Electronic Publications Pilot 1996/97

Final Report

Statistics Canada
Library and Information Centre

Public Works and Government Services Canada
Depository Services Program

Electronic Publications Pilot 1996/97

Final Report

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Executive Summary

The Electronic Publications Pilot (EPP) was conducted to gather knowledge on how library staff and their clients are adjusting to an electronic environment such as the Internet. The pilot was conducted from September 1996 to September 1997 as a joint initiative of Statistics Canada and the Depository Services Program (DSP), in partnership with the depository library community. The objective of the pilot was to assess the impact of replacing print publications with electronic equivalents via the Internet in DSP libraries. This objective was based on an assumption that the electronic medium will compliment print rather than replace it entirely and that departments will continue to produce some print publications in the future. The major conclusions of the pilot are summarized as follows:

Resources and Training: The EPP aimed to identify barriers experienced by librarians that would impede the successful transition to electronic dissemination. There were two areas in which librarians requested assistance: resources and training. Librarians reported a shortage of resources including hardware, software, financial and human resources, all of which are interrelated.

Training was identified by the majority of EPP participants as an essential element for the successful transition to electronic dissemination. The public libraries in particular felt that training was necessary.

Web Sites: Librarians offered a great deal of feedback on the EPP web sites. They stated that they would prefer to have to access one centralized site only. They hoped that the site would be dynamic, changing to meet the ongoing needs of the librarians and their patrons.

Selection of Publications: The EPP aimed to establish the type of publication that librarians would support being transformed into electronic format. No clear pattern emerged as to which publications were most suitable for conversion. However, the most prudent route to take in the short run would be to convert only the low demand publications to electronic format.

Access: Librarians were concerned that, at a minimum, the current level of access enjoyed through print publications be maintained. In addition, they offered suggestions that would improve access based on the potential of the electronic medium.

Site Access and Security: Librarians supported the concept of using IP addresses to limit access to the EPP web sites. However, in practice, they have clear concerns that must be addressed.

Functionality and Access: From the outset, nearly 80% of participants felt either favourably or very favourably about electronic access and delivery as tested during the pilot. Librarians suggested ways in which to make the electronic publications more functional and user-friendly so as to maximize the benefits of moving from the print to electronic medium. Participants suggested that the publications be offered in formats other than PDF and they expressed concern about using propriety software such as Adobe for accessing government publications.

Access and Archiving: There was overwhelming support from EPP participants for a centralized electronic archive. Librarians were also very clear in their wish for permanent electronic access to this archive.

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1.   Introduction

1.1   Background

Increasing demands for information coupled with financial cutbacks have forced government publishing programs into transition. As a result, many government departments are changing their modes of dissemination from the print to electronic medium and, consequently, planning and developing new electronic publishing infrastructures.

Libraries continue to be large users of print publications and are therefore most likely to be affected by the transition. Their ability to adapt to electronic equivalents, and in turn to facilitate acceptance of this medium by their clients, will determine the success of the transition.

The 1993 Survey on the Use of Statistic Canada Products in Libraries indicated, for example, that the preferred medium for dissemination of Statistics Canada information by the year 2000 would be CD-ROM. Since then, the Internet has emerged as a more cost-effective vehicle for disseminating information and this has lead many departments to select it as their preferred dissemination vehicle. However, the challenges and opportunities facing libraries and government departments who want to use the Internet to satisfy information dissemination and access needs, are extensive and remained largely unexplored.

1.2   The Electronic Publications Pilot (EPP) [1]

The Electronic Publications Pilot (EPP) was conducted in an effort to gather knowledge on how libraries and their clients are adjusting to an electronic environment such as the Internet. It was a joint initiative of Statistics Canada and the Depository Services Program (DSP) in partnership with the depository library community. The objective of the pilot was to assess the impact of replacing print publications with electronic equivalents via the Internet in DSP libraries. This objective was based on an assumption that the electronic medium will complement print rather than replace it entirely and that departments will continue to produce some print publications in the future.

1.2.1   Potential Benefits of the EPP

A major benefit of the Electronic Publications Pilot was the opportunity to solicit feedback about the electronic dissemination of government publications from a large group of professional librarians. Librarians have extensive experience in offering the public access to a wide range of government publications and documents; they are familiar with searching electronic databases and have been exposed to a variety of software packages. Their experience and their awareness of the potential benefits of electronic dissemination appear to have raised their expectations to a higher level than that of the public. For example, librarians criticized the inaccessibility of column headings when scrolling down tables in the Adobe Acrobat Reader. This type of feedback is invaluable. In short, feedback from librarians offers government publishers the opportunity to develop superior electronic products.

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[1]   Acronyms are listed in the Glossary.

Other potential benefits of the EPP are:

a)   Developing an understanding of the library community's requirements in accessing and utilising government information via the Internet;

b)   Gaining an understanding of the implications for end-users in accessing governmental information via the Internet;

c)   Developing an understanding of the government and library community's need for permanent access to archived electronic publications;

d)   Gathering first hand knowledge of a department's ability to deliver its information products to DSP libraries via the Internet; and

e)   Obtaining data on the types of end-users and their use of government information in libraries.

2.   Approach and Methodology

2.1   EPP Plan

The EPP consisted of a three-part plan, which included:

a)   the survey of DSP libraries;
b)   the quantitative analysis of web site use using WebTrends; and
c)   an End-User Questionnaire.

In June 1996, a letter was sent to all DSP libraries inviting them to participate in the Electronics Publications Pilot. As libraries registered, their IP addresses were entered into the computer systems at Statistics Canada and the DSP. Both Statistics Canada and the DSP created EPP web sites, and shared the responsibility for posting and maintaining the content. Each site contained a full index, and linked to other sites as necessary. Thus, once a library's IP address was entered at both sites, they gained access to 23 Statistics Canada publications (mounted at the Statistics Canada site), as well as *Hansard* and the NAFTA papers, accessible via the DSP site. The print copies of these publications were withheld and stored for the duration of the EPP. Following the pilot, the libraries were given the option of receiving their warehoused publications while access to the electronic versions remained available via the Internet.

2.1.1   Survey of DSP Libraries

During the summer and fall of 1996 the first EPP questionnaire was developed at Statistics Canada with the input and co-operation of the DSP. Following an internal review, it was circulated externally for comment to a number of volunteers including Wendy Watkins from Carleton University and Nancy Brodie from the National Library of Canada. The first questionnaire was mailed in December 1996 with a requested return date of January 10, 1997.

The EPP plan originally included four questionnaires, each of which was to be mailed after each quarter. However, as the pilot progressed, the number of questionnaires was reduced to three in order to reduce the response burden on libraries. All three questionnaires were sent to the registered contact person for self-administration. Librarians were requested to return the second questionnaire by June 13 and the final one by October 17, 1997.

The questionnaires were designed to evaluate three broad areas:

a)   The systems and technology available to Statistics Canada and the Depository Services Program for delivery of electronically disseminated publications;

b)   The readiness of the Depository Services library community to receive, process and make available the electronically disseminated publications;

c)   The response of library patrons to electronically disseminated publications.

In order to evaluate these areas, librarians were questioned about their response to the electronically disseminated publications with a focus on issues surrounding Internet access, archiving, resources (hardware, software and human resources), training, and the user friendliness of the electronic publications. The questionnaires were analysed using two software packages, SPSS and NSDstat+, and the results used as a basis to formulate each successive questionnaire.

A number of librarians informed us that they expected an electronic questionnaire, given that the pilot was evaluating the electronic medium. However, as a number of libraries experienced delays in hooking up to the Internet, it seemed that mailing print copies of the questionnaire was the most reliable method of reaching all participants.

2.1.2 WebTrends

Although the EPP participants were asked to complete three questionnaires, and end-users were given the opportunity to add their input, it was decided that a quantitative analysis of actual web site usage would be of value. The Statistics Canada web site was selected for this purpose.

The analysis of site usage was accomplished using WebTrends, a software application designed by the company *e.g.Software* specifically for this purpose. This software creates summary reports by reading and re-formatting data from "log files" that are stored on the web server. Log files are large text files that record every access to a web site. These files include the client's IP address, time and date of the request, the URL of the requested page, a result code, (indicating the completion or failure of the request), and the number of bytes delivered to the browser.

The use of WebTrends permitted the assessment of:

a)   the most frequently accessed and downloaded publications (PDF);
b)   the most frequent users of the Statistics Canada EPP web site; and
c)   the types of errors most often received by visitors.

2.1.3 End-User Questionnaire

Prior to designing the End-User Questionnaire, 14 in-depth interviews were conducted with librarians and end-users in order to establish areas that required evaluation. The librarians were selected from libraries from which we had recorded a substantial number of sessions and hits using WebTrends. In addition, libraries of various types, size and geographic location were selected. Some of the librarians contacted "frequent users" and arranged for in-depth patron interviews.

Following the exploratory interviews, the End-User Questionnaire to survey library patrons was designed in co-operation with Marketing Division at Statistics Canada. Questions focused on the ease of use of Adobe, the method used to access the EPP, the ease of accessing and navigating the EPP sites, and how they heard of the EPP.

The End-User Questionnaire took the form of an online survey which patrons could respond to directly from their web browser. This also allowed for instant submission and calculation of results. In order to encourage users to spend time filling out the questionnaire they were given the opportunity to enter a draw for a book and CD-ROM package of the *1997 Canada Yearbook*. The survey was conducted between August 1 and November 25, 1997. During that time, thirty-seven end-users chose to respond to the survey.

2.2   The Technical Preparedness Survey

In 1993, the Marketing and Information Services Branch of Statistics Canada sponsored the Survey on the Use of Statistics Canada Products in Libraries. The responses provided information on library budgets, training, and the preferred format for Statistics Canada products.

During the planning process for the Electronic Publications Pilot, it was felt that it would be invaluable to build upon this information. Subsequently, Bruno Gnassi of the DSP contracted Elizabeth Dolan and Liwen Vaughan, from the University of Western Ontario, to survey the DSP library community on their level of preparedness for electronic dissemination. While the EPP questionnaires were designed to collect information on perceptions and opinions about the electronic medium, the Technical Preparedness Survey was designed to obtain quantitative information on libraries' technological capabilities and related services. Questions were asked about the number of staff, collection make-up, computer availability and configurations, number of printers, availability of software, Internet-readiness and plans for the future with respect to technology implementation and electronic access to information. At the conclusion of the EPP the quantitative information was cross tabulated with variables from the EPP questionnaires in order to give greater depth to the librarians' responses.

The Technical Preparedness Survey was sent to all full and selective depository libraries in December 1996, prior to the first EPP questionnaire. The results were based on the 450 responses they received, representing a 50% response rate. One hundred of the 131 registered EPP participants completed the DSP's 1996 survey of technical preparedness.

During the summer of 1997, the data from the Technical Preparedness Survey was matched to those from the EPP to create an extensive database of information about the EPP participants. Because information regarding collection size, staff and computer availability, and Internet access had already been collected using the Technical Preparedness survey, these questions were not repeated in the EPP questionnaires. It must be remembered that the data were collected prior to the EPP and that only 100 of 131 EPP participants were respondents to the Technical Preparedness Survey.

2.3   Population (DSP) and Sample (EPP)

While all DSP libraries were invited to participate in the EPP, it was estimated that approximately 200 of them met the first criterion listed below. Therefore the population under study could be considered all DSP libraries with an Internet connection. Although the sample was not random, participating libraries represented a range of library types (public, academic, and government), a variety of geographic locations (inside and outside of Canada), a range of sizes, and both official languages.

Libraries were asked to meet the following criteria, prior to volunteering for the EPP:

a)   Libraries must have an Internet connection, a text or graphics browser (preferably Netscape), Windows 3.1 or Windows 95, and the Adobe Acrobat reader.
b)   At least one staff person must join "epubs", the listserv established for the duration of the project.
c)   Libraries must agree to complete quarterly evaluations.
d)   Libraries must agree to forgo any print publications that are included in the EPP for the duration of the pilot.
e)   Libraries must have at least one 486 computer.

One hundred and thirty two libraries registered for the EPP, which represented approximately 15% of the DSP community. These included four unofficial participants:

a)   Statistics Canada's Library and Information Centre
b)   The National Library of Canada
c)   Statistics Canada Regional Office - Vancouver
d)   Statistics Canada Regional Office - Montreal

The above libraries were considered "unofficial" because they continued to receive their print copies throughout the pilot. In addition, the two Statistics Canada Regional Offices are not actually DSP libraries.

2.4   EPP Participants

2.4.1   Geographic Distribution of Libraries

Province/Country	Number	% of EPP Total[2]	% of DSP Total[3]
Newfoundland	3	2	1.2
Prince Edward Island	2	2	0.7
Nova Scotia	2	2	2.8
New Brunswick	1	1	2.4
Quebec	19	15	18.4
Ontario	53	41	36.3
Manitoba	4	3	3.7
Saskatchewan	8	6	3.3
Alberta	6	5	5.9
British Columbia	15	12	8.4
Yukon	1	1	0.2
Northwest Territories	0	0	0.6
Foreign	**17**	**13**	**16.2**
Australia	1	1	0.9
Africa	1	1	0.1
Federal Republic of Germany	2	2	0.8
Japan	2	2	0.8
United Kingdom	4	3	1.2
United States of America	7	5	5.1
Total	**131**	**100**	**100**

2.4.2   Type of Libraries

The type of libraries which participated, and the language of response, were as follows:

Type of Library	Number	% of EPP Total	% of DSP Total
Academic	62	47	36
Government	12	9	8
Public	65	42	52
Regional Office	2	2	N/A

Eighteen of the EPP libraries participated in French. Of these, 17 were from Quebec and one was from Ontario. The remaining libraries participated in English.

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[2]   Throughout the text, percentage totals may not add up to 100% due to rounding.
[3]   In this column, due to small numbers, decimals were used.

3. Limitations of the EPP Study

There are a number of limitations to the Electronic Publications Pilot that may impact on the results. While it is important to keep these points in mind they should not obscure the valuable feedback received from participating libraries.

3.1 Self-selected Sample

The first limitation is that the sample of participating libraries was self-selected. Because it is not a random sample, the results of the EPP are not necessarily representative of the whole DSP community. Not only were libraries self-selected, they were required to meet certain criteria as a condition of participating in the EPP. Thus, it is possible that the sample libraries were more prepared for electronic dissemination than the DSP libraries in general, and therefore constitutes an "elite" group of DSP libraries. These libraries may, for example, have staff who are more technologically skilled, have more financial resources to devote to electronic dissemination, or have governing boards that offer more support for developing technological resources.

3.2 Response Rates

The participant response rate declined with each successive questionnaire, beginning at 75% for the first questionnaire, 63% for the second, and 53% for the final questionnaire. Because librarians agreed to complete quarterly questionnaires when they registered for the EPP, a response rate of 100% could theoretically have been expected. The concern here is with the characteristics of the non-responders and how their absence might skew the results. For example, if those who were coping well were more likely to respond than those having difficulties were, then the results could be positively skewed. Therefore, a telephone survey was conducted with librarians who did not return the first questionnaire to ascertain reasons for non-response.

3.2.1 Non-Responder Survey

The registered contact person was telephoned and first asked if they had sent back their questionnaire. A small number of librarians had returned their questionnaires, although they had not been received at the Statistics Canada Library where they were to be processed. These lost questionnaires represented 3% of total participants.

For the remaining librarians, when asked why they had not completed the first questionnaire, all but one stated it was because they had not used the electronically disseminated publications, or that their use of them was minimal. When asked why they had not used the electronically disseminated publications, the answers fell into the following two categories:

a) Human resource problems:

    i) No time to explore/learn
    ii) Lack of expertise/need training
    iii) Systems people too busy to help
    iv) Lack of interest
    v) Delayed Internet access
    vi) Illness/staff absence
    vii) Lack of communication within library

b) Technological problems:
Of those that experienced technological problems, approximately half were at the library end while the other half were due to IP address problems at Statistics Canada and the Depository Services Program. The "forbidden access" message was referred to in all of these cases.

