that describes the physical attributes of a work, including its subject(s) and gives the physical location of the item and/or links to the work online. Also known as Bibliographic Record.

Cataloging: The process of creating entries for a catalog. In libraries, this usually includes bibliographic description, subject analysis, assignment of classification notation, and activities involved in physically preparing the item for the shelf, tasks usually performed under the supervision of a librarian trained as a cataloger.

Copy Cataloging: The adaptation of a pre-existing bibliographic record, usually found in OCLC or some other bibliographic database, to fit the characteristics of the item in hand, with modifications to correct obvious errors and minor adjustments to reflect locally accepted cataloging practice; as distinguished from original cataloging which is creating a completely new record from scratch.

Document Delivery Service: The provision of published or unpublished documents in hard copy, microform, or digital format, usually for a fixed fee upon request. In most libraries, document delivery service is provided by the interlibrary loan office on a cost-recovery basis. The patron is usually required to pick up printed material at the library, but electronic full-text may be forwarded via e-mail. Also refers to the physical or electronic delivery of documents from a library collection to the residence or place of business of a library user, upon request.

EPA Desktop Library: A collection of electronic resources, including freely available and subscription-based services, available to all EPA staff via the Intranet. The EPA Desktop Library is funded by the Working Capital Fund and managed by the Office of Environmental Information with contributions from other program offices.

EPA National Library Network: A national network composed of EPA libraries and repositories located in the Agency's Headquarters, regional and field offices, research centers, and specialized laboratories, as well as Web-based access to electronic collections. Network libraries are defined as those libraries with an official membership presence in the Online Computer Library Center (OCLC) system. Centralized network coordination comes from the Agency's Office of Environmental Information. Individual EPA libraries are administered by a range of offices in conjunction with contract staff.

Extended Reference: An inquiry response that involves the knowledge and use of multiple information resources and/or significant library staff time. Information resources can include, but are not limited to, databases, printed reference or other materials, and/or consultation with other libraries or subject experts. Extended reference questions typically require more than ten minutes to answer.

ILL: See Interlibrary Loan.

Interlibrary Loan (ILL): The process by which a library requests materials from, or supplies materials to, another library. This service is provided upon request of a library user for materials not available in the local library.

Materials: Items within the library collection that may include books, journals, reports, miscellaneous publications, microform, multimedia, and other physical objects. Generally, library materials do not include official records, but convenience copies of records may be included.

Memorandum of Understanding: A memorandum signed by more than one agency or organization that promises cooperation or coordination on a specific issue, project, or agenda.

Microfiche: A small card-shaped sheet of photographic film designed for storing miniaturized text and/or microimages arranged sequentially in a two-dimensional grid.

Microform: A generic term for a highly reduced photographic copy of text and/or images stored on a translucent medium (microfiche or microfilm) or on an opaque medium such as card stock (microopaque or aperture card). Microforms can be original editions or reproductions. Reader-printer machines are required to view and make hard copies. Digital storage media such as magnetic tape and disk, CD-ROM, etc., are superseding microforms in information storage and retrieval to some extent.

Monograph: A book or treatise on a single subject, complete in one physical piece, usually written by a specialist in the field. For the purpose of cataloging and collection development, a monograph is any publication complete in one volume or intended to be completed in a finite number of parts issued at regular or irregular intervals, containing a single work or collection of works.

MOU: See Memorandum of Understanding.

OCLC: See Online Computer Library Center.

OLS: See Online Library System.

Online Computer Library Center (OCLC): OCLC is a nonprofit, membership-based, computer library service and research organization dedicated to the public purposes of furthering access to the world's information and reducing information costs. OCLC maintains the largest catalog and interlibrary loan network in the world, which assist librarians and the general public with locating, acquiring, cataloging, lending, borrowing and preserving library materials.

Online Library System (OLS): The online catalog for the EPA Library Network, which provides bibliographic records for the items residing in EPA libraries and links to documents on environmental topics on the Internet. OLS allows searches by author, title, subject heading, any standard numbers that are assigned to the work, classification number, and allows for keyword searching of the record.

Original Cataloging: The creation of a bibliographical or cataloging record from the beginning without the aid of a pre-existing record. Most EPA documents require original cataloging by EPA libraries because they are usually the first to see the works. Original cataloging of EPA documents

represent EPA's contribution to the OCLC database. As EPA is able to copy catalog from records created by other agencies and institutions, the other agencies and institutions will be able to copy catalog from records created by EPA libraries. Original cataloging is more time consuming than copy cataloging. To offset the time spent in creating an original record, OCLC offers a credit towards the account of the cataloging library.

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

Physical Collection: The materials, whether books, maps, microforms, scrolls, CD-ROMs, DVDs or any other items that physically reside in a library or its storage space and are managed by one or more mechanisms of bibliographic control.

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. In some cases the public may be able to view Agency records at these locations.

Public Visitor: Person who is not employed by EPA but uses the library in person to obtain library services, to use materials in the physical collection or to access public EPA databases.

Publication: For purposes of this document, when used alone, "publication" is an all-encompassing term that refers to a work capable of being read or perceived and may include monographs, journals, or documents, regardless of source or format.

Ready Reference: The provision of quick answers to factual questions, using standard sources such as dictionaries, almanacs, directories. Websites can also be used in lieu of printed references. The time to research a ready reference question is secondary to the level of effort, but should usually be in the 5-10 minute range. Directional questions (e.g., where is the copier?), and requests for assistance with equipment instruction/problems are not considered ready reference. Examples of Ready Reference questions: What is the address of the UN Intergovernmental Panel on Climate Change? Who is the current president of the Sierra Club? Does this library have the book Silent Spring?

Reference: Services provided by library staff to meet the information needs of patrons (in person, by telephone, or electronically), including but not limited to answering questions, instructing users in the selection and use of appropriate tools and techniques for finding information, conducting searches on behalf of the patron, directing users to the location of library resources, assisting in the evaluation of information, referring patrons to resources outside the library when appropriate.

Serial: A publication in any medium issued under the same title in a succession of discrete parts, usually numbered (or dated) and appearing at regular or irregular intervals with no predetermined conclusion. Most libraries purchase serials via subscription.

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

Walk-in Visitors: The number of persons who physically enter library facilities in a defined time period, regardless of reason. Library and building/maintenance staff are not included.

Web Resource: A source of information that is available via the World Wide Web. Examples are the MEDLINE database of medical literature provided by the National Library of Medicine and the EDGAR database of public company information maintained by the Security and Exchange Commission. Web resources can also include online catalogs of other libraries, electronic reference books such as encyclopedias and electronic journals.

10. WAIVERS

Waivers to these procedures 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) through the Director of the Office of Environmental Information, Office of Information Analysis and Access (OIAA).

11. RELATED POLICIES, STANDARDS AND GUIDANCE

The following related policies, standards, and guidance documents are available on the Office of Environmental Information Policy page (http://epa.gov/irmpoli8/policies/index.html):

CIO 2170.1-P-02. EPA Library Reference and Research Services Procedures

12. MATERIAL SUPERSEDED

These procedures supersede the EPA Library Systems Manual 2130, dated January 1977.

13. ADDITIONAL INFORMATION

For further information about these procedures, please contact the Policy and Program Management Branch of the Information Access Division in Office of Information Analysis and Access, Office of Environmental Information.

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