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

EPA LIBRARY NETWORK COMMUNICATION STRATEGIES

1. PURPOSE

The purpose of this document is to establish Agency-wide procedures by which libraries in the EPA National Library Network communicate, using a range of established mechanisms, with other EPA libraries, organizations 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

Since its inception, the EPA National Library Network has depended on a variety of regular communication channels to provide a coordinated approach to library services. Although many different organizations administer individual EPA network libraries, EPA Headquarters has traditionally provided the umbrella function of EPA National Library Network coordination. In 1999, the Office of Environmental Information (OEI) was established to respond to widespread changes in information technology and information management, and today it administers this umbrella communication function for the larger EPA National Library Network.

The EPA National Library Network depends on effective communication in order to provide timely access to information and library services to employees and the public. This procedure outlines network communication resources and strategies.

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 2170.1, EPA National Library Network Policy, dated 05/15/2009
(http://intranet.epa.gov/oei/imitpolicy/policies.htm).

6. PROCEDURES

6.1 Communication related to the larger EPA National Library Network is coordinated and facilitated through the Office of Environmental Information (OEI). OEI is the main point of contact within the Agency in terms of broad issues affecting the EPA National Library Network.

6.1.1 OEI communicates with external groups on behalf of the EPA National Library Network. These communications include a range of electronic, written, and oral forms; OEI may request input from EPA libraries to communicate various issues more effectively. External groups may include, but are not limited to:

6.1.1.1 Federal government agencies.

6.1.1.2 Library community stakeholders, including but not limited to:

6.1.1.2.1 Federal Library and Information Center Committee (FLICC), headquartered at the Library of Congress.

6.1.1.2.2 Special Libraries Association (SLA).

6.1.1.2.3 American Library Association (ALA).

6.1.1.2.4 American Association of Law Librarians (AALL).

6.1.1.2.5 Medical Libraries Association (MLA).

6.1.1.3 General public.

6.1.1.3.1 OEI maintains an Internet presence for the EPA National Library Network through the following mechanisms:

6.1.1.3.1.1 The Internet website for the EPA National Library Network (http://www.epa.gov/libraries) is a regularly-updated public communication channel, managed by OEI. It serves primarily to provide information about the Network and link to mechanisms for receiving public comment and questions (See 6.1.1.3.1.2 and 6.1.1.3.1.3).

6.1.1.3.1.2 Standard responses to the public's Frequent Questions about the EPA National Library Network are available via the Internet (http://publicaccess.custhelp.com). OEI has developed and approved the content of these automated responses, and the system that manages them enables the public to follow up with more targeted questions. Contract library staff providing support to OEI develop customized responses to these additional questions from the public.

6.1.1.3.1.3 An e-mail address for public comment and feedback on EPA National Library Network services and long-term plans was established by OEI in 2007 (library.feedback@epa.gov). Contract library staff monitor this e-mail address and work with OEI to provide customized responses.

6.1.1.3.1.4 An e-mail address for external and internal inquiries to the EPA National Library Network was established by OEI in 2007 (epalibrarynetwork@epa.gov). Contract library staff monitor this e-mail address, work with OEI to provide customized responses, and refer users to other information channels as appropriate.

6.1.1.3.2 As appropriate, OEI prepares Federal Register notices to communicate changes to Library Network services to the general public.

6.1.2 OEI facilitates internal communication within the EPA National Library Network through a

range of electronic, written, and oral mechanisms. Resources include:

6.1.2.1 Full-time staff members to facilitate internal communications across the EPA National Library Network.

6.1.2.1.1 The EPA National Library Network Program Manager has the day-to-day responsibility to provide assistance and guidance to offices in the operation of Network libraries.

6.1.2.1.2 The EPA Library Network Coordinator and Assistant Coordinator (contractors) provide support to the National Program Manager and help administer shared Network communication resources, such as the LIBNET listserv.

