Information Needs Assessment

Prepared for

Environmental Protection Agency (EPA)

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Background

The Environmental Protection Agency (EPA) National Library Network is composed of libraries and repositories located in the Agency's Headquarters, Regional and Field Offices, Research Centers, and specialized laboratories, as well as web-based access to electronic collections. The combined network collection contains a wide range of general information on environmental protection and management, basic sciences such as biology and chemistry, applied sciences such as engineering and toxicology, and extensive coverage of topics featured in legislative mandates such as hazardous waste, drinking water, pollution prevention, and toxic substances.

EPA is shifting its library focus toward better serving the information needs of today's patrons. Information seeking staff members are finding the materials they need in ways other than accessing the library, so the library network is adapting to meet their needs. This needs assessment is intended to serve as a blueprint for ensuring that services provided by the network are those that EPA staff need and that support the future planning initiatives for the EPA National Library Network. The EPA would also like to assess the needs of citizens for EPA library services, but this first phase of the needs assessment focuses on the needs of EPA staff.

In a report to Congress, EPA stated its commitment to providing publicly available libraries in each Region and at EPA Headquarters. The report addressed how EPA libraries will:

- provide on-site library presence in all Regions and at the Headquarters and Chemical libraries for the public and EPA staff,

- continue to provide and enhance access to the Agency's library collections,

- continue to provide valuable library services for both the public and EPA staff,

- ensure the availability of environmental information to EPA staff and the public, and

- build upon past successes to strengthen the network of EPA's libraries.

The EPA National Library Network serves approximately 17,000 personnel across its 26 locations.

Objectives

The objective of this project was to determine the future information needs of an increasingly mobile work force, and to learn how to leverage technology to serve today's patron, including the following specific questions:

- What information and resources do internal users need;

- How are information needs currently being met;

- What information gaps exist;

- What other information services are needed;

- At what point do users turn to the library;

- What are users' information behaviors and preferences;

- What training needs exist on the use of information; and

- What attributes of information services do users value.

Methodology

Outsell recommended the following approach:

Phase 1: Library Staff Interviews

Outsell recommended involving the library staff in the research initiative as frontline stakeholders in the outcome. In October 2008, an Outsell analyst conducted 5 telephone interviews of approximately 30 minutes each in length in order to hear from a representative sample of EPA library sites. Each interview involved three to six library staff from one or multiple locations. An EPA representative was responsible for identifying and inviting these research participants and coordinating with the Outsell project team to get the interviews scheduled at a mutually agreeable time. The purpose of these interviews was to discover, from the library staff's perspective, what issues and metrics we should be aware of before going into questionnaire design. An added benefit of this step was accomplishing library staff buy-in and support for the research effort. Using what we learned in these interviews, Outsell designed a customized information needs assessment questionnaire for the quantitative survey step.

Phase 2: Quantitative Survey

Outsell recommended that EPA gain a full understanding of user needs with a 15- to 20-minute online survey to all employees. We understood this population to be approximately 17,000. Outsell designed the questionnaire with input and final approval from EPA to meet the objectives stated earlier, and then programmed and hosted the survey on our secure server. EPA was responsible for distributing survey invitations via e-mail. Outsell provided a sample e-mail invitation for EPA to edit as needed. The survey was fielded from May 11 through June 9, 2009, and a total of 2,377 responses were collected in our database. Based on 17,000 potential invitees, this represents a 14% response rate and a confidence level of 95% +/- 1.9%.

Phase 3: Qualitative Stakeholder Interviews

Outsell conducted 7 interviews with stakeholders or executive-level management in key areas. These interviews provided a higher-level view of organizational information needs and usage. Topics explored included:

- Information behaviors and preferences;
- How information is obtained;
- Where else knowledge workers go for information;
- Business goals and drivers;
- Ideal information landscape; and
- Value of information.

The interviews were conducted by an Outsell senior analyst via phone during July 2009. Each interview lasted approximately 30 to 45 minutes and was scheduled at a time that is convenient for the stakeholder.

Phase 4: Qualitative Focus Groups

In order to augment the quantitative survey results, Outsell conducted a series of 6 focus groups among key user segments such as scientists, enforcement and regulatory staff, and administration. Outsell designed a discussion guide that was used to lead the conversations. In order to involve a broader geographic audience, the focus groups were conducted via telephone conference. Questions focused on the deeper issues and learnings from the quantitative survey since it is not usually possible to achieve the level of detailed response required on these topics when using quantitative methods alone. Focus groups were led by an Outsell senior analyst during June and July 2009, and EPA representatives coordinated scheduling of the sessions.