There were librarians whose responses fell into both categories. Human resource problems may have delayed their participation, and when they did begin, they ran into technological difficulties.

3.3 Technical Difficulties

We anticipated that some libraries would have difficulty connecting to the Statistics Canada and DSP EPP sites early in the pilot. However, when these problems persisted throughout the EPP, it interfered with the ability of certain libraries to offer feedback on areas beyond that of connecting to the sites. Consequently we received incomplete questionnaires.

3.4 Communication

The main avenue for communication throughout the EPP was the listserv "epubs", which was established specifically for the pilot. Libraries agreed to have at least one contact person join the listserv for the duration of the EPP. However, based on the listserv subscription list, by February 1997, 36% of libraries had not joined the listserv and unfortunately this number did not change during the remainder of the EPP. The libraries that did not join remained uninformed about publication releases and other announcements from Statistics Canada and the DSP. In addition, they were not able to benefit from the questions and answers posted by their colleagues.

Percent of Libraries that Joined the Listserv
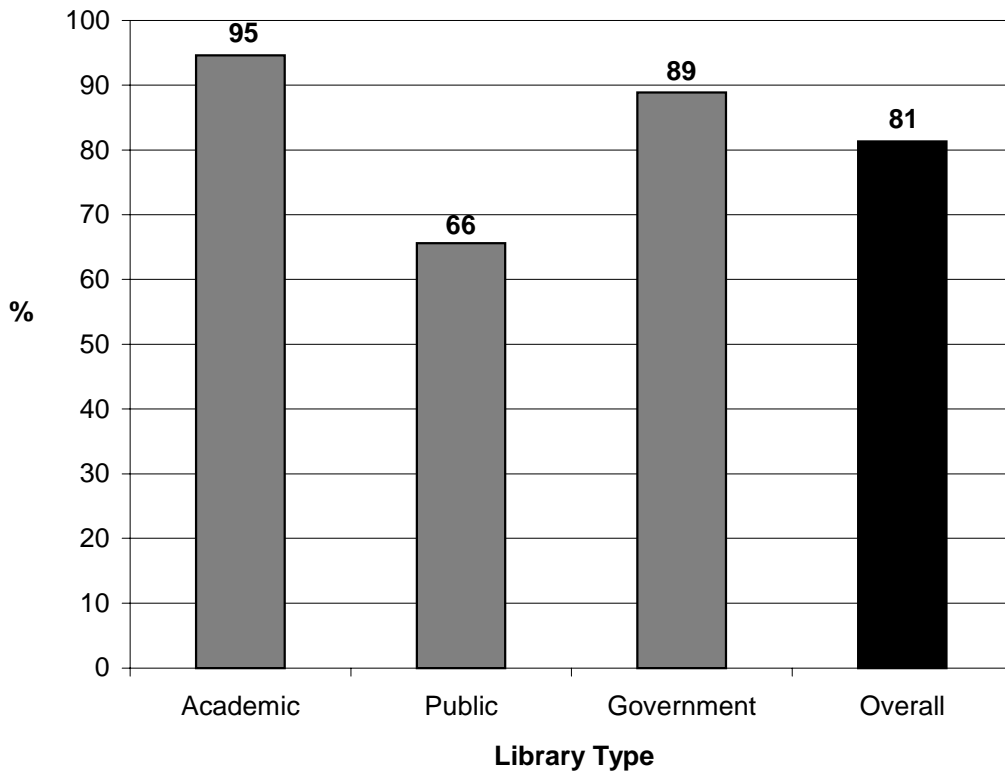
It is important to note that these percentages were based on the libraries that responded to the second questionnaire and therefore represent only 63% of EPP participants, or 83 libraries. However, as noted above, they reflect an analysis of the listserv subscription list comprising 85 member institutions and 150 individual members.

4. Research Findings

4.1 Barriers to electronic dissemination

Throughout the EPP a number of barriers inhibiting the successful transition to electronic dissemination were identified. These barriers can be categorized as either technical problems or resource problems (human resources, hardware, software, and financial resources).

Prior to a more in-depth discussion of these barriers, it is worth noting what is <u>not</u> interfering with the transition to electronic dissemination, and that is the attitude of participating librarians. After the first three months of the EPP, 78% of respondents felt favourable or very favourable about the electronic delivery of EPP publications, while 80% felt this way about the electronic format of the EPP publications. At the time of the second questionnaire, the majority of participants felt the same as at the first questionnaire, or more favourable. In addition, the traffic on the listserv where librarians continually asked questions and sought solutions, as well as the detailed feedback on many questionnaires, were a tribute to the effort expended by librarians to successfully work with the electronically disseminated publications. At the same time it is important to acknowledge that the population under study was self-selected and that responders to the evaluations were also self-selected, thus some bias in favour of the concept of electronic publishing and distribution may have been introduced.

4.1.1 Technical Problems

The EPP demonstrated that there were technical difficulties associated with both participating libraries as well as the agencies (Statistics Canada and the DSP) disseminating the electronic publications. The largest technical barrier encountered in the EPP involved incorrect or incomplete IP addresses that prevented libraries from connecting to the EPP web sites. Some libraries had these difficulties throughout the pilot, while others experienced them in the early stages or intermittently during the EPP.

Responses from the first questionnaire indicated that over half of the libraries (57%) were having difficulty connecting to the EPP sites, and for 41% of those libraries, these difficulties were happening "frequently" or "very frequently". By the time of the second questionnaire, a slightly lower proportion of libraries (50%) reported having difficulties connecting.

The libraries that were having difficulty connecting to the EPP web sites were examined more closely with respect to library type (academic, public, government), technological preparation (number of Internet connected personal computers) and size (number of employees).

4.1.1.1 Library Type

At the time of the first questionnaire, the government libraries had the least difficulty connecting to the EPP sites, followed by the academic libraries, and then the public libraries. By the time of the second questionnaire, there was a change for the worse for government libraries, and a change for the better for the academic libraries.

**Percent of Libraries Experiencing Difficulties
Connecting to the EPP Sites**

Type of Library	First Questionnaire	Second Questionnaire
Academic	57%	27%
Public	66%	67%
Government	33%	78%
Overall	57%	52%

The dramatic improvement for academic libraries may have been the result of including and truncating all the necessary IP addresses. This was not always a straightforward task. For example, the aim was to allow access to all Carleton University staff and students without opening the EPP sites to all "freenet.carleton.ca" users. An additional factor contributing to the improvement for academic libraries may relate to their high level of participation on the listserv. Because 94% of academic libraries joined the listserv, they could effectively communicate their difficulties and have them addressed in a timely fashion.

What begs an explanation is the substantial increase in difficulties experienced by government libraries. One possibility may be that government libraries were more likely than other libraries to access *Hansard* and the NAFTA papers, which were located at the DSP site. When the DSP transferred to a new organization, a new Internet supplier, and a new physical location, the URL for their site changed midway through the EPP. This series of events likely resulted in an increase in connection problems. This experience points to a need for site stability and good communication in electronic government publishing.

Results from the first two questionnaires indicate that about two-thirds of the public libraries had difficulty connecting to one or both of the EPP web sites. Their difficulties may be explained in part by their use of Internet Service Providers (ISP) which offer dynamic IP addresses. At each login to the Internet these libraries were randomly assigned an IP address. In order for them to have consistent and reliable access to the EPP web sites, all possible IP addresses needed to be included at both sites. Ranges of IP addresses and truncated addresses were included to rectify this problem. However, this remained a limitation that may, in part, explain the difficulties experienced by many public libraries. The academic and government libraries were more likely to have direct connections and therefore avoided this type of difficulty.

4.1.1.2   Technological Preparation

Libraries experiencing difficulties connecting to the EPP web sites were examined with respect to their level of technological preparation. For this purpose, the number of Internet connections was used as an indicator.

**Percent of Libraries Experiencing Difficulties Connecting to the EPP Sites[4]
by the Number of Internet Connections**

Number of Internet Connections	% Experiencing Connection Difficulties
1	46
2 to 4	60
5 to 19	67
20 or more	39
Overall	53

This revealed an interesting dichotomy. Libraries with only one Internet connection and those with 20 or more were less likely to have difficulty connecting than those with 2 to 19 Internet connections. There are a couple of possible explanations for this apparent trend. First, libraries that were not well prepared technologically may have limited their use of the electronic publications and thereby incurred fewer connection problems. This would explain why, as the level of preparation in libraries increased, so did their connection difficulties: it was simply a reflection of the number of attempts to connect. This explanation would suggest that the libraries with the most number of connections would have experienced the most number of connection difficulties, which was not the case. A second explanation may relate to library size, elaborated in the next section.

4.1.1.3   Library Size

On average, the number of Internet connections may reflect library size. It is possible that smaller libraries, which are often more geographically isolated, adopted technologies that expanded the scope of their libraries (such as the Internet) earlier than larger libraries. In addition, when there are fewer librarians on staff, more overlap in job tasks would be expected. This could result in a trend whereby the smaller libraries are amongst the most technologically advanced. At the other end of the spectrum, the very large libraries may have budgets for technological development and specialized staff to help them overcome connection problems. This scenario leaves the mid-sized libraries experiencing the most connection difficulties.

We approached this question of library size and connection problems a second way by using the number of employees as an indicator. Again, a fewer proportion of smaller libraries reported difficulties, while one of the middle groups (40 to 89 staff) had the most difficulties. Perhaps the staff members of small libraries are able to develop Internet expertise even if the number of Internet terminals available to them is minimal. Larger libraries can only support a specialized staff with advanced Internet skills if they have a large number of Internet connections. Thus a factor in explaining libraries' connection difficulties may be the level of staff expertise, which is related to librarians' opportunity to develop Internet skills based on their access to Internet connections.

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[4]   Figures based on the second questionnaire.

**Percent of Libraries Experiencing Difficulties Connecting to the EPP Sites[5]
by the Number of Employees**

Number of Employees	% Experiencing Connection Difficulties
1 to 14	40
15 to 39	55
40 to 89	100
90 or more	64
Overall	58

What is abundantly clear from our experience with the EPP is that the connection difficulties must be resolved as they presented a substantial barrier to the successful dissemination of electronic publications.

4.1.2   Resource Problems

Resource problems included a lack of human resources, hardware, software, and financial resources. The EPP revealed that the shortage of resources created a barrier to the successful dissemination of electronic publications. It is essential to remember that the technical and resource problems are not mutually exclusive. If anything, the latter is likely to be the cause of the former.

4.1.2.1   Staff

The majority (81%) of EPP participants offered alternatives to online access to the publications, in part due to a lack of human resources. The alternative forms of access included making publications available on a local hard drive and shelving print copies. The proportion of libraries that offered alternatives was high, regardless of the number of Internet connected personal computers available in their library. One-fifth of the libraries offered these options because there were no library staff to provide help.

There were also occasions when the motivation for alternative forms of access came from library patrons. When asked why patrons requested alternatives, over 20% of respondents stated that it was because there were no library staff to provide help with the online access. This suggests that both librarians and their patrons felt that a lack of human resources presented a barrier to electronic access.

EPP participants reinforced this when asked what modifications were necessary in their libraries in order to facilitate the effective use of electronic publications. In the area of human resources, 50% of libraries stated that they needed more time for electronic dissemination, followed by 47% of libraries that responded with the need for more staff.

[5]   Figures based on the second questionnaire.

4.1.2.2 Training

As well as the lack of staff to facilitate electronic access and the shortage of time for those staff to work with the electronic publications, the EPP revealed that training was a major human resource issue. Lack of training is a barrier to the effective transition to electronic dissemination that warrants special attention.

In the first questionnaire, when asked about preparations for the EPP, 19% of librarians stated that they had conducted some training. In addition, training was mentioned in the "final comments" section of many responses. For example, we were asked why no training to prepare participants for the EPP had been made available, and were told that the lack of local training opportunities was a problem. In the final questionnaire we attempted to clarify issues and possible solutions related to training.

The majority of respondents (80%) felt that training was required to help in the transition to electronic dissemination. The public libraries were most likely to hold this view. Training in Adobe Acrobat was recommended most frequently (85%), followed by training on the Internet (43%), and content training (39%)[6].

% of Libraries that Felt Training was Required
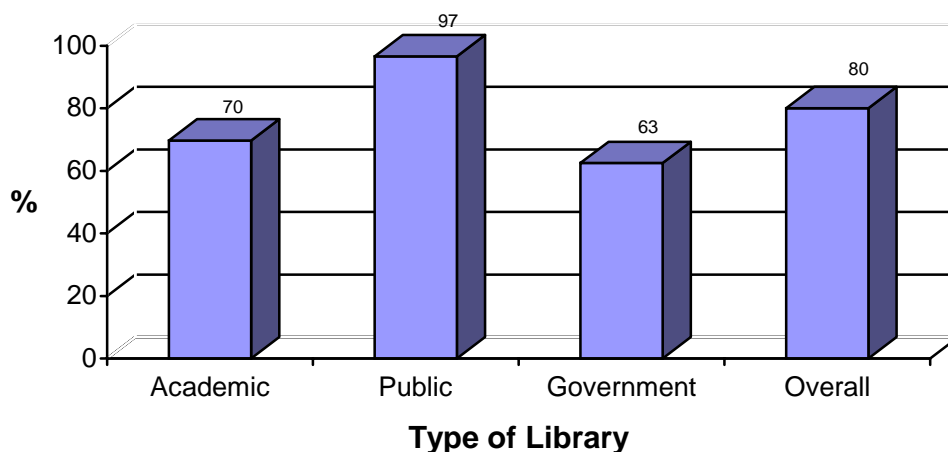
When asked to rank a number of possible formats for this training, almost half responded that workshops would be their first choice. However, this recommendation was made with reservations. For 89% of librarians, workshop length was a concern with a half-day being reported as the most popular choice. The cost of workshops and travel were two other concerns shared by 83% and 81% of librarians respectively. When asked what they considered was a reasonable cost per person per day, over a third (36%) responded that workshops should be free. Almost half (46%) were prepared to pay some amount as long as it was $50 or less, while 18% stated that they thought a cost of more than $50 was reasonable.

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[6] This was one of a number of questions where librarians were asked to tick as many options as applied. Consequently the percentages do not add up to 100%.

Other choices for training were off-line "cheat sheets"; Internet based help sheets, and manuals, ranked as first choice by 30%, 29% and 23% of librarians respectively. Videos were not a popular choice for training format. This option was placed as the sixth or last choice by over half of the libraries. Thus, the most popular training option was short, inexpensive workshops with the supply of support materials being the second most popular choice.

It is clear from the EPP that librarians, who mediate access to government publications, must have the appropriate skill sets for electronic dissemination. In addition, they must be able to train end-users in the electronic medium. However, we heard from librarians that, with budget cutbacks, they had less time to learn to work with electronically disseminated publications. At the same time, 58% of librarians stated that the electronic delivery of publications had increased the time they spent teaching and mediating the use of electronic products, compared to print publications. It is clear then that training for librarians is an essential part of the transition to electronically disseminated publications. Currently, the lack of training is a substantial barrier to maintaining access to government publications in electronic format.

4.1.2.3   Hardware
For many libraries, the lack of hardware resources was even more pressing than the lack of human resources. In fact, 50% of libraries stated that hardware support was the highest priority, followed by human resource support (39%) and then software support (16%). When asked to rank their hardware needs, over two-thirds of libraries (69%) stated that the need for more personal computers with Internet connections was their first concern. This was followed by the need for higher bandwidth (37%), and upgraded printers (31%).

4.1.2.4   Software
Software needs were also featured in the EPP, with most libraries (85%) stating their need for upgraded software. We received a great deal of feedback on the Adobe Acrobat Reader software, so much so that it warrants a place of its own in this report. Issues surrounding software are related to training and the availability of time to learn about electronically disseminated publications.

4.1.2.5   Financial
Overall, libraries reported that they were caught in a situation whereby their resources were diminishing (e.g. staff who left or went on maternity leave were not being replaced), and at the same time the electronic dissemination of publications required the output of more resources. It was reported that budgets were not increased to compensate. Instead, the libraries had to rearrange their existing budgets. Given that the acquisition of staff, training, hardware and software largely depend on funding, it is safe to assume that the lack of financial resources is a compounding barrier to the successful transition to electronic dissemination.