6.1.2.2 Technology infrastructure.

6.1.2.2.1 The EPA National Library Network Intranet site (http://intranet.epa.gov/librarynetwork/) is a regularly-updated communication channel, managed by OEI with support from contract library staff. It serves to announce and collect information and resources internal to the EPA National Library Network, such as teleconference minutes, contact information, annual meeting resources, and library reports. It is also accessible to a larger Agency audience.

6.1.2.2.2 The EPA Desktop Library Intranet site (http://intranet.epa.gov/desktop/) is available to an Agency-wide internal audience and managed by OEI with support from contract library staff. The site organizes a wealth of subscription-based and free electronic information resources, the subscriptions of which are managed by OEI and other offices across the Agency. EPA library staff is encouraged to provide feedback on EPA Desktop Library resources for subscription renewal purposes and voice technical concerns on behalf of patrons.

6.1.2.3 Major written reports, policies, and procedures that synthesize information and feedback from the entire EPA National Library Network.

6.1.2.3.1 The Annual Report on the EPA National Library Network includes statistical and anecdotal information from EPA libraries.

6.1.2.3.2 The policy for the EPA Library Network (CIO 2170.1) establishes uniform governance and management and outlines roles and responsibilities.

6.1.2.3.3 EPA National Library Network Procedures describe the baseline of services for EPA libraries in functional areas, including, but not limited to usage statistics, reference and research services, interlibrary loan, cataloging, and collection management.

6.1.2.4 Information gathering functions that contribute to major written reports and policies listed above, that help plan for local needs and that help to improve customer service.

6.1.2.4.1 EPA National Library Network usage statistics.

6.1.2.4.2 Anecdotal information and best practices.

6.1.2.4.3 Other mechanisms, such as online surveys for EPA National Library Network patrons, may be developed and administered by OEI with support from the contract staff. Such information gathering will help the Network assess and improve its library services.

6.1.3 OEI facilitates communications with EPA employees and other internal stakeholders on behalf of the EPA National Library Network, including, but not limited to:

6.1.3.1 Communications with employee unions related to library services.

6.1.3.2 Communications related to the 2008 Memorandum of Agreement (MOA) between the American Federation of Government Employees (AFGE) Council 238 and the Library Network.

6.1.3.2.1 As part of the MOA, the Library Network is required to give the AFGE Union a six-day comment period before sending any all-hands-level information related to library services.

6.1.3.2.2 As part of the MOA, EPA management representatives and Union representatives participate in the Library Advisory Board, whose purpose is to make recommendations to the Chief Information Officer (CIO).

6.1.3.3 Communications with senior managers in locations with EPA libraries.

6.1.3.4 Communications with EPA employees about new and enhanced Library Network services and initiatives.

6.2 Effective internal communication is critical to the ability of the EPA libraries to function as an integrated network and strengthens the libraries' overall resource offerings to patrons. Some internal communication is facilitated through the administrative functions of the EPA National Library Network Program Manager and contract staff. Other internal communication occurs on a library-to-library basis, utilizing the mechanisms and shared resources noted below.

6.2.1 Established network communication mechanisms include, but are not limited to the following:

6.2.1.1 Annual meetings provide an opportunity for EPA contract library staff and federal library managers to meet face-to-face to discuss issues of relevance to the EPA National Library Network and participate in information and/or training sessions. Annual meetings usually span several days, may be held in conjunction with another Agency or federal conference, and may or may not be held on a strictly annual basis.

6.2.1.2 Monthly teleconferences, led by the National Program Manager and/or Library Network Coordinator, provide an opportunity for EPA contract library staff and federal library managers to receive administrative updates, discuss items of relevance to the entire EPA National Library Network, and share information about local initiatives. EPA National Library Network teleconferences are open to contract and federal library staff, and minutes of the teleconferences are posted to the EPA National Library Network Intranet site following each meeting. Federal library managers may participate in additional teleconferences. Library teleconferences are generally scheduled for an hour and may or may not be held on a strictly monthly basis.