Analysis & Deliverables

The findings from all of the research steps have been analyzed and synthesized by an Outsell senior analyst and communicated in this report that includes our analytical observations and recommendations for action going forward. The level of segmentation in the report includes the total respondent set plus six segments:

1. Headquarters (HQ)
2. All Regions (1 through 10)
3. Research Triangle Park (RTP)
4. Cincinnati
5. ORD Labs, includes:
    a. NERL Athens
    b. NERL Las Vegas
    c. NHEERL Atlantic Ecology Division
    d. NHEERL Gulf Ecology Division
    e. NHEERL Mid-continent Ecology Division
    f. NHEERL Western Ecology Division
    g. NRMRL Ada, OK
    h. NRMRL Edison, NJ
6. Other, includes:
    a. NEIC
    b. NVFEL Ann Arbor
    c. R&IE Las Vegas
    d. Other

Outsell has also provided raw data files and cross-tabulations segmented by 40 groups of EPA's choosing (includes individual regions, functional areas, and specific groupings of headquarters and lab groups). Outsell mined our internal databases for benchmark data where relevant and included those metrics for comparison.

Project Team

At Outsell we assign a senior-level lead consultant or lead analyst to all projects. This person is responsible for all aspects of the project and its success and will be assigned upon project confirmation. Outsell's Director of Primary Research, Sheila King, led all phases of the study.

It is considered best practice at Outsell for a senior member of the team to review any client deliverables prior to their submission. In this instance, Leigh Watson Healy, Chief Analyst, undertook this task. Leigh is an experienced member of the Outsell team and has particular expertise in information needs assessment.

In Outsell's Opinion – Essential Actions

Provide a broader selection of electronic journals via the Desktop Library. Explore alternate and supplemental journal subscription providers that will expand the comprehensiveness of journal titles offered. Tracking usage metrics and interlibrary loan and document delivery requests will help guide portfolio decisions. Another potential solution avoids reinventing the wheel by partnering with university libraries, other governmental agencies, or associations to gain access to additional journal titles and other information resources. The EPA is regarded as the authority on environmental protection issues and human health concerns. In order to maintain the appropriate level of credibility and innovation, the agency must have access to the most current and the most comprehensive information resources possible.

Enhance search capabilities on EPA websites. Throughout the research we heard that information seekers routinely choose Google over EPA search engines because they experience greater success – even when searching for internal EPA documents. Better search capabilities and filtering of results is needed in order to encourage usage of EPA's tools.

Conduct a vendor portfolio management study and optimize Desktop Library resource offerings. Based on the research findings, there are resources that are purchased and offered at single sites that have the potential to be universally beneficial, such as Web of Science. Identifying these resources and offering them centrally via the Desktop Library would likely yield great economies of scale and more importantly would provide access to necessary resources across the agency.

Market, promote, and raise awareness of library offerings. Due to the inconsistencies and variances in library services and resource offerings across the agency's library network, information users do not know where to turn and how to access the resources and services they need. They often do not even know what is available to them or how to make requests. Effective methods for publicizing the library's offerings have included library orientations for new employees and periodic refreshers for everyone, open houses, and the use of electronic marketing materials.

Offer more training on how to use the library resources and services. Training methods must be specific, targeted and customized to the needs of individuals or small groups. Preferred formats are self-paced computer modules and on-demand tutorials – whole day, generic classroom training will not suffice.

Provide remote access for offsite workers. When working in the field, from other agency locations, or from home, workers often cannot access the same resources they have available from their office. Providing mobile Internet access through laptops and enabling password access to internal EPA sites for these increasingly mobile workers would keep them connected and productive while out of the office.

Offer expanded and consistent operating hours that are clearly posted. Library operating hours have been reduced and vary dramatically from one location to another. Information seekers do not know when they can count on having access to an information professional to help them in their quests. Providing consistent operating hours and creating awareness of those hours will serve to alleviate some of the stress and abandonment that some information seekers experience.

Provide information sharing and collaboration tools. Facilitating the easy exchange of information and ideas and enabling collaboration among EPA workers will lead to enhanced innovation as well as efficiencies and productivity. Insight into the projects that other EPA workers have in progress will lend itself to a decrease in redundant efforts and a rise in innovative collaboration.