4.2   Selection Criteria for Publications
Librarians were asked to select five publications that they would support being offered only in electronic format and five that they would oppose being offered only in electronic format. The selections are listed below:

**Publications receiving the most support for being offered
only in electronic format**

Number	Publication Name	Length	Frequency	Demand[7]	% Support
11-002	Infomat	Short[8]	Weekly	Publishing Margin: -$23,576	59%
53-215	Passenger Bus and Urban Transport Statistics	Long	Annual	Publishing Margin: -$2,048	31%
51-206	Canadian Civil Aviation	Long	Annual	Publishing Margin: -$875	30%
52-216	Rail in Canada	Long	Annual	Publishing Margin: -$1,147	28%
61F0019	Insights on…	Short/ Medium	Irregular	N/A	28%
50-002	Surface and Marine Transport	Medium	Irregular	Publishing Margin: -$1,906	26%

**Publications receiving the most opposition to being offered
only in electronic format**

Number	Publication Name	Length	Frequency	Demand	% Opposed
91-213	Annual Demographic Statistics	Long	Annual	Publishing Margin: +$14,490	60%
62-010	Consumer Prices and Price Indexes	Long	Quarterly	Publishing Margin: -$3,641	51%
N/A	Hansard	N/A	N/A	N/A	47%
82-003	Health Reports	Long	Annual	Publishing Margin: +$26,869	47%
85-002	Juristat	Medium	Irregular	Publishing Margin: -$34	35%
81-229	Education in Canada	Long	Annual	Publishing Margin: -$413	31%

As demonstrated in the above tables, publications of varying **lengths** and **frequencies** were selected. Length appears to be a factor mitigating against converting publications to electronic format only.

There was also variation in the importance placed on criteria based on whether the library was an academic, public or government library. When asked to rate the importance of **length of publication** as a selection criterion, government libraries were more likely to rate it the "most important" criteria:

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[7]   The demand and net cost were derived from the 1995/96 Dissemination Activities – Publications Ongoing Program – Paid External Billings, Tuesday, March 4, 1997.
[8]   Short: Less than 10 pages
      Medium: 10 to 20 pages
      Long: More than 20 pages

**Percentage of Libraries Rating "Length of Publication"
as the Most Important Criteria**

Type of Library	Percentage
Academic	40%
Public	19%
Government	67%
Overall	34%

Overall, 42% of libraries reported that demand was the most important criteria, where demand was defined by commercial sales. Again, there was variation based on the type of library:

**Percentage of Libraries Rating "Demand"
as the Most Important Criteria**

Type of Library	Percentage
Academic	40%
Public	50%
Government	17%
Overall	42%

Although there is variation based on library type and the client base of the libraries, it would be safe to consider both publication length and demand when selecting print publications that will be replaced by electronic versions. There are a number of explanations for these results that may be connected to the equipment available in different libraries. For example, when a high demand publication is in a library with few Internet connections, access to that publication is reduced. Librarians have cited *Juristat* as an example of this. When criminology classes have assignments due, this publication is in high demand. If the students can only access the publication through one or two personal computers, then access is less than if there were print versions on the shelves. The opposite holds true for libraries with more public access terminals than copies of *Juristat*.

A second scenario is that many end-users request print copies. Longer publications are more time consuming to download and print, making them less desirable for electronic dissemination. The situation is exacerbated if the library does not have either an adequate number or the necessary type of printers.

Clients may be another factor influencing the emphasis that libraries of different types place on criteria for selecting which publications should be converted to the electronic medium. For example, government libraries tend to cater primarily to government employees, many of whom have their own desktop personal computers. These libraries may have relatively few public access personal computers with Internet connections and therefore may not want them monopolized by downloading long publications. Many of the public library clients may not be able to access the publications from their homes and offices. Therefore, public libraries may only support the conversion of low demand publications that will not require

excessive use of their public access terminals. Thus, access to, demand for, and length of publications are related to the resources of the libraries. Given the range of available resources, it should not be a surprise that there is also variation in the weight placed on the selection criteria. A safe approach, based on feedback from the EPP libraries, would be to select only low demand publications for conversion to solely electronic format.

4.3 Archiving issues and permanent access

4.3.1 The use of microfilm for archiving

When librarians were asked, "Would you support the use of microfilm as a way of archiving electronic publications?" 33% responded "yes" while 67% responded "no".

Librarians provided 49 comments against the use of microfilm. One third of the comments were simply that other formats were preferred. Preference for electronic formats (CD-ROM or the Internet) outnumbered preference for print by 2:1.

Equipment was another major reason for librarians rejecting microfilm as the format for archiving. Over a quarter of the comments were directed towards microfilm equipment. Librarians feel that it is too expensive, too difficult to use, that it takes up excessive space or that their library is not well equipped for using microfilm.

Twenty percent of comments provided by libraries suggested that, given that the EPP publications were in electronic format, they simply expected the archive to also be electronic. Comments included that microfilm was archaic technology and that to use it would be a step backwards.

Other concerns were that end-users did not like microfilm and expressed preference for other formats, that it was less accessible than other formats, and that it was harder to read than print or a computer screen.

One third of librarians stated they would support microfilm as a way of archiving electronic publications, and they provided 16 comments in support of this format. The most common comment was that microfilm is more stable over time. 50% of the comments related to this issue. Librarians expressed concern that electronic information could be lost more easily than information in print or microfilm format.

The remaining comments were ones of convenience. For example, libraries already had microfilm equipment and were familiar with its use, the technology was easier for the end user, it was cheaper, and two comments were that it is more accessible than other formats.

4.3.2 Support for a centralized electronic archive strategy

Of the libraries responding to the final questionnaire, there was overwhelming support (97%) for the development of a centralized electronic archive strategy. When asked where it should be located, 67% specified "Ottawa" or an institution that is currently in Ottawa. These included the DSP, National Archives of Canada, National Library of Canada, and Statistics Canada. Almost a fifth (18%) of respondents specified "the Internet" or "cyberspace". Some librarians also indicated where they thought the Internet site should be managed. On the whole, the locations were the institutions in Ottawa, listed above. However, mirror sites were also suggested. The final response category to this question

was "outside Ottawa". This category included the regional offices of Statistics Canada, universities with full depository status, and major public libraries. It is important to note that these categories are not mutually exclusive, and that some participants made several suggestions.

What is clear from the EPP is that librarians who support the development of a centralized electronic archive are flexible about its location and management, as long as one is established, and sooner rather than later. It was also reported that these librarians want Internet access to the archive. Thus the results from the EPP clearly recommended that the DSP, Statistics Canada, and their partner institutions develop a plan for archiving electronically disseminated publications.

4.4   Adobe Acrobat

A crucial component of electronically disseminated publications is the software that actually presents the publication to the reader. In the EPP, most publications, with the exception of *Hansard*, were offered in PDF format and accessed using the Adobe Acrobat Reader. There were many concerns about this software.

The first concern revolved around the potential impact of proprietary software on access to government documents. This concern was raised both in the short-term context, as well as in relation to long-term, archiving issues.

As mentioned earlier, the majority of librarians felt that training was required to help them in the transition to electronic dissemination. More specifically, 85% of librarians felt training was required in the use of Adobe Acrobat. In the absence of organized training in preparation for the EPP, we found that librarians conducted their own training. Libraries offered group and individual instruction for staff and patrons as well as creating guides, help sheets, and manuals. Adobe Acrobat was frequently mentioned as the subject of these training measures.   These training initiatives tie in with librarians' stated need for more time to work with electronically disseminated publications. The reason librarians were so concerned with training may be because of the impact on patrons. When asked which factors most affected patron's attitudes to the electronic publications, 80% indicated that the user friendliness of the software (including Adobe) was important.

Related concerns about the Adobe Acrobat Reader pertain to its format and functionality. Almost half of the respondents (43%) stated that a more "user friendly" format would improve the electronic dissemination of publications, while 60% commented negatively about the existing format of the electronic publications. Complaints included that the font was too small and difficult to read, and when magnified, was even more difficult as the page no longer fit on the screen. Frustration was also expressed that when scrolling down tables, the column headings were lost.

Librarians, as a professional group, have experience with a wide range of software packages. Their suggestions for the functionality of electronic publications, as available through the EPP, include:

a)   change the size and shape of electronic publications pages to fit the computer screen;

b)   anchor column headings so they can be viewed when scrolling;

c)   provide labels for the tool bar that pop up when pointed to;

d)   increase the default font size; and

e)   change to a screen-friendly font.

Aside from Adobe, almost two-thirds of librarians (60%) felt quite strongly that Statistics Canada and other federal government departments need to increase the range of formats in order to improve the electronic dissemination of publications. There are many libraries that expressed a preference for HTML and ASCII formats.

The relatively large volume of solicited and unsolicited comments and suggestions we received about Adobe indicates the importance of reader software to the success of electronic dissemination. Software that is not user friendly, and a lack of training opportunities in the use of the software, are barriers to the effective transition to electronic dissemination.

4.5   Web Trends (results and limitations)

In March, the Marketing Division was contracted to compile the required data and produce summary reports on usage of the Statistics Canada web site from the first seven months of the pilot (September, 1996 - March, 1997). The final five months (April, 1997 - August, 1997) of logs were compiled, summarized and analysed by the EPP team.

4.5.1 Most Downloaded Publications

The values from the following table are also displayed in graphical format to establish popularity of all publications over the course of the entire pilot (September 1996 to August, 1997). Note that not all publications were available on the site throughout the pilot and that this impacts on their "popularity" in terms of numbers of downloads. It is important, therefore, to refer to both the graph and the table to check each publication's availability before establishing relative popularity in electronic format. For example, one publication that looks promising in terms of popularity with EPP users is *Education in Canada*, an annual publication that didn't appear on the site until June but was downloaded 320 times within 3 months.

Most Downloaded Publications

Publication Name	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept. 96-Mar. 97	Apr. 96-Aug. 97	Annual Total
Infomat: A Weekly Review	509	579	536	393	470	299	404	921	402	611	849	806	3,190	3,589	6,779
Juristat	130	107	137	156	402	244	304	106	402	520	739	684	1,480	2,451	3,931
Health Reports	0	0	98	68	241	58	111	504	375	615	735	345	576	2,574	3,150
New Motor Vehicle Sales	113	153	281	98	130	75	86	899	62	178	511	277	936	1,927	2,863
Insight On...	0	86	57	96	99	28	42	18	218	411	645	314	408	1,606	2,014
Consumer Prices and Price Indexes	0	142	176	182	248	101	275	137	139	179	202	216	1,124	873	1,997
Quarterly Demographic Statistics	0	48	90	73	130	112	93	68	95	386	616	269	546	1,434	1,980
Canadian International Merchandise Trade	93	110	37	54	176	43	169	398	319	110	51	210	682	1,088	1,770
Surface and Marine Transport	36	141	127	78	121	45	35	443	38	214	207	73	583	975	1,558
Rail in Canada	0	0	0	16	190	113	38	68	28	384	573	108	357	1,161	1,518
Science Statistics	13	61	62	99	116	40	94	86	35	137	201	516	485	975	1,460
Wholesaling and Retailing in Canada	0	29	70	62	127	62	88	95	106	134	189	468	438	992	1,430
Passenger Bus and Urban Transit Statistics	0	0	0	0	0	15	23	92	23	464	493	273	38	1,345	1,383
Education Quarterly Review	0	36	219	124	219	95	65	80	71	138	95	117	758	501	1,259
International Travel	0	0	142	52	172	79	54	178	15	281	103	70	499	647	1,146
Travel Log	0	44	63	61	114	34	29	79	28	173	115	379	345	774	1,119
Annual Demographic Statistics	0	0	0	0	0	0	0	27	343	259	134	253	0	1,016	1,016
Canada's Balance of International Payments	35	74	42	100	138	16	35	159	23	102	23	130	440	437	877
Canadian Civil Aviation	0	0	0	56	122	52	60	185	13	108	82	35	290	423	713
Education in Canada	0	0	0	0	0	0	0	0	0	65	80	175	0	320	320
Births and Deaths	0	0	0	0	0	0	0	0	9	89	31	71	0	200	200
Capital Expenditures by Type of Asset	0	0	0	0	0	0	0	0	0	0	0	4	0	4	4
Canada's Culture, Heritage and Identity	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Monthly Total	929	1,610	2,137	1,768	3,215	1,511	2,005	4,543	2,744	5,558	6,674	5,793	13,175	25,312	38,487

Downloaded Publications September 1996 to August 1997
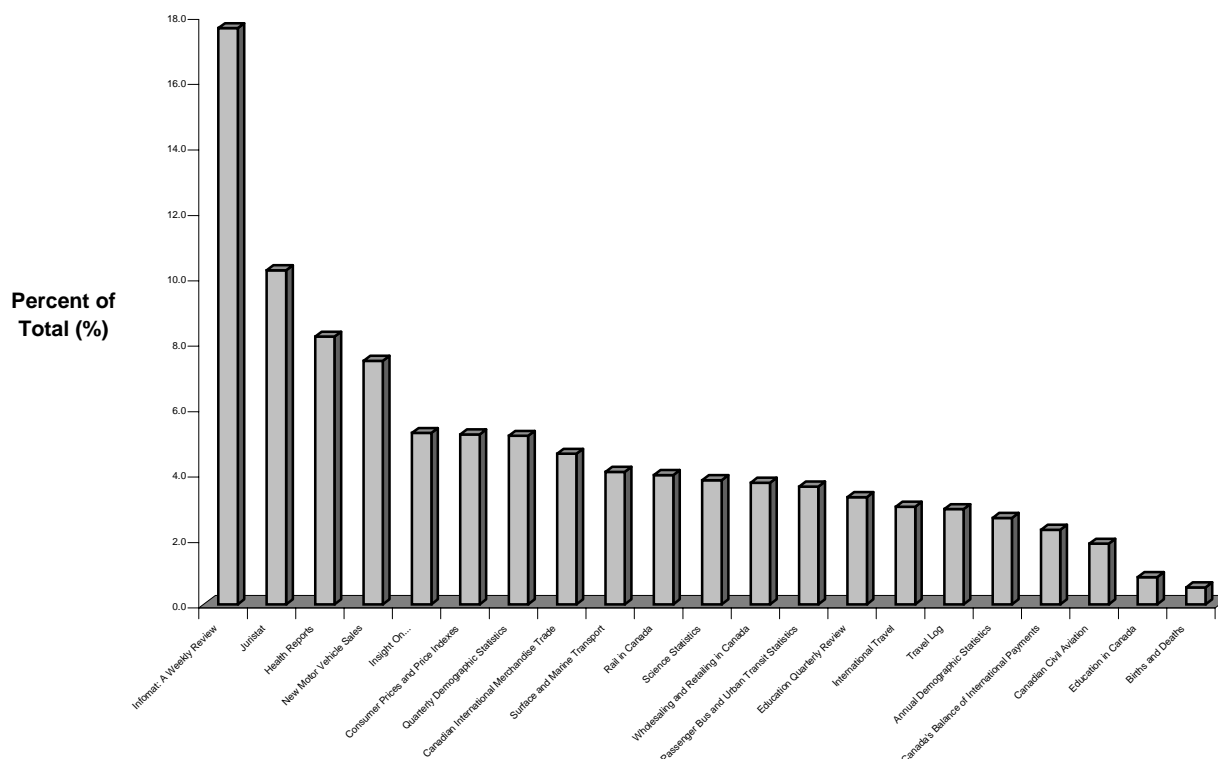
Another factor that may have influenced the "popularity" of publications on the EPP is the frequency of publication. For instance, *Infomat: A Weekly Review* is published weekly and would be an obvious candidate for frequent downloads. In fact, all of the most frequently downloaded publications are fairly frequently published (weekly to quarterly), while the least frequently downloaded publications range from quarterly to annual publishing frequencies.