6.2.1.3 The EPA National Library Network Intranet site (http://intranet.epa.gov/librarynetwork/) consolidates internal communications, such as annual reports and teleconference minutes. The site's list of contract and federal library staff contacts for each of the EPA libraries is regularly updated and helps facilitate library-to-library communication. Other areas of the Intranet site promote resource sharing and best practices, which have grown out of local EPA library initiatives.

6.2.1.4 Workgroups within the EPA National Library Network allow for exploration and action related to those key topics, initiatives, and resources that are better suited for small-group discussion. Workgroups are formed as needed, and participation may be open or by specific invitation.

6.2.1.5 The LIBNET listserv (epalibnet@lists.epa.gov) is moderated and restricted in membership to the EPA National Library Network community of contract and federal

library staff. It serves as a direct communication channel between EPA library staff to support library operations, to initiate and respond to network-wide requests, to provide a forum for timely, relevant information, and to promote and raise awareness of the interconnected resources of the EPA National Library Network.

6.2.1.5.1   LIBNET is a forum for the discussion of technical EPA National Library Network issues. Subscribed members are encouraged to pose questions, share information, and discuss any issues relating to the operation and effective management of the EPA libraries and the dissemination of information to the EPA staff and the public.

6.2.1.5.2   Members of the EPA National Library Network will monitor LIBNET postings and provide a timely response to requests from other EPA libraries, especially urgent requests for information or resources.

6.2.1.5.3   As with all users of EPA's listserv mailing lists, LIBNET users are expected to conduct their communications in an ethical and trustworthy manner. This means:

6.2.1.5.3.1   Users will not attempt to access, change or delete data unless authorized to do so.

6.2.1.5.3.2   Members will not allow others to use their membership/administrative privileges.

6.2.1.5.3.3   All listserv members will notify the List Owner(s) if a security incident is detected on the listserv (epalibnet-owner@lists.epa.gov).

6.2.1.5.3.4   Members will follow the rules of behavior as specified by the list owners. LIBNET etiquette includes the following guidelines for users:

6.2.1.5.3.4.1   Create a subject line for all posts.

6.2.1.5.3.4.2   Use an electronic signature that includes name, e-mail address, and institutional affiliation.

6.2.1.5.3.4.3   Present information in a courteous and professional manner, and avoid "flames" (emotionally-charged postings, often directed at someone).

6.2.1.5.3.4.4   Send personal responses directly to an individual rather than to the entire list. This will avoid cluttering the e-mail inboxes of other LIBNET members.

6.2.1.5.3.4.5   Participate in listserv discussions and respond to requests for assistance as appropriate. Sharing information and ideas will strengthen the EPA National Library Network.

6.2.1.5.3.4.6   Remember that LIBNET is a closed list and messages should not be forwarded to non-members. Anyone wishing to share information from postings should paraphrase and avoid identifying individuals. Anyone wishing to quote from someone's posting should contact that individual privately and ask permission first.

6.2.2   Shared EPA National Library Network resources and services that utilize and extend these communication mechanisms include, but are not limited to the following:

6.2.2.1 The Online Library System (OLS) (http://www.epa.gov/libraries/ols.htm) is the searchable online catalog of library materials for the entire EPA National Library Network. Databases and cataloging from across the EPA National Library Network contribute to the regularly-updated content.

6.2.2.2 Three EPA Repository Libraries in EPA Headquarters, Research Triangle Park

(RTP), and Cincinnati, as well as the National Environmental Publications Internet Site (NEPIS), the database behind the National Service Center for Environmental Publications website (http://www.epa.gov/nscep/), serve as repositories for unique EPA documents and other print and electronic library materials. Communication between other network libraries and receiving repositories is a critical part of EPA National Library Network collection management activities.

6.2.2.3 Shared electronic journal subscriptions and resources are available on the EPA Desktop Library Intranet site (http://intranet.epa.gov/desktop/). Communication about desired resources, access to resources, and sponsored or shared-purchase resources can enhance collection management activities for both the EPA National Library Network and for individual EPA libraries.