Improve turnaround times for interlibrary loan, especially for books. While journal articles are usually delivered quickly enough, books often take far longer to arrive because they are in physical form. Explore access to electronic books as a more immediate resource that can be delivered instantly and leveraged across the agency due to its electronic format.

Complete the feedback loop regarding research findings and resulting actions. Whenever research is conducted among an entity's patrons, it is important to close the loop with them by reporting back. A summary of the findings as well as the action steps that will be carried out as a result of the research must be communicated to them – "This is what you asked for, and this is what we're doing about it." Such communication and follow-through not only breeds allegiance and loyalty, but also fosters participation in future research endeavours.

Key Findings

This section of the report summarizes the key findings of the research, which are detailed in the next section.

Information Use Habits

- The information type used most often by these respondents is EPA publications/reports (49%), and the percentage of respondents selecting this type does not vary significantly across the segments analyzed. Other top information types include agency policies and guidance (48%) – mentioned more often by respondents at Headquarters and in the Regions; electronic journals (47%), and scientific and technical information (44%) – both of which were mentioned more often by respondents in RTP, Cincinnati, and in ORD Labs.

- About one-quarter of respondents mentioned electronic journals as an unmet information need (24%). This is especially true for respondents in Cincinnati (43%) and ORD Labs (40%). Respondents in Cincinnati and ORD Labs also mentioned the need for print journals significantly more often than the other segments (22% and 21%, respectively). Respondents in the Regions were significantly more likely than the other segments to indicate that they have all the information they need (45%).

- Overall 84% of respondents seek out information for themselves, and have someone else find it for them the other 16% of instances. This does not vary significantly across the segments analyzed.

- These respondents turn to Internet search engines most frequently when seeking information for their job, and this does not vary significantly across the segments analyzed. Respondents also frequently turn to colleagues or experts at the EPA; and this is especially true for respondents at Headquarters and the Regions. Many respondents use professional-specific online portals and resources; and this is especially true for respondents at RTP and Cincinnati. Respondents frequently use the EPA Intranet, especially at Headquarters, the Regions, and in Cincinnati. Respondents from ORD Labs are much more likely than the other segments to use their own personal collection. Respondents from RTP, Cincinnati and ORD Labs are more likely than the other segments to turn to internal and external library services.

- Respondents most typically find out about new information sources through an Internet search engine (30%), and this does not vary significantly across segments. Word of mouth is another frequent method (23%), especially for those in the Regions (27%).

- Respondents at EPA spend, on average, more than 13 hours each week on information tasks. These 13 hours are almost evenly divided between internal (52%) and external sources (48%). Headquarters and RTP spend significantly more time than the other segments (15 hours and 13.5 hours, respectively). Time spent by respondents from the Regions is skewed toward internally generated sources (56%). Time spent by respondents from RTP, ORD, and Other is skewed toward externally generated sources (56%, 61%, and 53%, respectively). Overall, respondents spend about 43% of the 13.4 hours each week gathering information and 57% of the time analyzing information. Proportionally the only segment that varies significantly from this is Headquarters, where only 39% of time is spent gathering and 61% is spent analyzing. According to Outsell's latest research on Information Markets and Users, information users in government agencies only spend an average of 11.6 hours each week on information tasks; therefore EPA's information users are less productive in their information gathering and analyzing activities.

- Respondents use Internet search engines more frequently than all the other information sources surveyed. The frequency is steady across all segments analyzed. EPA's Internet and Intranet sites are also used frequently, especially by respondents at Headquarters and Regions locations.

- More than two-thirds of respondents reported that they find the information they need all or most of the time (69%). Those in ORD Labs are significantly more likely than the other segments to be successful in their information searches (80%).

- The most common problem reported by these respondents is the lack of funding for library services, particularly by those in ORD Labs. Other noteworthy problems include the lack of full text, not knowing what's available, and insufficient budget for electronic resources.

- For those who rated inconvenient library operating hours as a major problem, they typically explained that the library hours have been cut and need to be expanded in order to be useful. Other comments alluded to staff reductions, limited selection, and inconsistent library hours.

- Respondents explained that remote access is a problem when travelling, working from home, or otherwise trying to work away from the office. For remote access, these respondents prefer to have mobile Internet access on their laptop (60%). Remote access is more likely to be relevant for all the segments except ORD Labs.

- Respondents reported that it takes too long to receive requested materials through document delivery and interlibrary loan.