Based on the web logs, it is difficult to establish whether publications that are published frequently are more popular than those that are published infrequently because of the fact that those published frequently would also be downloaded frequently. When we compare this information to that provided by librarians themselves, regarding their opinion as to which publications they would most and least support being offered only in electronic form, it is difficult to find a relationship. While both *Infomat* and *Insights On…* were popular downloads and were supported as being offered in electronic format only, librarians were opposed to electronic publication of *Juristat* and *Health Reports*. Meanwhile, though 30% of librarians supported *Canadian Civil Aviation* in electronic form, it represented one of the least downloaded publications on the EPP site (2%).

Because there is no way of establishing whether publications are downloaded due to necessity, or because librarians prefer to access them electronically, it will be difficult to make conclusions based on web logs.

4.5.2 Most Active Organizations

The log files revealed the number of "hits" made by various institutions or Internet service providers. A hit is defined as the number of times a user accesses a page on a web site. For instance, accessing the Statistics Canada web site generates a user session. During one user session, if a hyperlink to *Infomat* is selected, a hit is generated. Within *Infomat's* pages, as links are selected in order to view graphs or tables, more hits are generated.

From the log files, it appears that use of the EPP site rose 91 times from the beginning to the end of the pilot. During the first 7 months of the EPP pilot, between September, 1996 and March, 1997, the top 5 hit-makers included Statistics Canada, Metro Toronto Reference Library, the University of Alberta, the University of Ottawa and the National Diet Library of Japan. However, during the final 5 months of the pilot, the user logs changed dramatically. Suddenly such Internet service providers as America Online, Sympatico and iStar joined Statistics Canada in the top five.

A number of EPP participants used Internet Service providers (ISPs) such as America Online or Sympatico in order to access the EPP site, and the log files document accesses made using them. Unfortunately, this masks use by individual participants and therefore there is a lack of useful information about site use by participants after March 1997.

While implementing passwords might mean that more useful data could be collected on the usage of the site by participants, the argument against applying a universal password to the EPP site for all users is simply one of ease of access. While smaller libraries must often rely on ISPs for their Internet access, they are also most likely to provide on-site and restricted access to their Internet connections. However, libraries within larger institutions with their own Internet connection may have many Internet terminals on-site and within the broader institution. If these libraries were required to provide password authentication, users would be unable to access the EPP outside of the library, adding further burden to the resources of the library itself.

4.5.3 Incidence of Access Errors

Data regarding the types of errors received during access to the EPP site is unavailable for the first 6 months of the pilot. However, because 52% of librarians reported having problems accessing the EPP site during the final 6 months of the pilot, it was thought to be of interest to find out more about these problems.

Not surprising to those who have "surfed" the Internet, 84% of error messages received by people accessing the EPP site were "Page Not Found" or "File Not Found", error messages, as recorded in the web logs. For the most part, these error messages occurred when errors had been made in the creation of electronic publications or in the provision of access to them. Unfortunately, the "Page Not Found" and "File Not Found" error messages were not included in the list of error message options given to librarians when answering the second questionnaire and therefore no comparable data is available from that source. It is possible that some librarians received "Page Not Found" or "File Not Found" error message and then recorded them in the "Other" category when responding to the second questionnaire (15%).

On answering the second questionnaire, 71% of librarians reported receiving a "Forbidden Access" message. In contrast, only 10% of error messages registered in the EPP web logs

were either "Forbidden Access" or "Unauthorised Access" messages. These error messages occurred when inaccurate or incomplete IP addresses were supplied by the library participants who were therefore not correctly registered for access to the sites.

4.6   End-User results

On November 25th, the End-User survey results were collected and summarized. Though only 37 end-users chose to respond to the online questionnaire, it is believed that some useful information has been acquired.

4.6.1 End-user Profile in General

In keeping with the representation of types of libraries participating in the EPP, 43% of end-users report learning of the EPP from university or college librarians. Interestingly, 27% of respondents discovered the EPP on their own. The end-users that responded to the questionnaire typically accessed the EPP from a library terminal; 38% of users accessed the EPP from a university or college library terminal while 27% obtained access through a public library terminal. A further 19% accessed the EPP from work. With respect to the respondents themselves, 27% were library or information specialists while nearly one-quarter were high school, college or university students (24%). 14% of respondents were academic teachers or professors and 22% reported a variety of occupations from marketing and sales to human resources. Only one respondent was neither employed nor a student at the time of the survey.

Nearly half of the respondents (47%) were using the EPP for the first time when they submitted their questionnaire, however 39% were accessing for the 2nd to 15th time in a 6-month period. Twelve percent of users report using the EPP more than 15 times in the past 6 months. Typically these users were using the EPP to find specific information for work (27%) or school (14%) or they were just browsing the information available (27%). Eleven percent of respondents reported looking for a specific publication.

The most popular topics of information included census/demographic information (59%), employment/labour statistics (56%) and health and welfare information (53%). Business/finance and cultural, education and tourism related information was also popular (47%). The least sought after information included primary industry data (21%) and transportation/communication information (27%).

Sixty-two percent of respondents were interested in current information. With respect to detail of statistics being sought, 46% reported looking for both detailed and general statistics but 23% reported only looking for detailed statistics. Meanwhile 39% of users wished to access both raw and aggregate data but 21% were searching only for aggregate data.

The users who responded to the online questionnaire seem to be avid users of statistical information in general. When asked how often they accessed Canadian statistical information from any source, 33% reported accessing such information at least weekly. A further 10% of respondents access such information daily. Ten percent report using Canadian statistics a few times a month while 23% access such information a few times a year. Of these users, 39% rely on Statistics Canada publications often while 38% rely on Statistics Canada publications occasionally or somewhat often.

In general, over half the respondents were satisfied with the EPP site. Most respondents had no problems accessing the site (69%) and no problems down loading publications (75%). In fact, over 90% of respondents were able to connect to the EPP site right away. Of those who down loaded publications, half printed selections from the publication while 38% chose to view the document in Adobe Acrobat. While 63% were satisfied with the down loading process, 32% were dissatisfied with the process. In the end however, 55% of users found the information they were looking for and 66% agreed that they would visit the site again.

4.6.2 Levels of Expertise and Comfort

The sample of users was about evenly divided with respect to whether they currently use electronic sources for statistical information. While 39% report sometimes or always using electronic sources, just over 30% report rarely or never using electronic sources. Even with this lack of experience, 62% reported feeling comfortable or very comfortable with electronic sources.

In general, there appeared to be a positive relationship between a user's comfort-level and experience with electronic statistical products and their appreciation of the EPP site. Of those respondents who reported being frequent users of electronic sources of statistical information, over half (55%) found the EPP site very useful while 43% of those who rarely use such sources for information found the site useful.

Similarly, levels of satisfaction with the EPP site were related to experience with electronic sources of information. While 73% of experienced users report being very satisfied with the EPP site, only 29% of inexperienced respondents report the same.

With respect to Adobe Acrobat Reader specifically, 60% of users were satisfied or very satisfied with the viewer while 24% report being dissatisfied. In terms of the Adobe Acrobat Reader FIND function, over half of respondents were neither satisfied nor dissatisfied with its utility (59%). Similarly, 42% neither agreed nor disagreed with the statement "I could navigate without excessive scrolling". Over half of the users agreed the text was clear and easy to read on-screen (54%) while 44% thought tables and graphs were easy to read.

Oddly, the relationship between experience-level of users and their satisfaction with Adobe Acrobat appears to contrast with our findings with respect to satisfaction with the EPP site. While 83% of inexperienced users of electronic statistical sources report being very satisfied with Adobe, only 64% of experienced users report having the same level of satisfaction. From this information, it appears that those users who have more experience using electronic statistical information have had the opportunity to work with a superior interface for displaying information than Adobe Acrobat. Meanwhile, inexperienced users may be unfamiliar with or unaware of other interfaces for statistical retrieval and are, therefore, satisfied with the Adobe software.

5.   Library Profile

The data for the following library profile was drawn from *Electronic Access to Canadian Federal Government Information: How Prepared are the Depository Libraries?*, prepared by Elizabeth Dolan and Liwen Qiu Vaughan for the Depository Services Program. It focuses on the technical aspects of participating libraries. Though the collection size, number of staff, and mandated service population are reviewed, the number of personal computers, printers and Internet connections have more bearing on the conclusions of the EPP.

5.1   Size of Libraries

In order to determine the size of the library, we took several factors into account:

a)   size of collection

b)   number of staff

c)   size of population served

5.1.1 Collection

The following table is meant to reveal the extent of collection that can be found in libraries. Because it has been established that academic, public and government libraries have different mandates and serve a different clientele, collection information has been assessed both by libraries in general and by the three different types of libraries surveyed.

Number of Items in Library Collection

Type of Library	Average Number of Items	Number of Items	
		Min.	Max.
Academic	1,208,332.67	2,000	9,500,000
Public	515,935.36	1,306	4,600,000
Government	421,604.50	5,000	1,967,931
Overall	845,307.92	1,306	9,500,000

On average, academic libraries have a tendency to have larger collections than their public and government library counterparts. This could be because academic research libraries must hold titles for a wide range of topics and interests. Furthermore, due to the nature of academic research, it is necessary to subscribe to many journals holding the most up-to-date information in their field. Government libraries on the other hand have a mandate to hold and collect information on certain topics, while public libraries, though having a varied collection, do not tend to have an exhaustive list of titles or journals for the purpose of in-depth research.

Overall, over half (59%) of all libraries hold less than 10% of their collection in government documents. When broken down by type of library, we are not surprised to find that government libraries are most likely to have much of their collection made up of government documents. Over half of government libraries (56%) maintain a government publication collection that represents over 21% of their total holdings. Public libraries overwhelmingly (71%) maintain a government publications collection representing less than 10% of their total collection, as do half of academic libraries (55%).

When librarians were asked to further break-down their collections and speak of the percentage Canadian federal government publications in their government publications collections, nearly one third of all libraries reported holding less than 40% of their collections as federal government publications. While most of the government libraries and public libraries report 41 to 60% of their government publications being Canadian federal government publications (40 and 41% respectively), 44% of academic libraries hold less than 40% of their collection as federal government publications. However, nearly one-quarter of academic libraries report having 80% of their collection in federal government publications.

5.1.2 Staff

Average Number of Employees

Type of Library	Total Staff	FTE Reference Staff	FTE Librarians	FTE System Librarians
Academic	59	8	5	1
Public	2	13	6	1
Government	28	6	4	2
Overall	66	10	5	1

On average, public libraries tend to employ more staff than either academic or government libraries. However, when it comes to specialized staff such as systems librarians, the public libraries fall short. This could reveal why public libraries, more so than academic or government libraries, had trouble with technical issues during the start-up of the EPP.

Libraries that have a Staff Member in Charge of Percentage of Government Documents

Type of Library	% of Libraries
Academic	80
Public	86
Government	70
Overall	82

It is obvious that most libraries (82%) have government documents specialists. This is beneficial to a project such as the EPP because such librarians are already familiar with the publications and have a good knowledge of the type of information to be found in various pubs.

5.1.3 Population Base

Population Served by Library

Type of Library	Average Size of Population	Size of Population Min.	Max.
Academic	31,816	100	500,000
Public	123,297	200	2,500,000
Government	* 268,471	1,000	898,300
Overall	* 92,580	100	2,500,000

* Averages when the National Library of Canada was suppressed from sample.

In the above table, the average number of patrons who are served by each library was calculated. As noted, the National Library of Canada was removed from the government library and overall calculations because they reported their population service mandate as 26 million. Because it is unlikely that everybody in Canada visited the National Library in the past year, their data was suppressed for the mean calculation.

Academic libraries appear, at the out-set, to serve a small population while public and government libraries appear to serve relatively large populations. However, while nearly every student at a university or college uses the library at some point in their school year, not every person in a given community or city visits their public library. In a 1996 survey of large urban public libraries, it was found that on average 46%[9] of the mandated population are actual registered borrowers in these public libraries. For our purposes, it would have been more beneficial to ask the actual number of users rather than the mandated service population.

5.2   Equipment

5.2.1 Computers

The number of personal computers that are accessible to both staff and patrons is an important indicator of success and readiness for access to electronic information. Obviously, libraries with fewer personal computers would experience more difficulty providing access than those with many.

Average Number of Personal Computers Available

Type of Library	PCs for Staff Use Av.	Min.	Max.	Public-Access PCs Av.	Min.	Max.
Academic	48	1	250	39	0	300
Public	27	1	200	15	0	120
Government	22	2	44	6	0	24
Overall	36	1	250	25	0	300

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[9]   Canadian Public Library Statistical Report, 1996 p. 72

In general, academic libraries seem to be the best equipped with respect to both staff personal computers and public-access personal computers. Note that for academic libraries, the above table does not reflect the Internet connected terminals on campus, which in some cases number in the thousands. Also, as previously mentioned, academic libraries may serve a larger number of patrons than the public and government libraries actually serve, simply because of the nature of academic study.

5.2.2 Printers

The printing capabilities of participating libraries had a definite effect on participants' satisfaction with the EPP and electronic publications. Many members of the population are not comfortable reading large amounts of information online. Participants noted the importance of being able to print legible publications for use on-demand. Some participating libraries reported printing the most popular publications in order to provide hard-copy versions for such patrons.

Average Number of Printers in Library/Resource Centre

| Type of Library	Dot Matrix	InkJet	Laser	Colour
Academic	6	6	3	1
Public	5	3	5	1
Government	10	2	2	1
Overall	6	4	4	1

Most libraries and resource centres are working with a limited number of printers. Few of these printers are publicly accessible and this creates a problem for patrons wishing to print their documents. The above table outlines the average number of printers by the type of printer reported. The type of printer used by a library would have an impact on the level of satisfaction with the EPP. Since many online publications include graphics, dot matrix printers would create a relatively poor hard copy while a laser or colour printer would produce a hard-copy comparable to the original. If libraries are expected to upgrade their printing equipment in order to provide patrons with the same quality of publication they have come to expect, many will have to begin passing on the costs of this service to the patron.

5.3   Internet Readiness

5.3.1 Internet Access

In order to participate in the EPP, libraries were required to have access to the Internet. Interestingly, some participating libraries reported having no access to the Internet when responding to the 1996 Technical Preparedness Survey. Due to the speed at which technology changes, it is possible that those libraries reporting no Internet access in 1996, eventually gained access while participating in the EPP. However, the fact that some may have gained access to the Internet just prior to, or during, the EPP may provide insight into why so many technical problems were encountered at the beginning of the pilot.