6.2.2.4 Weeded print materials are offered by owner libraries to other EPA libraries through established channels, including repository library group mailboxes and the LIBNET listserv. Communication related to weeding, dispersal, and resource deselection contributes to more effective collection management. For guidance on weeding EPA library materials see the EPA Library Materials Dispersal Procedures.

6.2.2.5 The Core List for an Environmental Reference Collection (http://www.epa.gov/libraries/core/coretoc.htm) is a collaborative publication of the EPA National Library Network. It identifies key information resources in the areas of environmental protection, management, and the sciences. It was developed for EPA information professionals and others managing similar environmental collections. The Core List will be revised on an as-needed basis.

6.2.2.6 Cataloging by EPA library staff makes use of Online Computer Library Center (OCLC) systems and related software. EPA catalogers evaluate new materials and create records that facilitate access to them through the shared online catalog, OLS. This communication function enables other EPA library staff to better respond to patron requests, and it informs collection management decisions.

6.2.2.7 Interlibrary Loan (ILL) makes use of OCLC systems and related software, but also draws on telephone, fax, and e-mail communication to better facilitate rush requests within the EPA National Library Network.

6.2.2.8 Regional services provide library services for one EPA location that are fulfilled offsite by a Lead Service Center Library, as resources allow. Regional services operate on a fee-for-service basis through a Memorandum of Understanding, and require ongoing communication between the two participating locations.

6.2.3 Growing the EPA National Library Network institutional knowledge base.

6.2.3.1 A stronger collective knowledge base for the EPA National Library Network offers both external and internal benefits. Shared collective knowledge supports interaction with and outreach to EPA patrons and the general public. Shared collective knowledge also serves to inform library staff, minimize the duplication of effort, and establish a pool of best practices.

6.2.3.2 Institutional knowledge often resides in individuals, who, in the case of the EPA National Library Network, work in a number of disparate locations. Maximizing this collective knowledge of the EPA National Library Network begins with the communication strategies outlined above and may be further developed by:

6.2.3.2.1 Developing, sharing, and archiving resources, such as:

6.2.3.2.1.1 Presentations, given onsite or at national conferences.

6.2.3.2.1.2 Resources created for displays and booths.

6.2.3.2.1.3 Outreach publications, such as flyers, brochures and newsletters.

6.2.3.2.1.4 Tutorials developed for shared library resources.

6.2.3.2.1.5 Surveys.

6.2.3.2.2   Communicating ideas, concerns, and resources in developing forums, such as:

6.2.3.2.2.1 Collaborative online workspaces, such as Quickr.

6.2.3.2.2.2 Web 2.0 technologies, such as wikis and blogs, as approved by the Agency.

6.3 Local-level communication for EPA libraries depends on the local context and follows local procedures and Statements of Work, but strategies for external and internal communication may utilize the mechanisms and shared resources noted below.

6.3.1   Communication with patrons will depend on local context and needs. However, EPA libraries will take advantage of as many communication strategies as possible for bringing relevant information to patrons, understanding their needs, and communicating the value of library services. Over time, the EPA National Library Network will develop standard language and marketing resources that individual libraries can draw from and customize for their own needs. Mechanisms may include, but are not limited to:

6.3.1.1   Reference interactions.

6.3.1.2   Resource delivery interactions.

6.3.1.3   In-person and distance-based training sessions.

6.3.1.4   Library tours.

6.3.1.5   Local Intranet pages.

6.3.1.6   Newsletters or alerts.

6.3.1.7   Referrals.

6.3.1.8   Marketing initiatives.

6.3.1.9   Displays or exhibits.

6.3.1.10 Signage.

6.3.1.11 Written policies.

6.3.1.12 Comment cards and online feedback mechanisms.

6.3.1.13 Surveys or focus groups.

6.3.2   Every EPA library should maintain a group e-mail box as its primary point of contact rather than a personal e-mail address, and establish local triage procedures for answering and forwarding queries.

