

Pan-European Working Group Meeting of European Documentation Centres (EDC PEWG)

“The challenges for the EDCs’ work in the 21st century”

Monday 10 June – Tuesday 11 June 2013, Berlin

Participants

European Documentation Centres:

Veronika Stoiloiva	EDC at law and history faculty, Wouth-West University "Neofit Rilski"
Sabine Hertel	Free University of Berlin
Ruth Tammeorg	University of Tartu
Elvira Aleixandre	University Jaume I
Eirini Thymiatzi	University of Crete
Vicky Rigakou	Athens university of Economics and business library
Pattie Punch	University of Limerick EDC
Magda Sanna	Università degli Studi di Sassari
Nuno Henriques	Catholic University of Portugal
Ivona Olariu	Central university library Iasi
Sorina Blejan	Chamber of commerce and industry Brasov
Milos Petrovic	University of Maribor Library
Jeremy Jenkins	British Library
Ian Thomson	Cardiff University

European Commission: Sandra Schönewolf, Directorate-General Communication

ESN: Sabine Taverne, ESN coordinator EDC PEWG

Executive summary and follow-up activities

Welcome of participants and round table (Sandra Schönewolf)

Sandra has welcomed the participants in the meeting. Participants were invited to present themselves in a round table. Sandra has emphasised the following elements:

- DG COMM is in close contact with DG EAC to discuss possible collaboration and synergies with the EDC network. COMM is keen to reinforce cooperation with DG EAC;
- A training for EDCs will be organized from 3 to 5 December 2013. All EDC PEWG members will be invited. Representatives from the Central Library and the Publications office will be present;
- Sandra stressed the importance of the EDCs work and activities as they complement the efforts of the European Commission Representations in the Member States to go local together with the Europe Direct Information Centres and Team Europe by supporting academia to gather, analyse and distribute facts, ideas and theories on European integration;
- As part of the Commission's support services, the PEWG should stimulate cooperation and pool members' expertise for the benefit of the whole network;
- The outputs of this PEWG will be presented in the form of an e-catalogue being a valuable tool to report on best practices, shared online and promoted at the December training session.

The added value of the Pan-European Working Groups (Sabine Taverne)

Sabine has emphasised the following elements which make the PEWGs a unique concept in the Europe Direct network:

- The bottom-up approach in order to valorise existing knowledge in the Network;
- The creation of knowledge in a tangible output (e-catalogue) which will be available for all EDCs;
- The role of the selected members of the PEWG for the promotion of the outputs / knowledge of this group to colleagues of their national networks;

The presentation is available from [here](#) .

Presentation of the survey results (Sabine Taverne)

Sabine presented the results of the EDC survey **“The challenges of EDCs work in the 21th century”**. The survey consisted of three main chapters which reflect the structure of the work programme of the EDC PEWG. It shows how EDCs are using **social media** and if they **provide access to e-books**, and/or produce e-books; it also consulted EDCs about their **on-line repositories of EU information sources** and asked about their interest in sharing these sources with ECLAS, the main Central Library catalogue of the European Commission. 142 EDCs participated in this survey which represents 36% of all EDCs, a very good result which makes the outcome of this survey the more interesting. The EDCs all took considerable time in filling out the survey and provided very useful comments in the free fields.

The results are available in a detailed report and in a .ppt presentation. The participants agreed with the main findings of the survey, although comments were made that sometimes the results were presented from a very positive side (glass is half full versus half empty).

Work Packages of the Annual work programme of the EDC PEWG

The meeting was structured following the different Work Packages (WP). The coordinators of each work package presented their views following three sections. These sections will be used in the e-catalogue to serve as introduction to the survey results and to the best practices (for the social media):

- WHY is it important for your EDC to embrace social media
- WHAT are the elements which contribute to a successful use of social media
- HOW does the use of social media work for your EDC

- WHY is it important for your EDC to provide access to e-books
- WHAT are the best information sources to offer to EDCs clients?
- HOW does your EDC give access to e-books (we will discuss the access to the e-books from the EU Bookshop)

- WHY is it important for your EDC to provide access to on-line repositories of information sources from other EDCs
- WHAT are the best information sources to offer to EDCs clients?
- HOW does your EDC exchange and share information (we will discuss a possible collaboration with ECLAS in order to share EDC repositories of information sources)

Work Package I “EDCs and social media”

This WP has been introduced by **Ian Thomson** (coordinator of the WP). Ian presented his views and analysis of the use of Social Media by the network. He well outlined why the EDCs are using social media, what sort of activities they undertake and how they use it.