% of Libraries with Access to the Internet

Type of Library
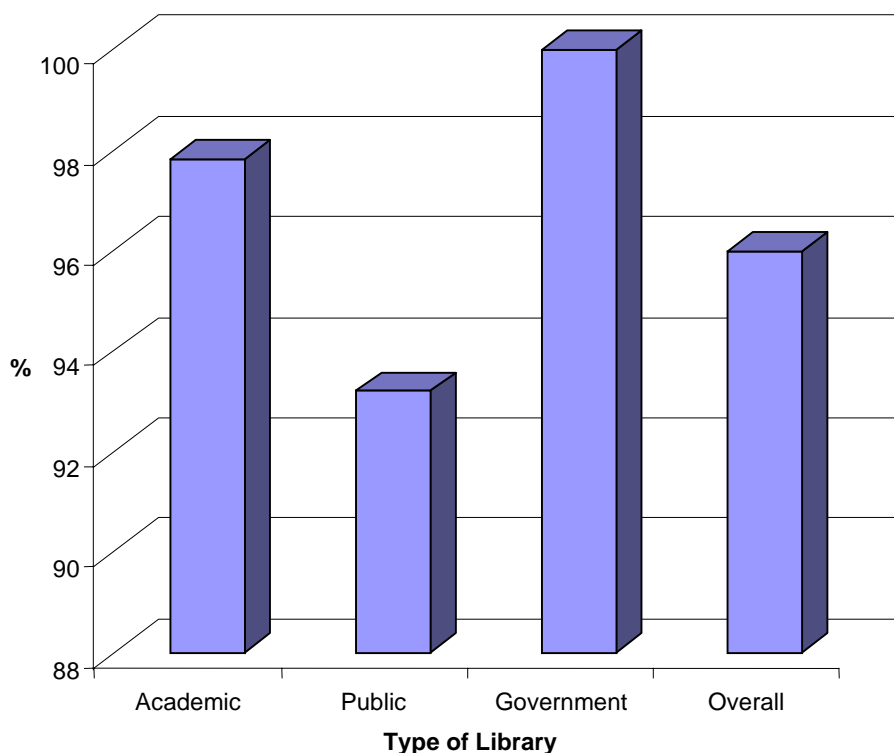
Type of Internet Access Available

	Average number of Public PCs for Internet Access	% Institutions with Staff Internet Access Only	% Institutions with Public Internet Access
Academic	24	16	84
Public	5	14	86
Government	6	70	30
Overall	14	21	79

As with personal computers in general, academic libraries reported having the most publicly accessible Internet connections (24). Eighty-six percent of public libraries reported having public Internet access while 84% of academic libraries reported the same. Government libraries were the least likely to provide public Internet access with 70% reporting staff access only.
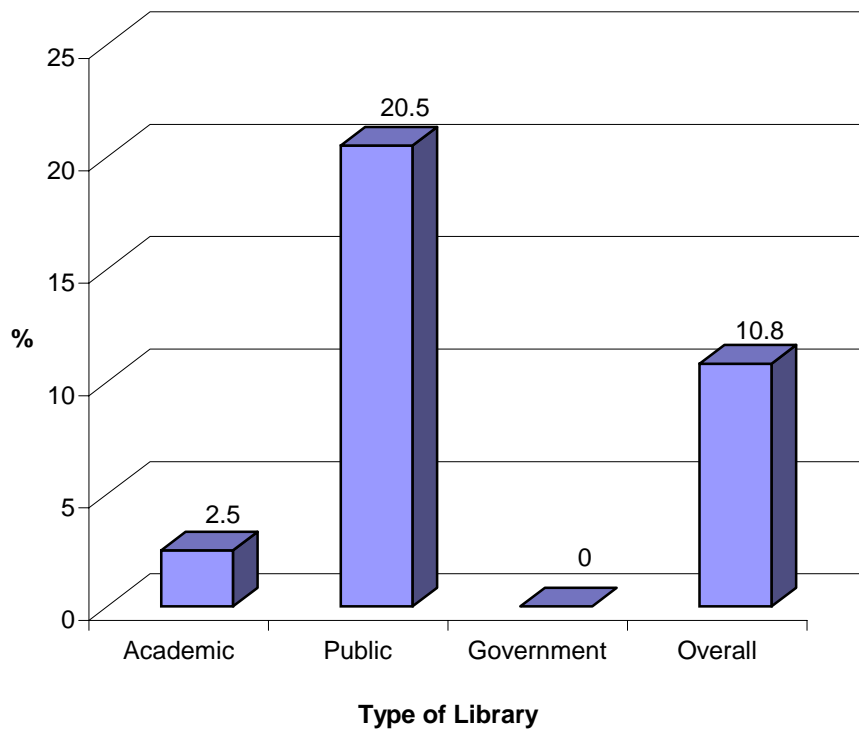
5.3.2 Internet Connection Type

% Libraries using Various Types of Internet Service Providers
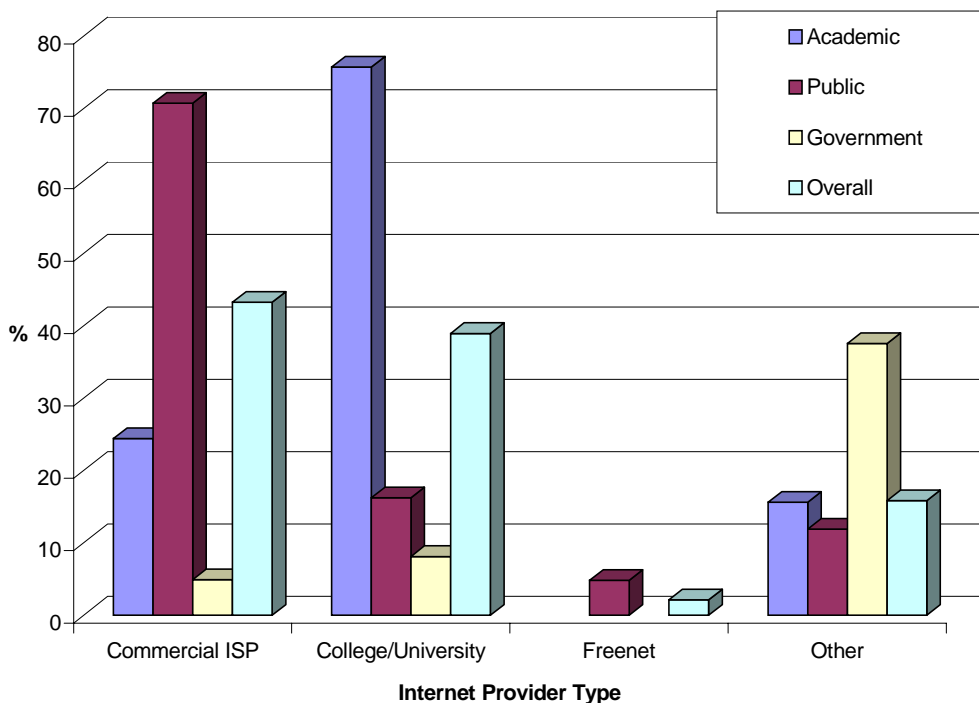
As indicated by the chart above, the source of an Internet connection varies among the different types of libraries surveyed. Public libraries are much more likely to use a commercial Internet service provider for their Internet connection than any other type of library. Nearly three quarters of academic libraries have access to the Internet via an Internet connection provided by their institution. Almost 40% of government libraries have access to the Internet through some other means besides those given in the survey. It is assumed that government libraries have access to the Internet through connections supplied by the government itself, much like academic institutions.

% of Libraries that Charge for Internet Access

Our surveys revealed that over a fifth (21%) of public libraries charge clients for access to the Internet. This is not surprising considering most public libraries must pay for their Internet connection through a commercial Internet service provider. In fact, it was discovered that all libraries that reported charging for Internet access were using commercial ISPs in order to access the Internet.

Average Number of Terminals with Browser Installed

Type of Library	Netscape	Internet Explorer	Text (Lynx)
Academic	51	39	20
Public	5	2	6
Government	8	0	10
Overall	28	11	13

On average, academic libraries reported having the most publicly accessible personal computers connected to the Internet. Therefore, it is not surprising that academic libraries also report the most web browsers of some sort installed on these personal computers.

6.   Conclusions

The EPP has been a valuable undertaking. Librarians went to great lengths to experiment with publications disseminated via the Internet and report on their experiences. At the same time, the Depository Services Program and Statistics Canada were able to assess their readiness for disseminating publications electronically. The major concerns emerging from the EPP relate to resources and training, the web sites, selection of publications and access.

Resources and Training
The EPP aimed to identify barriers experienced by librarians that would impede the successful transition to electronic dissemination. There were two areas in which librarians requested assistance: resources and training. Librarians reported a shortage of resources including hardware, software, financial and human resources, all of which are interrelated. For example, a lack of financial resources impacted on available hardware. Librarians were unable to acquire more personal computers, higher bandwidth, or upgrade their printers. In addition, staff shortages reduced the time that librarians had to learn the new technologies.

Librarians felt that the lack of resources was exacerbated by the constant change in technology. While shelves support books year after year, a PC has a much shorter life expectancy for supporting the electronic publications. The DSP community would certainly welcome a program that would channel hardware resources towards libraries to assist them in disseminating government publications.

Training was identified by the majority of EPP participants as an essential element for the successful transition to electronic dissemination. The public libraries in particular felt that training was necessary. Areas identified for training were Adobe, the Internet in general, and publication content. Half-day workshops were the most popular format proposed, with the stipulation that travel and cost be minimized so as not to further drain their limited financial resources. Half of the respondents stated that they would be prepared to pay something for training as long as it was $50 or less, while a third of libraries felt that it should be free.

Web Sites
Librarians offered a great deal of feedback on the EPP web sites. First, they stated that they would prefer to have to access one centralized site only. They hoped that the site would be dynamic, changing to meet the ongoing needs of the librarians and their patrons. It was pointed out that the web sites included pages that were librarian specific, as well as pages designed for both librarians and their patrons. Librarians would have preferred a site, inaccessible to patrons, for librarian specific information such as how to register for the EPP, help sheets on downloading Adobe, and so on. More links were requested. For example, after reviewing the IPS information, librarians wished to link directly to the relevant publication rather than have to backtrack through many layers. Finally, there were some comments about the quality of the meta-data, such as spelling errors on the web site.

Selection of Publications
The EPP aimed to establish the type of publication that librarians would support being transformed into electronic format. No clear pattern emerged as to which publications were most suitable for conversion. One reason for this appears to be that the circumstances, such as computer resources, vary widely among libraries. Therefore, what is a necessity for one library may not be a concern for another. The most prudent route to take in the short run would be to convert only the low demand publications to electronic format.

Access
Librarians were concerned that, at a minimum, the current level of access enjoyed through print publications be maintained. In addition, they offered suggestions that would improve access based on the potential of the electronic medium.

The issue of access was addressed in three ways. First, there were concerns with the security system implemented by Statistics Canada and the DSP, namely the use of IP addresses. Once users had reached the publications, there was concern over the functionality and use of the Adobe Acrobat Reader, and the impact this has on access. Finally, the EPP demonstrated that librarians were very concerned with permanent access and archiving issues. These are addressed in more detail below.

1) Site Access and Security
Librarians supported the concept of using IP addresses to limit access to the EPP web sites. However, in practice, there were some concerns that must be addressed. In some circumstances it was difficult to limit access. For example, it was difficult providing access to all Carleton University staff and students while at the same time limiting access by *freenet.carleton.ca* users. In other circumstances, access to the libraries was inadvertently restricted. Libraries using commercial Internet Service Providers were issued dynamic IP addresses. It was quite difficult to include all possible IP addresses for these libraries, even when truncated versions were used. Consequently, library users who were legitimately trying to access the site were periodically refused. The situation was exacerbated by the existence of the two EPP web sites.

During the planning stages of the EPP, the use of passwords for security was considered as an alternative to IP addresses. At the time of registration, many of the librarians inquired as to the method of security and stated that they would not participate if passwords were used; they recognized this would be logistically difficult, especially with limited human resources. The use of password security is not practical in libraries or institutions where terminals are spatially dispersed. However, in libraries where terminals are centrally located, it would not be unreasonable to implement a password system. Thus, security could be managed on a dual system with a stable IP address being the criteria for IP address access.

2) Functionality and Access
The EPP demonstrated that there were concerns with the Adobe Acrobat Reader, which relates to access within the publications. Librarians suggested ways in which to make access more functional and user-friendly so as to maximize the benefits of moving from the print to electronic medium. In addition, they suggested that the publications be offered in formats other than PDF. Librarians also requested training in the use of Adobe, citing the lack of training as an indirect barrier to patron access. A larger issue raised relating to the Adobe Acrobat Reader was the use of proprietary software for accessing government publications.

While it may not be possible to influence the development of Adobe software, the suggestions provided by the library community, should be implemented wherever possible in the future selection and development of software for electronic publications. Other alternatives to Adobe software, such as HTML, should also be explored.

3) Access and Archiving
From the EPP we were able to establish that librarians were concerned with the long-term perspective of electronic dissemination, specifically issues of archiving and permanent access. There was overwhelming support from EPP participants for a centralized electronic archive. Librarians were also very clear in their wish for permanent electronic access to this archive. The main concern that was raised with respect to electronic dissemination and archiving was the ability to access and read publications in the future given rapid technological change. One hundred year old print products are accessible and readable, but will that be true for electronic publications in the future? Librarians expressed their concern that these issues be tackled immediately as they may dictate decisions such as the format in which publications are currently produced.

It is important to remember that because EPP participants were not randomly selected, the results of the pilot do not necessarily reflect the views and experiences of the entire DSP community. However, the value of the feedback that has been provided must be recognized. EPP participants do represent all librarians in their attempts to support government mandates by ensuring there is ongoing public access to government information. And it was encouraging to discover that 83% of responding libraries feel somewhat or very prepared for the federal government to disseminate their publications electronically.

7. Appendices

7.1 Letter of Invitation to Participate in EPP

The general move toward electronic publishing in federal departments and the impact this move may have on the library community is of critical concern to government. It has become increasingly apparent that information must be collected from the library community to fully understand and appreciate the challenges and opportunities facing libraries during this transitional period.

A Task Force on Dissemination of Federal Government Information in Electronic Format, with representatives from Statistics Canada, the Canada Communication Group - Publishing, the Depository Services Program, Industry Canada, the National Library of Canada and Treasury Board, has been established to undertake a study in two phases to collect information from the library community. The findings of this study will assist the Task Force in ensuring that broad access to federal government information is available through a network of access points.

Phase one, sponsored by Industry Canada, will establish a network of community access points and will be undertaken in Nova Scotia. Phase two of the study, the Electronic Publications Pilot, due to commence in July 1996, will be conducted jointly by Statistics Canada, the Canada Communication Group - Publishing, its partner institutions and the Depository Services Program. The objective of this Pilot is to assess the impact of replacing some print publications with electronic equivalents via the Internet. All DSP libraries will be invited to participate. The Electronic Publications Pilot represents an excellent opportunity for the depository community to actively help shape the future evolution of electronic dissemination of government information and to provide feedback that will be used in developing departmental publishing policies. Practical experience in the management and dissemination of electronic government information will help to define the benefits and limitations of such dissemination.

I hope you will give serious consideration to becoming a participant in the Electronic Publications Pilot. You will receive a formal invitation in three weeks. A list of frequently asked questions is attached for your information. Should you have further questions, please do not hesitate to contact Fay Hjartarson, Statistics Canada at 613-951-0953, hjartfay@statcan.ca or Bruno Gnassi, DSP at 613-993-3002, Bruno.Gnassi@pwgsc.gc.ca.[10]

Sincerely,

Susan Feeney   Leslie-Ann Scott
Director, Library Services Division   Director
Statistics Canada   Canada Communication Group - Publishing

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[10] As of February 1997.