Note: In all communications with library patrons, privacy and confidentiality are important considerations. Among other resources, Questions and Answers on Privacy and Confidentiality *by the American Library Association Intellectual Freedom Committee, provides pertinent information.*

6.3.3   Communication with local management will depend on local context and needs, but in general, EPA libraries should communicate library value to management as part of an ongoing strategy and should utilize a variety of mechanisms in that effort.

6.3.4   Communication with other library staff, in cases where there is more than one member on staff, will depend on local context and procedures. However, staff-to-staff communication echoes institutional knowledge issues, as noted in 6.2.3 above. These internal

communications may utilize a variety of strategies to foster a professional and collaborative work environment. Mechanisms may include, but are not limited to:

6.3.4.1   Local written procedures or manuals.

6.3.4.2   Training sessions.

6.3.4.3   Staff meetings.

6.3.4.4   E-mail correspondence.

6.3.4.5   Routing of print resources.

6.3.5   Communication with other libraries and professional organizations through listservs and other mechanisms of participation will give information professionals in the EPA National Library Network both an awareness of the larger library world and important networking opportunities. Such activities are important to professional development, in general.

7. RELATED DOCUMENTS

American Library Association (ALA) Intellectual Freedom Committee. Questions and Answers on Privacy and Confidentiality, revised 10/30/2006 (http://www.ala.org/ala/issuesadvocacy/intfreedom/librarybill/interpretations/qandaonprivacyandconfidentiality.pdf).

EPA National Library Network and the American Federation of Government Employees (AFGE) Council 238. Memorandum of Agreement between the United States Environmental Protection Agency and the American Federation of Government Employees, dated 7/10/2008 (http://intranet.epa.gov/librarynetwork/documents/JointMOAonEPALibraries07-10-2008.pdf).

EPA National Library Network. Core List for an Environmental Reference Collection (EPA 260-B-10-001), dated 03/2010 (http://www.epa.gov/libraries/core/coretoc.htm).

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 Collection Development Procedures, dated 10/20/2010 (http://intranet.epa.gov/librarynetwork/moving_forward.html).

EPA National Library Network. EPA Library Disaster Response and Continuity of Operations (COOP) 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. EPA Library Public Access Procedures, dated 10/20/2010 (http://intranet.epa.gov/librarynetwork/moving_forward.html).

EPA National Library Network. "EPA's Vision for Library Services" at The EPA National Library Network website, dated 07/2007 (http://www.epa.gov/libraries/).

Kadec, Sarah. Building the Future by Examining the Past, keynote speech at the 2001 EPA National

Library Network Conference: Celebrating 30 Years of Environmental Librarianship, dated 07/23/2001 (http://intranet.epa.gov/librarynetwork/annualreports/kadec_speech.htm).

Lyris List Manager. "Welcome to LIBNET" e-mail message, accessed 07/23/2007 (lyris-noreply@lists.epa.gov).

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.

Archiving: Placing documents in storage, usually to preserve them as a historical or informational, legal, or evidential record, permanently or for a finite or indefinite period of time. Can refer to physical or electronic storage.

Catalog: A comprehensive inventory of the books, periodicals, maps, and other materials in a given library collection, arranged in systematic order to facilitate retrieval (usually alphabetically by author, title, and/or subject). In most modern libraries, the card catalog has been converted to machine-readable bibliographic records and is available online.

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.

Collection Management: The activity of planning and supervising the growth and preservation of a library's collections based on an assessment of existing strengths and weaknesses and an estimate of future needs.

Database: A large, regularly updated file of digitized information (bibliographic records, abstracts, full-text documents, directory entries, images, statistics, etc.) related to a specific subject or field, consisting of records of uniform format organized for ease and speed of search and retrieval and managed with the aid of database management system (DBMS) software. Content is usually created by the database producer. In the case of commercial databases, the content may be leased to one or more database vendors (Dialog, EBSCO, OCLC, etc.) that provide electronic access to the data after it has been converted to machine-readable form, usually online via the Internet, using proprietary search software. Most databases used in libraries are catalogs, periodical indexes, abstracting services, and full-text reference resources leased annually under licensing agreements that limit access to registered borrowers and library staff.