Discussion took place about the **following issues**:

- Should EDCs present themselves individually as EDC or as a network? Magda Sanna explained the advantage of one national Facebook page for the Italian network; only one person is in charge of updating. Disadvantage: when presenting activities as one network, the loss of promotion of one’s proper website/social media tool should be taken into account.
- Should the EDCs start an own Facebook page for the entire EDC network?
- Time-management; as most of the persons are not full time occupied with EDC activities (some persons work less than half time for their EDC), they have no time to update e.g. their Facebook pages.
- Social media activities are normally used for presenting activities of e.g. events. As these are not the main activities of an EDC, the content for social media of one EDC is often not enough to maintain a page.
- Update frequency is of importance as well as adding interesting new content.
- Social media guidelines are important to develop or followed from the host organization. Sabine Hertel mentioned that her EDC does not allow use of social media due to misuse of personal data. Pattie Punch mentioned that the use of personal data can be avoided. Other EDCs agreed that control of the information is a major task; how to make sure you only get valid and serious information versus populist information/views? On the internet, written information will never disappear!
- The need for optimized images for Facebook was mentioned. The size of the ED logo does not fit.
- It is possible to use Facebook without all advertisements by taking out unnecessary details. Pattie can be contacted for further details.

Ian’s presentation with all further details can be accessed from [here](#).

Action point 1: Finalisation of the social media introduction (why, how, what) by Ian. Please send to Sabine Taverne before June 28.

Analysis of social media good practices for the e-catalogue

After the first break, the WG was divided into three groups to analyse the **24 best practices** in social media which were received from the network. The best practices seemed to focus a lot on Facebook which confirmed the survey results, showing Facebook as the most used social media tool. It was noted by the members that quite a lot of best practices were too general and showed that the EDCs do not yet have a very in-depth knowledge and practice of the use of social media.

As there was not enough time to finalise the evaluation of best practices during the meeting, it was decided that two leaders per group will carefully reexamine all best practices to decide:

- If the best practice is of interest to be published in the e-catalogue; do they offer valuable information about using social media or maybe do they provide interesting difficulties to use social media?
- If the best practice is of interest, but information is lacking.
- If the best practice does not offer any value added information and should therefore be rejected. The reasons should be clearly noted down in order to inform the owner of the best practice of its rejection.

Action point 2: Finalisation of the selection of best practices

Group I:

Evaluators: Sabine Hertel and Ian Thomson

Best practices: 1, 3, 5, 6, 11, 20, 22, 23

Group II:

Evaluators: Vicky Rigakou and Pattie Punch

Best practices: 2, 4, 7, 10, 12, 13, 17a, 17b, 21

Group III:

Evaluators: Jeremy Jenkins and Ruth Tammeorg

Best practices: 8, 9, 14, 15, 16, 18, 19, 24

The evaluators of group I, group II and group III will fulfill the following tasks:

⇒ Contact the EDC of the selected best practices by Friday, June 21 to ask for additional information if necessary, please put Sabine Taverne in copy.

⇒ Provide information about the best practices which are rejected with reasons why this was done so, by June 21 to Sabine Taverne;

⇒ Provide the **approved and completed selected best practices by June 28** to Sabine Taverne.

Evening dinner

The dinner was a good occasion to celebrate the **50 years of existence of the EDC** network. In 1963, the first centres were founded as was reminded by Sandra. Nuno Henriques took the occasion to raise the question about the name of the EDCs, shouldn't this be better be called European Communication Centres, seen the changed work and the activities of the EDCs in the 21th century like being active with social media and reaching out to be a very broad audience.

Work Package II: "e-books"

This WP has been introduced by Milos Petrovic (coordinator of the WP). Milos has presented the results of the separate PEWG survey on the use and production by EDCs of e-book.

During the discussions, the **following elements** have been mentioned:

- It is important to define first the definition of an e-book ;
- The usage of e-books depends of the host organization of each EDC (being it a university library, chamber of commerce). Small EDCs lack technical assistance to set up e-book services.
- Common problem: lack of human resources;
- One of the most important issues concerning access to e-books is to make them available through discovery services such as Summon and Primo. It is vital that the e-books available through EU Bookshop will be included in the indexes of these search services as many libraries rely on them as their main way of accessing literature. This was underlined by an e-mail we received from a Swedish EDC following the survey;
- EDCs are not producing e-books;
- Advantage of the network to foster cooperation by sharing expertise in this area.