7.2   List of Participants
7.2.1 Canadian Libraries

Newfoundland
    Memorial University of NF - Queen Elizabeth II Library
    Memorial University of NF - Sir Wilfred Grenfell College
    College of the North Atlantic

Prince Edward Island
    Government Services Library
    University of Prince Edward Island

Nova Scotia
    St. Francis Xavier University
    Western Counties Regional Library

New Brunswick
    Mount Allison University

Quebec
    Atwater Library
    Bibliothèque de l'Assemblée nationale
    Bibliothèque Municipale Commémorative de Saint-Lambert
    Bibliothèque Municipale de Chicoutimi
    Bibliothèque Municipale de Rouyn-Noranda
    Bibliothèque Municipale de Sept-Îles
    Bibliothèque Municipale de Sherbrooke
    Bibliothèque Publique de Beauport
    Cégep de Sainte-Foy
    Concordia University Libraries
    McGill University Library
    Statistics Canada Regional Office - Montreal
    Université de Montréal
    Université du Québec à Chicoutimi
    Université du Québec à Montréal
    Université du Québec à Rimouski
    Université du Québec en Abitibi - Témiscamingue
    Université Laval
    Westmount Public Library

Ontario
    Algonquin College of Applied Arts & Tech. - Perth Campus
    Algonquin College of Applied Arts & Tech. Woodroffe Campus
    Belleville Public Library
    Bibliothèque du Parlement
    Bibliothèque Publique de Hawkesbury
    Bracebridge Public Library

Brock University
Brockville Public Library
Carleton University
Central Library (Pickering)
City of York Public Library
Cochrane Public Library
Collingwood Public Library
Confederation College of Applied Arts and Technology
Education Centre Library (Canadore College)
Espanola Public Library
Gravenhurst Public Library
Halton Hills Public Libraries
Hamilton Public Library
Hanover Public Library
Huron County Public Library
Kanata Public Library
Kitchener Public Library
Lakehead University
Leamington Public Library
McMaster University
Metropolitan Toronto Reference Library
Mississauga Library System
National Library of Canada
North Bay Public Library
North York Public Library
Northern College - Kirkland Lake Campus Library
Northern College - Porcupine Campus Learning Resource Centre
Oakville Public Library
OISE (Ontario Institute for Studies in Education)
Ontario Legislative Library
Orillia Public Library
Picton Public Library
Queen's University
Ryerson Polytechnic University
Simcoe Public Library
Sioux Lookout Public Library
Statistics Canada Library and Information Services
Stratford Public Library
Sudbury Public Library
Teck Centennial Library
Town of Caledon Library - Albion Bolton Branch
University of Guelph
University of Ottawa
University of Toronto - Erindale College Library
University of Toronto - Robarts Library
University of Waterloo
Wainfleet Township Public Library

Manitoba

Boissevain & Morton Regional Library
Brandon University
Public Library Services
South Central Regional Library

Saskatchewan

Estevan Library
Saskatchewan Legislative Library
Saskatchewan Provincial Library
SIAST - Palliser Institute
University of Saskatchewan Libraries
Wapiti Regional Library - Hudson Bay Branch
Wapiti Regional Library - Humbolt Branch
Wapiti Regional Library - Tisdale Branch

Alberta

Concordia University College of Alberta
Edmonton Public Library
Grant MacEwan Community College
Legislature Library
University of Alberta - Rutherford Library
University of Alberta - Winspear Business Library

British Columbia

British Columbia Institute of Technology (BCIT)
College of the Rockies
Malaspina University College Library
North Vancouver City Library
North Vancouver District Public Library
Northwest Community College
Richmond Public Library
Simon Fraser University
Sparwood Public Library
Statistics Canada Regional Office - Vancouver
Terrace Public Library
Trail & District Public Library
University of Northern British Columbia
Vancouver Public Library
West Vancouver Memorial Library

Yukon

Yukon College Library

7.2.2 Foreign Libraries

Africa
State Library (Pretoria, South Africa)

Australia
State Library of Victoria

Germany
Alan Coatsworth Canada Collection, Universitatsbibliothek
Freie Universitat Berlin

Japan
National Diet Library
University of Tsukuba

United Kingdom
Cambridge University Library
Exeter University Library
London School of Economics - British Library of Political and Economic Science
University of London - Institute of Commonwealth Studies

United States
Canadian Consulate General
Harvard University
Michigan State University Library
University of California
University of Kentucky
University of Oregon
Yale University

7.3   Questionnaires

7.3.1   Response Rate – Questionnaire 1

Response Rate to EPP Questionnaires
By Province and Country

First Questionnaire

Canadian Libraries	Registered	Responded	Response Rate
Newfoundland	3	3	100%
Prince Edward Island	2	1	50%
Nova Scotia	2	1	50%
New Brunswick	1	1	100%
Quebec	19	14	74%
Ontario	53	42	79%
Manitoba	4	4	100%
Saskatchewan	8	5	63%
Alberta	6	6	100%
British Columbia	15	9	60%
Yukon	1	0	0%
N.W.T.	0	0	-
Canadian Total	**114**	**86**	**75%**
Foreign Libraries			
Africa	1	0	0%
Australia	1	1	100%
Germany	2	2	100%
Japan	2	2	100%
United Kingdom	4	3	75%
United States	7	6	86%
Foreign Total	**17**	**14**	**82%**
Canadian & Foreign	**131**	**100**	**76%**

Please ensure the following information below is correct

If any of the information is NOT correct, please record your corrections below:

Label

The **Electronic Publications Pilot** (EPP) is a joint initiative of Statistics Canada, the Canada Communication Group - Publishing, its partner institutions, and the Depository Services Program (DSP) in partnership with the depository library community.

The **objective** of this pilot project is to assess the impact of replacing some printed publications with electronic equivalents via the Internet.

The EPP **evaluation** is an avenue for the library community to have a voice in the future direction of electronic dissemination at Statistics Canada and the Canada Communication Group - Publishing. This is an opportune time for library staff to express opinions on issues such as the types of publications that are best suited to electronic dissemination, the layout and design of products, and the Internet method of delivery. The report that will be generated following the evaluation process will provide library staff with information against which they can evaluate their readiness to receive electronically disseminated products.

COMPLETING THE EVALUATION

The librarian registered as the "contact person" for the Electronic Publications Pilot is required to complete this evaluation. In order to assist with the completion of the evaluation, we invite the contact person to consult with any other library staff members who have worked with the EPP publications.

Please complete and return the evaluation by January 10, 1997 in the stamped, addressed envelope to:

Fay Hjartarson
Library and Information Centre
Statistics Canada
Ottawa, Ontario, K1A 0T6
Canada

If you require any further information, or assistance completing the evaluation, please do not hesitate to contact Fay Hjartarson at (613) 951-0953.

1a. As a **library staff person**, what has been your response to the electronic delivery of the EPP publications?	1 ◯ Very favourable 2 ◯ Favourable 3 ◯ Unfavourable 4 ◯ Very unfavourable
1b. As a **library staff person**, what has been your response to the electronic format of the EPP publications?	1 ◯ Very favourable 2 ◯ Favourable 3 ◯ Unfavourable 4 ◯ Very unfavourable
1c. What do you feel can be done to improve the electronic dissemination of publications via the Internet? (Please feel free to comment on either the **content** of the publications or the **process** of electronic dissemination.)	_____ _____ _____

INTERNET ACCESS

2. Did your library experience difficulties in connecting to the EPP during the last three months?	1 ◯ Yes 2 ◯ No ➜ *(Please go to Question 3)* ↓
2a. If "Yes", was(were) the reason(s) for failure to connect due to: *(Please tick all that apply.)*	◯ Your Internet site ◯ The Statistics Canada site ◯ The Depository Services Program site ◯ Don't know ◯ Other *Please specify:* _____ _____
2b. What message(s) appeared on the screen when there was a failure to connect:	1 ◯ "failure to connect to the host" 2 ◯ "forbidden access" 3 ◯ Don't know 4 ◯ Other *Please specify:* _____ _____
2c. If you experienced a "failure to connect to the host", at what time of day did this happen most frequently?	1 ◯ Morning (08 h 01 - 11 h 00) 2 ◯ Midday (11 h 01 - 13 h 00) 3 ◯ Afternoon (13 h 01 - 17 h 00) 4 ◯ Evening (17 h 01 - 22 h 00) 5 ◯ Overnight (22 h 01 - 08 h 00) 6 ◯ Random (time varied)
2d. How often did a "failure to connect to the host" happen?	1 ◯ Very infrequently 2 ◯ Infrequently 3 ◯ Frequently 4 ◯ Very frequently

3a. Please describe the process your library went through to make these publications available. Include acquisitions, cataloguing, systems support and reference support.

_____

_____

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_____

3b. Does **your library** offer one or more of the following alternatives (listed in 3c) to on-line access to the Statistics Canada and DSP web sites?

^{1} ◯ Yes ^{2} ◯ No ➜ *(Please go to Question 4)*

⬇

3c. If "Yes", please tick all alternative(s) offered:

Electronic EPP files downloaded to a local server and made available:

◯ on site

◯ remotely

◯ A hard copy printed from the Electronic Publications Pilot

◯ Printed publications from previous years

◯ Access to the printed publications through interlibrary loans

◯ An alternative electronic delivery mechanism
Please specify: _____

_____

◯ An alternative printed source
Please specify: _____

_____

3d. Why were these alternatives offered?
(Please tick all that apply.)

◯ There were no available terminals

◯ Connecting to the EPP sites was too slow

◯ There were no library staff available to provide help

◯ The publications were too difficult to read on screen

◯ Library users wanted to access publications via their personal Internet accounts

◯ Other
Please specify: _____

_____

4. Did your library's **end users** request an alternative to direct access to the electronic publications on the Internet sites?

1 ◯ Yes   2 ◯ No ➔ *(Please go to Question 5)*
↓

4a. If "Yes", please tick all alternative(s) requested:

Electronic EPP files downloaded to a local server and made available:

◯ on site

◯ remotely

◯ A hard copy printed from the Electronic Publications Pilot

◯ Printed publications from previous years

◯ Access to the printed publications through interlibrary loans

◯ An alternative electronic delivery mechanism
Please specify: _____

_____

◯ An alternative printed source
Please specify: _____

_____

4b. Why did your **end users** request an alternative to direct access to the electronic publications on the Internet sites?

◯ There were no available terminals

◯ Connecting to the EPP sites was too slow

◯ There were no library staff available to provide help

◯ The publications were too difficult to read on screen

◯ Library users wanted to access publications via their personal Internet accounts

◯ Other
Please specify: _____

_____

4c. How often during the last three months did **end users** request the following alternatives to direct access to the electronic publications on the Internet sites?

	Never	Infrequenty	Frequently	Always	N\A
On-site server access	1 ◯	2 ◯	3 ◯	4 ◯	9 ◯
Own Internet account	1 ◯	2 ◯	3 ◯	4 ◯	9 ◯
A printed copy	1 ◯	2 ◯	3 ◯	4 ◯	9 ◯
Publications from previous years	1 ◯	2 ◯	3 ◯	4 ◯	9 ◯
Publications from interlibrary loans	1 ◯	2 ◯	3 ◯	4 ◯	9 ◯
An alternative electronic source	1 ◯	2 ◯	3 ◯	4 ◯	9 ◯
An alternative printed source	1 ◯	2 ◯	3 ◯	4 ◯	9 ◯

USER FRIENDLINESS OF PUBLICATIONS

5. As a **library staff person**, please comment on the <u>ease of use</u> (layout, readability, etc.) for each of the publications :

	Easy to use	Moderately easy	OK to use	Moderately difficult	Difficult	Did not use	
Canada's Balance of International Payments	1 ○	2 ○	3 ○	4 ○	5 ○	9 ○	➔
Canadian International Merchandise Trade	1 ○	2 ○	3 ○	4 ○	5 ○	9 ○	➔
Consumer Prices and Price Indexes	1 ○	2 ○	3 ○	4 ○	5 ○	9 ○	➔
Education Quarterly Review	1 ○	2 ○	3 ○	4 ○	5 ○	9 ○	➔
House of Commons debates, official report: 35th parliament	1 ○	2 ○	3 ○	4 ○	5 ○	9 ○	➔
Infomat: A Weekly Review	1 ○	2 ○	3 ○	4 ○	5 ○	9 ○	➔
Insights on...	1 ○	2 ○	3 ○	4 ○	5 ○	9 ○	➔
International Travel: Between Canada...	1 ○	2 ○	3 ○	4 ○	5 ○	9 ○	➔
Juristat	1 ○	2 ○	3 ○	4 ○	5 ○	9 ○	➔
New Motor Vehicle Sales	1 ○	2 ○	3 ○	4 ○	5 ○	9 ○	➔
Quarterly Demographic Statistics	1 ○	2 ○	3 ○	4 ○	5 ○	9 ○	➔
Science Statistics	1 ○	2 ○	3 ○	4 ○	5 ○	9 ○	➔
Surface and Marine Transport	1 ○	2 ○	3 ○	4 ○	5 ○	9 ○	➔
Travel-log	1 ○	2 ○	3 ○	4 ○	5 ○	9 ○	➔
Wholesaling and Retailing in Canada	1 ○	2 ○	3 ○	4 ○	5 ○	9 ○	➔
Health Reports	1 ○	2 ○	3 ○	4 ○	5 ○	9 ○	➔

5a. In the space provided below, please feel free to comment on why you found each publication that you used either "easy to use", "moderately easy", "OK to use", "moderately difficult", or "difficult" to use.

"MARC" RECORDS

6. Did you download the MARC Records into your bibliographic database?

   ¹ ◯ Yes   ² ◯ No ➜ *(Please go to Question 7)*
   ⬇

6a. If "Yes", please tick all the format(s) your library uses:

   ¹ ◯ ASCII
   ² ◯ WordPerfect
   ³ ◯ Microsoft Word
   ⁴ ◯ binary

6b. Where the MARC records useable by your cataloguers? How easy were they to use?

_____

_____

_____

6c. What modifications were made by your cataloguers?

_____

_____

_____

BUDGET

7. Has the electronic delivery of publications in the EPP significantly increased the library's expenses in any of the following ways? *(Please tick all that apply.)*

   ¹ ◯ Increased the library's expenses for training costs

   ² ◯ Increased the time spent by librarians mediating and/or teaching how to access the publications compared to the time taken with the printed version

   ³ ◯ Increased the library's expenses for printing

   ⁴ ◯ Significantly effected the library's budget in other ways
   Please specify: _____

_____

8. Does your library currently charge fees for: *(please tick all that apply.)*

   ¹ ◯ Cost per printed page . . . . $ _____
   ² ◯ Cost per downloading to diskette . . . . $ _____
   ³ ◯ Cost per downloading to personal e-mail address . . . . $ _____
   ⁴ ◯ Other . . . . $ _____
   Please specify: _____

_____

8a. Please specify any other ways in which your library recovers costs incurred by the electronic dissemination of publications.

_____

_____

_____

9. What other areas of the EPP do you feel are important to evaluate that have not been covered?

_____

_____

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THANK YOU FOR COMPLETING THE EPP EVALUATION!

7.3.2   Response Rate – Questionnaire 2

Response Rate to EPP Questionnaires
By Province and Country

Second Questionnaire

Canadian Libraries	Registered	Responded	Response Rate	Change in Response*
Newfoundland	3	3	100%	0%
Prince Edward Island	2	1	50%	0%
Nova Scotia	2	1	50%	0%
New Brunswick	1	1	100%	0%
Quebec	19	11	58%	-16%
Ontario	53	34	64%	-15%
Manitoba	4	2	50%	-50%
Saskatchewan	8	6	75%	13%
Alberta	6	2	33%	-83%
British Columbia	16	9	56%	-4%
Yukon	1	0	0%	0%
N.W.T.	0	0	-	-
Canadian Total	**115**	**70**	**61%**	**-15%**
Foreign Libraries				
Africa	1	0	0%	0%
Australia	1	0	0%	-100%
Germany	2	1	50%	-50%
Japan	2	1	50%	-50%
United Kingdom	4	1	25%	-50%
United States	7	4	57%	-29%
Foreign Total	**17**	**7**	**41%**	**-41%**
Canadian & Foreign	**132**	**77**	**58%**	**-19%**

*   Change in Response Rate is between the first and second questionnaires.

Please ensure the following information is correct

If any of the above information is NOT correct, please record your corrections below:

Label

The **Electronic Publications Pilot** (EPP) is a joint initiative of Statistics Canada and the Depository Services Program in partnership with the depository library community.

This is the second phase of the EPP evaluation. The **objective** of this phase is to assess accessibility, archiving, listserv participation, MARC record usage and publication usage.

The EPP evaluation is an avenue for the library community to have a voice in the future direction electronic dissemination at Statistics Canada and the Depository Services Program. This is an opportune time for library staff to express opinions on issues such as the types of publications that are best suited to electronic dissemination, the layout and design of products, and the Internet method of delivery. The report that will be generated following the evaluation process at the conclusion of the Pilot, will provide library staff with information against which they can evaluate their readiness to receive electronically disseminated products.

Electronic Publications Pilot (EPP)

Statistics Canada's website: http://www.statcan.ca/Documents/English/Dsp/index.htm
Depository Services Program website: http://dsp-psd.pwgsc.gc.ca/dsp-psd/Pilot

COMPLETING THE EVALUATION

The librarian registered as the "contact person" for the Electronic Publications Pilot is required to complete this evaluation. In order to assist with the completion of the evaluation, we invite the contact person to consult with any other library staff members who have worked with the EPP publications.

Please complete and return the evaluation by June 13, 1997 in the stamped, addressed envelope to:

> Fay Hjartarson
> Library and Information Centre
> Statistics Canada
> Ottawa, Ontario, K1A 0T6
> Canada

If you require any further information, or assistance completing the evaluation, please do not hesitate to contact Fay Hjartarson at (613) 951-0953.

