

Highlights *from the EPA National Library Network*



Realizing Our Vision: **DID YOU KNOW...**

EPA's Report to Congress on the National Library Network, completed in March 2008, provides public plans for re-opening three regional libraries in Chicago, Dallas, and Kansas City and the EPA Headquarters and Chemical Library in Washington, DC by September 30, 2008.

Twenty-one EPA libraries are currently open to walk-in traffic from staff; accessible to the public; and staffed by professional librarians.

Three repository libraries and the Agency's digital archive ensure the retention of EPA publications.

EPA staff have desktop access to over 500 electronic journals, over 300 online databases, and over 2,000 electronic news sources.

The Online Library System (OLS), EPA's online catalog, provides public access to more than 250,000 unique titles in EPA library collections.

In the past year, EPA's "Frequent Questions" reference system answered over 42,000 online questions through its self-serve format.

In the past year, the Network drafted twelve procedures for operational standards for all EPA libraries.

Customer service feedback indicates that 97% of responding patrons are either "very satisfied" or "satisfied" with remote reference and document delivery services from the EPA library in Research Triangle Park.

Patrons served by the EPA library in Cincinnati, including remote patrons, rate the quality/relevance of results from library services as "excellent" in 96% of customer feedback responses.

The EPA Region 8 library recently moved to a new "green" facility in Denver, which is Gold-certified through Leadership in Energy and Environmental Design (LEED) and the first federally-leased building in the U.S. to be designed to Energy Star standards.

The EPA library in Research Triangle Park has been a teaching laboratory for library science graduate students for more than 30 years, training over 300 librarians to date.

EPA benefits from the insight and expertise of a federal library board of advisors and professional library associations.

"The speed with which you obtain articles has been exceptional. Thank you!"

EPA Researcher and Library Patron

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Moving Forward: NEXT STEPS FOR THE NETWORK

Details on EPA's libraries and repositories, library services and collections can be found at:
www.epa.gov/libraries

- Re-open three regional libraries and the EPA Headquarters and Chemical Library by September 30, 2008, with walk-in access to onsite core collections and staffed by library professionals.
- Finalize the Library Network Policy and procedures, which document the basic operating standards that all EPA libraries follow.
- Conduct a third-party needs assessment of Agency-wide library services.
- Provide enhanced functionality to OLS, EPA's online catalog, through a system platform and application upgrade.
- Complete third-party assessments of EPA's digitization processes and update plans for scanning official EPA publications.
- Establish an archive for second print copies of official EPA publications.
- Develop an orientation program for new Federal Library Managers.
- Designate a Library Program Advisor to assist Contracting Officers and Federal Library Managers with contract oversight.
- Form an internal library board with members from Agency-wide programs to develop goals, advise on management and budget issues, and increase coordination.

*"The services provided by the Library are **Outstanding...** I constantly brag about the quality and quantity of services you provide to my colleagues at universities and in industry."*

EPA Researcher and Library Patron

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