Milos presentation can be accessed from [here](#).

Action point 3: Milos will prepare an introduction (why, how, what) to the e-books for the e-catalogue. Please send to Sabine Taverne before June 28.

E-books and the EU Bookshop

Sabine Hertel informed the PEWG about the experience of her EDC accessing records from the EU Bookshop.

Discussion elements which were evoked:

- Access to the EU bookshop a technical issue which involves experienced IT staff.
- EDCs need legal staff to make a satisfactory agreement between the EU bookshop and the EDC. Jeremy Jenkins informed the group how he managed to set up the collaboration between the British library and the EU bookshop.
- Jeremy showed the website of the British Library from where customers can search directly in the collection of the EU bookshop. This avoids searching in two places. When a book has been found you access directly the EU bookshop page for each specific record, which has the advantage for customers to download or buy the book directly in their own preferred language.
- ESO will become a free information service and will also offer access to numerous information sources and data from the EU bookshop. *(to check with Ian)*
- A technical discussion evolved on how best to get all EDCs providing access to the EU Bookshop.

Action point 4: Jeremy will prepare a summary of this discussion. Please send to Sabine Taverne before June 28. The summary will be forwarded to the EU Bookshop by Sandra. This will also be a point of discussion for the December training session.

E-books and free and paid e-book sources

Sorina Blejan presented the results of the survey regarding the free and paid e-book sources. She outlined several criteria on how to evaluate these sources. Criteria which will be taken into account for the selection are:

- What kind of books there are: literature, business, European issues, other topics..
- How easy is to access the information (technical speaking) and how EDC could explore the information
- If the majority of books are in English or not
- How old the books are
- Rapidly in site navigation

- Other web site opportunities

Note: it was decided to only present **free e-book sources** in the catalogue.

Action point 5: Sorina Blejan, Ruth Tammeorg and Ivona Olariu will evaluate and select the best free e-book sources. This selection will be presented in the catalogue. Please send the selection to Sabine Taverne before June 28.

Work Package III “European repositories of information sources”

This WP has been introduced by Jeremy Jenkins (coordinator of the WP). Jeremy presented his analysis of the data and information we received from the EDC survey regarding the databases and repositories of information sources. He came up with the idea to present all these important information sources in a special Google map. This map will be made available in first instance to only the PEWG members who will have the possibility to update or add information to the fields.

Elements discussed were:

- It is a great way to promote the EDCs and their information sources;
- The tool can be seen as a duplication of the information of the Google map with access to EDCs addresses, presently available on the ED network pages of [DG COMM](#).

Please access [here](#) his presentation.

Action point 6: Jeremy will prepare an introduction to the repositories of information sources and will provide access to the Google map to all EDCs once the e-catalogue is published. Please submit the text before June 28 to Sabine Taverne.

EDCs and ECLAS

Nuno presented his vision on how the EDC network can evolve in the 21th century. He mainly thinks that this can be achieved by working with ECLAS. Nuno Henriques analysed the free comments of the survey, EDCs provided regarding the possible collaboration with ECLAS.

Elements the group discussed were:

- What is the value of the EDC network and its role towards the EU institutions
- Can we revitalize the network by working with ECLAS?
- Can we create one portal for EDCs databases and repositories of information sources from a single point of access (EDC net within Eclas providing access to ESO, Archidoc, EU Bookshop, Driver, Europeana)

- Access to commercial products which are available in Eclac such as articles from Lexis Nexis. Can EDCs benefit?
- Nuno mentioned that funding would be needed to organize conferences to start creating EDC services

His presentation can be accessed from [here](#).

Action point 7: Nuno will present an introduction to working with ECLAS ((why, how, what). Please submit the text before June 28 to Sabine Taverne.

Conclusions

The participants appreciated the concept of the PEWG as it gives an opportunity to brainstorm and discuss important topics between experts. Also it is an excellent format for networking and exchange of best practices, stimulating at the same time cooperation between members before, during and also after the meeting.

The European Commission took note of EDCs concerns and will follow-up on it, by discussing some issues with DG EAC and by organizing the December training seminar along their needs expressed during the meeting.

The participants were enthusiastic to continue to work together to finalise the best practices and discuss the way forward on how to provide best access to the European repositories of information sources.