Statistics Statistique
Canada Canada

Canadä

1. As a **library staff person**, is your overall opinion of the electronic <u>delivery</u> of the EPP publications now

1 ◯ More favourable than last quarter
2 ◯ Less favourable than last quarter
3 ◯ The same as last quarter

1a. Please explain why your opinion has changed:

_____
_____
_____

2. As a **library staff person**, is your overall opinion of the electronic <u>format</u> of the EPP publications now

1 ◯ More favourable than last quarter
2 ◯ Less favourable than last quarter
3 ◯ The same as last quarter

2a. Please explain why your opinion has changed:

_____
_____
_____

3. What do you feel can be done to improve the delivery or format of publications via the Internet? (Please feel free to comment on the **content** of the publications and the **process** of electronic dissemination)

_____
_____
_____
_____

INTERNET SITE ACCESS

4. Did your library experience difficulties in connecting to the EPP during the second quarter?

1 ◯ Yes   2 ◯ No ➜ *(Please go to Question 5)*
↓

4a. If "Yes", was the reason/s for failure to connect due to: *(please tick all that apply)*

1 ◯ Your Internet server
2 ◯ The Statistics Canada site
3 ◯ The Depository Services Program site
4 ◯ Don't know
5 ◯ Other
Please specify: _____

_____
_____

4b. What message(s) appeared on the screen when there was a failure to connect:
(please tick all that apply)

1 ◯ "failure to connect to the host"
2 ◯ "forbidden access"
3 ◯ Don't know
4 ◯ Other
Please specify: _____

_____

5. Does your library have public access terminals?

    1 ◯ Yes ➜ If "yes", how many? ☐☐☐

    2 ◯ No

---

6. Does your library have public access printers?

    1 ◯ Yes ➜ If "yes", how many? ☐☐☐

    2 ◯ No

---

7. Are the facilities that your library provides for public use adequate to meet client demand for the EPP publications?

    1 ◯ Yes ➜ *Please explain:*

    2 ◯ No ➜ *Please explain:*

    _____

    _____

    _____

    _____

    _____

WEB PAGES

8. Do you think that the Statistics Canada EPP website is well organized?
    (http://www.statcan.ca/Documents/English/Dsp/index.htm)

    1 ◯ Yes ➜ *(Please go to Question 9)*   2 ◯ No ⬇

8a. If "No", how would you change it?

    _____

    _____

    _____

---

9. Do you think that the Depository Services Program EPP website is well organized?
    (http://dsp-psd.pwgsc.gc.ca/dsp-psd/Pilot)

    1 ◯ Yes ➜ *(Please go to Question 10)*   2 ◯ No ⬇

9a. If "No", how would you change it?

    _____

    _____

    _____

---

10. As a **library staff person**, have you used the on-line Help Sheets?

    1 ◯ Yes   2 ◯ No ➜ *(Please go to Question 11)*
    ⬇

10a. If "Yes", do you consider them to be:

    1 ◯ Very helpful
    2 ◯ Helpful
    3 ◯ No opinion
    4 ◯ Not very helpful
    5 ◯ Not helpful at all

10b. What do you feel can be done to improve the Help Sheets? (Please feel free to comment on the **content, subject matter**, and the **electronic delivery** of the Help Sheets.)

_____

_____

_____

_____

11. Does your library and/or institution have its own web page?
If "Yes", we would be interested in visiting your site! Please record your URL below:

¹ ◯ Yes   ² ◯ No ➜ *(Please go to Question 12)*
↓

11a. If "Yes" to Question 11, did you add the Statistics Canada EPP site to your web page?

¹ ◯ Yes   ² ◯ No

11b. If "Yes" to Question 11, did you add the Depository Services Program EPP site to your web page?

¹ ◯ Yes   ² ◯ No

LISTSERV

12. Have you, or a designated contact person, joined the listserv?

¹ ◯ Yes   ² ◯ No ➜ *(Please go to Question 13)*
↓

12a. If "Yes", how helpful do you consider it for communicating about the EPP?:

¹ ◯ Very helpful
² ◯ Helpful
³ ◯ No opinion
⁴ ◯ Not very helpful
⁵ ◯ Not helpful at all

12b. What do you feel can be done to improve the listserv?

_____

_____

_____

_____

_____

13. If "No" to Question 12, why have you have not joined the listserv?
(*Please tick all that apply*)

¹ ◯ Inadequate access to Internet,
Please specify: _____

² ◯ Not sure how to join

³ ◯ Other,
Please specify: _____

USER FRIENDLINESS OF PUBLICATIONS

14. Which of the following publications do you think are suitable or not suitable for electronic delivery. *Please explain why in the space below:*

	Did not use	Suitable	Not Suitable	
Annual Demographic Statistics:	1 ○	2 ○	3 ○	➔
Canada's Balance of International Payments:	1 ○	2 ○	3 ○	➔
Canadian Civil Aviation:	1 ○	2 ○	3 ○	➔
Canadian International Merchandise Trade:	1 ○	2 ○	3 ○	➔
Capital Expenditures by Type of Asset:	1 ○	2 ○	3 ○	➔
Consumer Prices and Price Indexes:	1 ○	2 ○	3 ○	➔
Education Quarterly Review:	1 ○	2 ○	3 ○	➔
Health Reports:	1 ○	2 ○	3 ○	➔
Infomat: A Weekly Review:	1 ○	2 ○	3 ○	➔
Insights on... :	1 ○	2 ○	3 ○	➔
Juristat:	1 ○	2 ○	3 ○	➔
House of Commons Debates: 35th Parliament:	1 ○	2 ○	3 ○	➔
New Motor Vehicle Sales:	1 ○	2 ○	3 ○	➔
Passenger Bus and Urban Transport Stat.:	1 ○	2 ○	3 ○	➔
Quarterly Demographic Statistics:	1 ○	2 ○	3 ○	➔
Rail in Canada:	1 ○	2 ○	3 ○	➔
Science Statistics:	1 ○	2 ○	3 ○	➔
Surface and Marine Transport:	1 ○	2 ○	3 ○	➔
Touriscope: International Travel ...:	1 ○	2 ○	3 ○	➔
Travel-log:	1 ○	2 ○	3 ○	➔
Wholesaling and Retailing in Canada:	1 ○	2 ○	3 ○	➔

7-2500-65: 1997-04-25

14a. In the space provided below, please feel free to comment on why you found each publication that you used either "suitable" or "not suitable" for electronic delivery.

15. What type of publication format is best suited to electronic delivery?

1 ◯ Primarily text
2 ◯ Primarily tables
3 ◯ Combination of text and tables
4 ◯ Other
   Please specify: _____

16. Are there general characteristics about the appearance and format of the publications that you would like to change?

Appearance: 1 ◯ Yes   2 ◯ No ➤ *(Please go to Question 17)*

Format: 1 ◯ Yes   2 ◯ No ➤ *(Please go to Question 17)*
    ⬇

16a. If "Yes", what would you change?
(Please tick all that apply)

1 ◯ Text font , please explain: _____
_____

2 ◯ Graphics, please explain: _____
_____

3 ◯ Colours, please explain: _____
_____

4 ◯ Size or shape of publications, please explain: _____
_____

5 ◯ Other, please explain: _____
_____

17. Are you satisfied with the ease of access to information within the publications?

1 ◯ Yes ➤ *(Please go to Question 18)*   2 ◯ No
    ⬇

17a. If "No", please list specific problems you have encountered with EPP publications.

_____
_____
_____
_____

17b. If "No", what features would make the information more easily accessible?

_____
_____
_____
_____

18. Please list any Internet examples that you feel are noteworthy models for electronic publications:

_____
_____
_____
_____

19. Have you attempted to download any of the EPP publications to a hard drive or diskette?

1 ◯ Yes   2 ◯ No ➤ *(Please go to Question 20)*

19a. If "Yes", were you able to successfully download to a hard drive or diskette?

1 ◯ Yes ➜ *(Please go to Question 19c)*   2 ◯ No ⬇

19b. If "No", what problems did you encounter in downloading the publication/s?

_____
_____
_____

19c. What were your reasons for downloading the publications to a hard drive or diskette?

_____
_____
_____

"MARC" RECORDS

20. Did you download the MARC Records into your bibliographic database?

1 ◯ Yes ➜ *(Please go to Question 21)*   2 ◯ No ⬇

20a. If "No", was it because:

1 ◯ Wanted to view the record before downloading
2 ◯ No import facility
3 ◯ MARC record not available in time
4 ◯ Not appropriate file format
5 ◯ EPP is temporary
6 ◯ Other,
Please specify: _____

_____
_____

ARCHIVING

21. Is your library archiving electronic copies of the EPP publications?

1 ◯ Yes   2 ◯ No ➜ *(Please go to Question 22)*

21a. What is being archived: *(please tick all that apply)*

◯ Annual Demographic Statistics
◯ Canada's Balance of International Payments:
◯ Canadian Civil Aviation:
◯ Canadian International Merchandise Trade:
◯ Capital Expenditures by Type of Asset:
◯ Consumer Prices and Price Indexes:
◯ Education Quarterly Review:
◯ House of Commons Debates: 35th Parliament:
◯ Infomat: A Weekly Review:
◯ Insights on... :
◯ Juristat:

◯ Health Reports:
◯ New Motor Vehicle Sales:
◯ Passenger Bus and Urban Transport Stat.:
◯ Quarterly Demographic Statistics:
◯ Rail in Canada:
◯ Science Statistics:
◯ Surface and Marine Transport:
◯ Touriscope: International Travel ...:
◯ Travel-log:
◯ Wholesaling and Retailing in Canada:

21b. How is this being done?

_____

_____

_____

_____

22. We would like to address archiving issues in more detail in the next evaluation. What are the specific concerns that you would like to see addressed?

_____

_____

_____

_____

_____

_____

23. If the EPP were to continue after September 1997, would you be interested in participating?

[1] ◯ Definitely yes

[2] ◯ Maybe

[3] ◯ Probably not

[4] ◯ Definitively not

Please explain: _____

_____

_____

_____

_____

_____

FINAL COMMENTS

24. What other areas of the EPP do you feel are important to evaluate that have not been covered?

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

THANK YOU FOR COMPLETING THE EPP EVALUATION!

7.3.3 Response Rate – Questionnaire 3

**Response Rate to EPP Questionnaires
By Province and Country**

Third Questionnaire

Canadian Libraries	Registered	Responded	Response Rate	Change in Response*
Newfoundland	3	2	67%	-33%
Prince Edward Island	2	0	0%	-50%
Nova Scotia	2	0	0%	-50%
New Brunswick	1	1	100%	0%
Quebec	19	12	63%	-11%
Ontario	53	31	58%	-21%
Manitoba	4	2	50%	-50%
Saskatchewan	8	1	13%	-50%
Alberta	6	2	33%	-83%
British Columbia	16	6	38%	-23%
Yukon	1	0	0%	0%
N.W.T.	0	0	-	-
Canadian Total	**115**	**57**	**50%**	**-27%**
Foreign Libraries				
Africa	1	0	0%	0%
Australia	1	0	0%	-100%
Germany	2	1	50%	-50%
Japan	2	2	100%	0%
United Kingdom	4	1	25%	-50%
United States	7	4	57%	-29%
Foreign Total	**17**	**8**	**47%**	**-35%**
Canadian & Foreign	**132**	**65**	**49%**	**-28%**

* Change in Response Rate is between the first and third questionnaires.

Library and Information Centre

Electronic Publications Pilot (EPP)
EVALUATION THREE

Please ensure the following information below is correct

If any of the information is NOT correct, please record your corrections below:

Label

The **Electronic Publications Pilot** (EPP) is a joint initiative of Statistics Canada and the Depository Services Program in partnership with the depository library community.

This is the final phase of the EPP evaluation. **The objective of this phase is to build on answers provided in the two earlier evaluations, and consolidate the information that will provide a base for recommendations to the federal government regarding electronic dissemination.**

The EPP **evaluation** is an avenue for the library community to have a voice in the future direction of electronic dissemination at Statistics Canada and the Depository Services Program. This is an opportune time for library staff to express opinions on issues such as the types of publications that are best suited to electronic dissemination, the layout and design of products, and the Internet method of delivery. The report that will be generated following the evaluation process will provide library staff with information against which they can evaluate their readiness to receive electronically disseminated products.

Electronic Publications Pilot (EPP)

Statistics Canada's website: http://www.statcan.ca/english/Dsp/index.htm
Depository Services Program website: http://dsp-psd.pwgsc.gc.ca/dsp-psd/Pilot

COMPLETING THE EVALUATION

The librarian registered as the "contact person" for the Electronic Publications Pilot is required to complete this evaluation. In order to assist with the completion of the evaluation, we invite the contact person to consult with any other library staff members who have worked with the EPP publications.

Please complete and return the evaluation by October 17, 1997 in the stamped, addressed envelope to:

> Fay Hjartarson
> Library and Information Centre
> Statistics Canada
> Ottawa, Ontario, K1A 0T6
> Canada

If you require any further information, or assistance completing the evaluation, please do not hesitate to contact Fay Hjartarson at (613) 951-0953.

7-2500-66: 1997-08-28

Statistics   Statistique
Canada   Canada

Canadä

TRAINING

In the first evaluation, when asked about preparations for the EPP, 19% of librarians stated that they had conducted some training. In addition, training was mentioned in the "final comments" section of many responses. For example, we were asked why there wasn't any training to prepare them for the EPP, and told that the lack of local training opportunities was a problem. This section of the evaluation is to clarify suggestions and possible solutions related to training.

1. Do you feel that training is required to help in the transition to electronic dissemination?

   1 ◯ Yes   2 ◯ No ➤ *(Please go to Question 4)*

2. In what areas do you feel training is required?
   (Please tick all that apply.)

   ◯ The Internet
   ◯ Adobe Acrobat
   ◯ Other software,
   please specify: _____
   _____
   ◯ Content training:
   please specify: _____
   _____
   ◯ Other training,
   please specify: _____
   _____

3. Please rank the following formats according to how well they would meet your library's need for training.
   (Rank 1 as your first choice and 7 as your last choice)

   ◯ Workshops
   ◯ Manuals
   ◯ Videos
   ◯ Internet based tutorial
   ◯ Internet based help sheets
   ◯ "Cheat sheets" (off-line)
   ◯ Other,
   please specify: _____
   _____

4. If workshops were considered as a possible format for training, would you have any concerns?

   1 ◯ Yes   2 ◯ No ➤ *(Please go to Question 6)*

5. What are your concerns?
   (Please tick all that apply)

   ◯ Length of workshop

   What length would you consider reasonable?

   ◯ half day   ◯ 2 days
   ◯ 1 day   ◯ 3 days
   ◯ Other,
   please specify: _____
   _____

   ◯ Cost of workshop

   What cost per person per day would you consider reasonable? _____

   ◯ Absence from library
   ◯ Cost of travel (if travel was necessary)
   ◯ Other,
   please specify: _____
   _____

6. If a training plan were to be developed, please describe what would best meet your needs:

_____

_____

_____

_____

_____

_____

_____

_____

_____

RESOURCES

7. In the first evaluation, some librarians reported that they made modifications in their libraries in preparation for the EPP.   Are modifications necessary, in your library, in order to facilitate the effective use of electronic publications?

    1 ◯ Yes   2 ◯ No ➜ *(Please go to Question 9)*
    ⬇

8. What modifications are necessary?

    Hardware:
    (Please rank the following where 1 is your first choice and 7 is your last choice.)

    ◯ More PCs
    ◯ Upgraded PCs
    ◯ More printers
    ◯ Upgraded printers
    ◯ Higher bandwidth
    ◯ Faster modems
    ◯ Other,
    please specify: _____

    _____

    Software:
    (Please rank the following where 1 is your first choice and 3 is your last choice.)

    ◯ More software,
    please specify: _____

    _____

    ◯ Upgraded software:
    please specify: _____

    _____

    ◯ Other,
    please specify: _____

    _____

    Human Resources:
    (Please rank the following where 1 is your first choice and 5 is your last choice.)