Deselection: The process of identifying print titles for weeding, subscriptions for cancellation, and/or electronic resources for removal from an Internet or Intranet site. Deselection often occurs in response to space constraints, subscription price increases, and budgetary constraints, but as part of regular collection maintenance it should also reflect resource currency and usage.

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 Document/Publication: An official EPA publication in any format, with a special alpha-numeric identifier known as an EPA publication number.

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.

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 (MOU): A memorandum signed by more than one agency or organization that promises cooperation or coordination on a specific issue, project, or agenda.

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.

MOU: See Memorandum of Understanding.

National Environmental Publications Internet Site (NEPIS): EPA's electronic publications database behind the National Service Center for Environmental Publication (NSCEP) website. NEPIS was launched in 1997 and in January 2007 was integrated under the National Service Center for Environmental Publications (NSCEP). In 2010 the NEPIS term was phased out of public branding for NSCEP and retained for internal use only.

National Service Center for Environmental Publications (NSCEP): Based in Cincinnati, NSCEP maintains and distributes EPA publications in hardcopy, CD-ROM and other multi-media formats. The NSCEP website also serves as a repository for and online gateway to free, electronic copies of EPA publications.

NEPIS: See National Environmental Publications Internet Site.

NSCEP: See National Service Center for Environmental Publications.

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.

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

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.

Repository Library: A central place where library collections are stored and made accessible. EPA repository libraries collect and preserve EPA documents and other materials deemed of value to the EPA National Library Network.

Resource Sharing: The activities that result from an agreement, formal or informal, among a group of libraries (usually a consortium or network) to share collections, data, facilities, personnel, etc., for the benefit of their users and to reduce the expense of collection development.

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.

Signage: A collective term for all the static visual symbols and devices posted in a library to direct patrons to specific resources, services, and facilities, and to inform them of library hours, policies, programs, and events, including their size, design, and placement. Signs that are clear, concise, consistent, courteous, and appropriately placed can significantly reduce the number of directional questions received at the reference desk and make using the library less stressful, especially for inexperienced patrons. To comply with ADA requirements, many libraries in the United States have added Braille to signs posted within physical reach of users. In libraries that serve a significant number of non-English-speaking patrons, signs may be provided in more than one language. An effort is made in new construction and major renovations to avoid a piecemeal approach by incorporating the style and placement of signs into the overall interior design.

SOW: See Statement of Work.

Stacks: The area of a library where the main body of the collection (usually books and periodicals) is stored when not in use, usually on rows of free-standing double-faced shelving. In some libraries, the stacks are closed to the public, but most libraries in the United States allow patrons to browse all or part of their primary collections in open stacks.

Statement of Work (SOW): A specific statement regarding the requirements needed in a service contract. The statement of work should include all aspects of job requirements, performance and assessment.

Subscription: The right to receive a newspaper or periodical for a designated period of time (or prescribed number of successive issues), upon payment of a subscription fee payable in advance to the publisher or subscription agent. Most subscriptions are renewed annually. Subscription also refers

to the right of a library or library system to provide access to a bibliographic database or other online resource to its patrons under a licensing agreement with a vendor upon payment of an annual subscription fee and is subject to renewal.

Unique EPA Document/Publication: Document published by EPA or on behalf of EPA, and for which there is only one copy held within the EPA National Library Network.

Weeding: The process of evaluating items in a library collection title by title to identify for permanent withdrawal those that meet pre-established weeding criteria, especially when space in the stacks is limited. Because weeding usually refers to print materials and other physical formats, it is a narrower term for deselection.

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-01. EPA Library Materials Dispersal Procedures

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

CIO 2170.1-P-03. EPA Repository Library Management Procedures

CIO 2170.1-P-04. EPA Library Usage Statistics Procedures

CIO 2170.1-P-05. Digitization Processes for EPA Libraries Procedures

CIO 2170.1-P-06. EPA Library Facility Management Procedures

CIO 2171.0 Information Access Policy

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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