    ◯ More staff
    ◯ More training
    ◯ More time to devote to electronic dissemination
    ◯ Policies (eg. Cost recovery for printing)
    ◯ Other,
    please specify: _____

    _____

9. If the support possibilities, listed in question 8, could be provided to your library in order to facilitate your ability to receive and make available electronic publications, how would you rank them in order of importance?
(Please rank the following where 1 is your first choice and 3 is your last choice.)

◯ Hardware support

◯ Software support

◯ Human resource support

LISTSERV

The listserv has been the primary avenue of communication between libraries, the Depository Services Program and Statistics Canada throughout the Electronic Publications Pilot. However, the second evaluation revealed that 22% of libraries have not had a contact person join the listserv, and of those, 13% stated that they were not sure how to join. The following question is aimed at addressing this information gap.

10. Do you feel that the listserv is the most effective tool for group communication?

1 ◯ Yes   2 ◯ No, *please suggest an alternative:*

_____

_____

ARCHIVING

Feedback from the first two evaluations indicates that librarians are very concerned about archiving. The following three questions aim to address these concerns.

11. Would you support the development of a centralized electronic archive strategy?

1 ◯ Yes   2 ◯ No, *please explain:*

_____

_____

⬇   ⬇

(Please go to Question 13)

12. Where do you feel a centralized electronic archive should be?

_____

_____

_____

_____

13. Would you support the use of microfilm as a way of archiving electronic publications?

1 ◯ Yes, *please explain:*

_____

_____

2 ◯ No, *please explain:*

_____

_____

OVERALL IMPRESSION

14. Reports from the first evaluation indicate that the usage of EPP publications varied considerably. Some were rarely used while others were accessed frequently. Overall, in your opinion, are the electronic publications used:

○ More than print versions, _____
please specify: _____
_____

○ The same as print versions, _____
please specify: _____
_____

○ Less than print versions, _____
please specify: _____
_____

15. A number of librarians stated that, in general, the publications offered are not of interest to their patrons. Which **subject matter** areas do you think are of most interest for your patrons:
(Please tick all that apply)

○ Business / finance
○ Construction
○ Census
○ Demographics
○ Culture
○ Education
○ Tourism
○ Employment / labour statistics
○ Health and welfare
○ Trade (import/export)
○ Primary industry data
○ Geographic products and maps
○ Prices
○ Transportation
○ Communication
○ Other,
please specify: _____
_____
○ Don't know

16. What type of publications do you think would be of most interest to your patrons?
(Please tick all that apply)

○ Analytical studies
○ Tables showing current data
○ Tables showing historical data
○ Historical documents
○ Methodological studies
○ Press releases
○ Departmental reports / studies
○ Government periodicals
○ Other,
please specify: _____
○ Don't know

17. What do you regard as the **benefits** of electronic dissemination of publications?
(Please tick all that apply)

- ◯ Speed of electronic delivery
- ◯ Availability of prepared bibliographic information
- ◯ Reduced need for shelf space
- ◯ Reduced processing time for publications before providing access
- ◯ Increased functionality (eg. keyword searches, data manipulation)
- ◯ Other,
  please specify: _____
  _____

18. What do you regard as the serious **drawbacks** of electronic dissemination of publications?
(Please tick all that apply)

- ◯ Cost of hardware
- ◯ Cost of software
- ◯ Lack of stability of access due to system down time
- ◯ Additional training required for librarians
- ◯ Additional mediation time required to help patrons
- ◯ Speed of connecting to / downloading publications
- ◯ Other,
  please specify: _____
  _____

19. As a librarian, how do you use the Internet in your library?
(Please tick all that apply)

- ◯ As an aid for patrons to search for information
- ◯ To locate information for patrons
- ◯ To search for information for library use
- ◯ To download information
- ◯ E-mail capabilities
- ◯ To promote your library
- ◯ Other,
  please specify: _____
  _____

20. Which factors do you feel most affect patrons' attitudes to the electronic publications?
(Please tick all that apply)

- ◯ Patrons' skill level with technology
- ◯ Librarians' skill level with technology
- ◯ Availability of PCs
- ◯ Time limit on PCs
- ◯ Availability of assistance
- ◯ User friendliness of software (For example: Adobe, Netscape)
- ◯ Other,
  please specify: _____
  _____
- ◯ Don't know

ACCESS

A number of patterns have emerged with regards to access to the electronically disseminated EPP publications. Some librarians state that patrons have increased access because, for example, infrequently used publications, for which the library would never have shelf space, can be made available to patrons. Alternatively, other librarians state that access to publications has decreased, due to lack of terminals for example.

21. Do you think that the electronic dissemination of publications has:

1 ◯ increased patron access compared to print

2 ◯ decreased patron access compared to print

3 ◯ had no impact on patron access

22. What steps do you feel that Statistics Canada and other federal government departments need to take in order to improve the electronic dissemination of publications?
(Please tick all that apply)

◯ Improve bibliographic data

◯ Improve search engines

◯ Increase the range of formats (eg. pdf, HTML, ASCII)

◯ Help libraries acquire hardware

◯ Develop an electronic archive

◯ Other,
please specify: _____

◯ Don't know

23. What length of publication do you feel is optimal for electronic dissemination?
(Please tick all that apply)

◯ Short length publications (less than 10 pages)

◯ Medium length publications (10 to 20 pages)

◯ Longer publications (more than 20 pages)

◯ No preference

24. What frequency of publication do you feel is suitable for electronic dissemination?
(Please tick all that apply)

◯ Weekly

◯ Monthly

◯ Quarterly

◯ Annual

◯ Irregular

◯ No preference

As the Federal Government moves towards electronic dissemination, the first publications that will be offered solely in electronic format are the "low demand" publications, where "demand" is defined by commercial sales. In other words, the government is currently using "demand" as the primary criteria for conversion from print to electronic.

25. As a librarian, how would you rank the following criteria, in order of importance, for selecting publications that will be converted to electronic format.
(Please rank where 1 is the most important criteria and 5 is the least)

1 ◯ Demand (defined by commercial sales)

2 ◯ Length of publication

3 ◯ Layout styles of publication (text, tables, combination)

4 ◯ Frequency (weekly, monthly, etc.)

5 ◯ Other,
please specify: _____

If you wish to explain your ranking, please do so: _____
_____
_____

The following two questions refer to the publications currently being offered on the EPP.

26. Which 5 publications would your library **support** being offered only in electronic format:

○ Annual Demographic Statistics
○ Births and Deaths
○ Canada's Balance of International Payments
○ Canadian Civil Aviation
○ Canadian International Merchandise Trade
○ Capital Expenditures by Type of Asset
○ Consumer Prices and Price Indexes
○ Education in Canada
○ Education Quarterly Review
○ Health Reports
○ House of Commons Debates: 35th Parliament
○ Infomat: A Weekly Review

○ Insights on...
○ International Travel Between Canada
○ Juristat
○ New Motor Vehicle Sales
○ Passenger Bus and Urban Transport Statistics
○ Quarterly Demographic Statistics
○ Rail in Canada
○ Science Statistics
○ Surface and Marine Transport
○ Touriscope: International Travel …
○ Travel-log
○ Wholesaling and Retailing in Canada

27. Which 5 publications would your library **oppose** to being offered only in electronic format:

○ Annual Demographic Statistics
○ Births and Deaths
○ Canada's Balance of International Payments
○ Canadian Civil Aviation
○ Canadian International Merchandise Trade
○ Capital Expenditures by Type of Asset
○ Consumer Prices and Price Indexes
○ Education in Canada
○ Education Quarterly Review
○ Health Reports
○ House of Commons Debates: 35th Parliament
○ Infomat: A Weekly Review

○ Insights on...
○ International Travel Between Canada
○ Juristat
○ New Motor Vehicle Sales
○ Passenger Bus and Urban Transport Statistics
○ Quarterly Demographic Statistics
○ Rail in Canada
○ Science Statistics
○ Surface and Marine Transport
○ Touriscope: International Travel …
○ Travel-log
○ Wholesaling and Retailing in Canada

28. There are several different types of electronic format. Please rank your preference for the following electronic formats with respect to the dissemination of electronic publications:
(Please rank the following where 1 is your first choice and 4 is your last choice.)

○ Internet
○ Diskette
○ CD ROM
○ Other,
please specify: _____

29. How do you anticipate ranking your preferences in two years from now?
(Please rank the following where 1 is your first choice and 4 is your last choice.)

○ Internet
○ Diskette
○ CD ROM
○ Other,
please specify: _____

○ Unsure

FINAL COMMENTS

30. Overall, how prepared do you feel your library is for the electronic dissemination of government publications?

1 ◯ Very prepared

2 ◯ Somewhat prepared

3 ◯ Not very prepared

4 ◯ Not at all prepared

Please explain your response: _____

_____

_____

_____

_____

_____

31. Please feel free to add any further comments:

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

A number of libraries have sent us samples of cheat sheets, path finders, publicity materials, and other aids that they have produced for the EPP. If you have any you could send us, we will keep them on file as a resource for developing future training.

**THANK YOU
FOR PARTICIPATING IN THE EPP AND COMPLETING THE QUESTIONNAIRES.
YOUR INPUT AND IDEAS HAVE BEEN INVALUABLE.**

7.4   End-User Questionnaire

EPP Home Page

Once you have completed your session on the Electronic Publications Pilot (EPP) please click on this icon

<div style="text-align: center;">

Survey

</div>

and fill out our survey. Your feedback will help Statistics Canada develop better ways of providing government information. You will automatically be entered in a draw to win a 1997 Canada Year Book and CD-ROM package valued at $130.

Every Other Page

<div style="text-align: center;">

Survey

</div>

Click here, once you have completed your session with the Electronic Publications Pilot, and are ready to fill out the online survey.

Thank you for taking the time to fill out this survey. Your answers will be confidential and will be reported in combination with other respondents.

1. **How did you hear about the Electronic Publications Pilot (EPP)?**

   ☐ **University/college librarian**

   ☐ **Public library personnel**

   ☐ **Teacher/professor**

   ☐ **Friend**

   ☐ **On my own**

2. **From what location are you accessing the EPP site today?**

   ☐ **From home – via university/college server**

   ☐ **University/college library terminal**

   ☐ **University/college computer lab**

   ☐ **Public library terminal**

   ☐ **Work – via library server or internal access**

3. **How many times have you been to the EPP site in the past six months?**

   ☐ **First time**

   ☐ **2-5 times**

   ☐ **6-15 times**

   ☐ **More than 15 times**

4. **What is your main reason for visiting the EPP site today?**

   ☐ **Looking for specific information for work**

   ☐ **Looking for general information for work**

   ☐ **Looking for specific information for school**

   ☐ **Looking for general information for school**

   ☐ **Just browsing/exploring**

   ☐ **Looking for a specific publication**

5.   **What topic(s) are you interested in? (Check all that apply.)**

☐   **Business/finance**

☐   **Census/demographics**

☐   **Culture/education/tourism**

☐   **Employment/labour statistics**

☐   **Health and welfare**

☐   **Trade (import/export)**

☐   **Primary industry data**

☐   **Geographic products and maps**

☐   **Government statistics**

☐   **Prices**

☐   **Transportation/communication**

☐   **Just browsing**

☐   **Other_____**

6.   **What type of information do you require? (Check all that apply.)**

☐   **Historical information**

☐   **Current information**

☐   **Detailed statistics**

☐   **General statistics**

☐   **Forecasts**

☐   **Raw data**

☐   **Don't know**

7.   **To what extent do you currently use electronic sources of statistical information.**

Never ☐1 ☐2 ☐3 **Always** ☐4 ☐5

8.   **To what extent do you feel comfortable with electronic sources of information.**

Not at all comfortable ☐1 ☐2 ☐3 **Very comfortable** ☐4 ☐5

Accessing the EPP Site

Please indicate the extent to which you agree or disagree with the following statements.

	Strongly disagree			Strongly agree	
9. **At my current location, an Internet terminal was available immediately.**	1	2	3	4	5
10. **I was able to connect right away to the EPP site.**	1	2	3	4	5

11. **What problems, if any did you encounter while accessing the EPP site?**

☐ **No problems**

☐ **Server was down**

☐ **Access denied**

☐ **Slow connection**

☐ **Not applicable**

☐ **Other** _____

Navigating the EPP Site

Please indicate the extent to which you agree or disagree with each of the following statements.

	Strongly disagree		Strongly agree			Don't Know
12. **The EPP Home page directed me to the information I wanted.**	1	2	3	4	5	D/N
13. **The EPP search function was helpful.**	1	2	3	4	5	D/N
14. **The instructions and help features are adequate.**	1	2	3	4	5	D/N

Downloading EPP Publications

If you have not downloaded any publications, skip to Question 27.

15. **Which Publication(s) have you downloaded? Approximately how long did it take to download?**

Publication(s)	*Download time (minutes)*

16. What problems, if any – have you encountered while downloading the publication(s)?

☐ No problems

☐ Slow connection

☐ Don't have Adobe Acrobat

☐ Don't have Zip/Unzip utility

☐ Other _____

17. After downloading a publication, what did you do?

☐ Printed the entire publication

☐ Printed selections from the publications

☐ Viewed the publication in Adobe Acrobat

☐ Other _____

Please indicate the extent to which you agree or disagree with each of the following statements.

	Strongly disagree			Strongly agree	
18. I was satisfied with the overall downloading process.	1	2	3	4	5
19. I was satisfied with the time it took to download a publication.	1	2	3	4	5

Viewing EPP Publications in Adobe Acrobat

Please indicate the extent to which you agree or disagree with the following statements.

	Strongly disagree			Strongly agree	
20. Overall, I was satisfied with viewing publications in Adobe Acrobat.	1	2	3	4	5
21. I could navigate without excessive scrolling.	1	2	3	4	5
22. The "Find" feature in Adobe Acrobat was helpful.	1	2	3	4	5
23. The toolbar button labels in Adobe Acrobat were intuitive.	1	2	3	4	5
24. The publication's text was clear and easy to read on-screen.	1	2	3	4	5
25. The publication's tables and graphs were clear and easy to read on-screen.	1	2	3	4	5

Overall Evaluation of the EPP Site

		Strongly disagree				Strongly agree
26. Overall, I was very satisfied with the EPP site.		1	2	3	4	5
27. I found the EPP site very useful.		1	2	3	4	5
28. The site had the information or data I was looking for.		1	2	3	4	5
29. The information is targeted to my specific needs.		1	2	3	4	5
30. I will visit the site again.		1	2	3	4	5

31. What conditions and features would have to be present (if not there already) for you to continue using this service?

_____

32. Sex: **Male** ☐   **Female** ☐

33. Age:

☐ **under 18**
☐ **18-24**
☐ **25-34**
☐ **35-44**
☐ **45-54**
☐ **55-64**
☐ **65 and over**

34. Occupation:

- [ ] **Academic/teacher/professor**
- [ ] **Librarian/information services**
- [ ] **Economist or sociologist**
- [ ] **Computer programmer**
- [ ] **Law**
- [ ] **Health professional**
- [ ] **Engineer**
- [ ] **Human resources**
- [ ] **Journalist**
- [ ] **Marketing or sales professional**
- [ ] **Scientist**
- [ ] **Do not work**
- [ ] **High school student**
- [ ] **College or university student**
- [ ] **Other _____**

35. Size of Organization (based on number of employees):

- [ ] **1-19**
- [ ] **20-49**
- [ ] **50-150**
- [ ] **151-500**
- [ ] **500+**
- [ ] **N/A**

36. From which library did you access the EPP Site?

_____

This information is necessary in order to be entered into our draw.

Name: _____

Telephone: _____

E-mail address: _____

7.5   Glossary

DSP   Depository Services Program

EPP   Electronic Publications Pilot

FTE   Full-time Equivalent

HTML   Hyper Text Mark-up Language

IP   Internet Protocol

ISP   Internet Service Provider

NSDstat+   Norwegian Statistical Package

PDF   Portable Document Format

SPSS   Statistical Package for the Social Sciences

7.6   Bibliography

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