Use of EPA Libraries

- Approximately half of the respondents from ORD Labs, RTP and Cincinnati reported using an EPA library at least weekly. Respondents from RTP are most likely to be daily users (13%). Respondents from RTP, Cincinnati and ORD are significantly more likely than the other segments to use the library several times a week (21%, 25%, and 34%, respectively). Respondents from RTP, Cincinnati and ORD are significantly more likely than the other segments to use the library once a week (14%, 16%, and 14%, respectively). Respondents from Headquarters and the Regions are significantly more likely than the other segments to use the library less than once a month (24%, 26%, respectively) or to have not used the library in the past 12 months (30%, 24%, respectively).

- For those who have not used the library in the past 12 months, most attributed it to getting information from other sources (57%) or not knowing what services are offered (33%). Several explanations imply a general lack of awareness of offerings and how to contact the library.

- Respondents most commonly learned about EPA library services via word of mouth (30%). Library tours, orientations, open houses and electronic marketing materials have also been quite effective methods, particularly for those in RTP and Cincinnati.

- We examined the percentage of respondents who rated each of several library attributes "Excellent" or "Very Good" (top two box score). For overall quality and attributes, Outsell expects to see top two box scores between 65% and 85% - lower if this is the first measurement, higher if this is a repeat study. Obviously, higher than 85% is preferred, but is also more difficult to achieve. In EPA's case, top two box scores for most of the attributes are exceptionally good, with only three attributes rated below 65% (availability of training sessions, convenience of operating hours, and effectiveness of training sessions). Respondents from RTP tended to give significantly higher ratings across the board as compared to the other segments analyzed.

- About one-third of those giving low ratings explained that the library hours are limited and need to be increased (34%). This is particularly true for respondents in the Regions (45%). Another common complaint was the need for more training and more specific training (26%), especially for those in ORD Labs (47%).

- Nearly half of the respondents recognized that using an EPA library saves time in finding information (45%), especially those in RTP, Cincinnati and ORD Labs (58%, 55%, 63%, respectively). Forty percent also recognized that using an EPA library provides efficiencies in information gathering activities (40%); and again those in RTP, Cincinnati and ORD Labs were significantly more likely than the other segments to report such (57%, 53%, 58%, respectively). Rounding out the top three benefits is the provision of information they otherwise would not have found (39%). Respondents from the Regions and the Other segment were significantly more likely than the other segments to claim this benefit (41% and 47%, respectively).

- More than half of the respondents place most value on the provision of electronic resources on their desktop (53%). Those at ORD Labs were significantly more likely than the other segments to select this role (67%). Respondents also value help locating information (35%) and access to EPA documents (24%), and those in the Regions are significantly more likely than the other segments to value these roles (41% and 27%, respectively).

- Four out of ten respondents (41%) are interested in self-paced computer training modules. Those in RTP are particularly interested in this type of training (47%). Training on demand (39%), one-on-one training by appointment (27%), online tutorials (26%), and tailored programs (25%) are also appealing, all of which illustrate the desire for customized training at the point of need rather than a lengthier, generic approach.

- About two-thirds of respondents agree that EPA libraries provide easy access to library services (69%), provide services I will use the next time I need information (67%), help me get my work done more efficiently (66%), provide access to the most current information available (64%), and provide services I recommend to others (64%). The second and fifth statements (re-use and recommend) are key satisfaction and loyalty measures, so it bodes well that approximately two-thirds of respondents agree here. In general, respondents in RTP, Cincinnati, ORD Labs, and Other segments agreed with these statements significantly more often than Headquarters and Regions respondents. This indicates a more favorable perception of EPA libraries by these groups.

- On the lower end, respondents had less favorable perceptions of whether EPA libraries provide valuable training on information resources (42%), help share information more easily with others (44%), succeed at integrating new technologies for information delivery (50%), effectively support decision making by providing the 'right information' (53%), and are visible in the organization (54%). These findings indicate opportunities for improvement.

- Overall, respondents reported positive impressions of EPA's electronic library resources. About two-thirds agree that this information is from credible and known sources (72%) and that the resources have high quality content (66%). Respondents are less convinced that EPA's electronic library resources support their decision-making – regarding both daily (44%) and high-risk decisions (39%). Those in RTP, Cincinnati, ORD Labs and Other segments are significantly more likely to have positive perceptions of the electronic library resources. Respondents at Headquarters are significantly more likely than the other segments to find the resources too difficult to search and therefore avoid them (16%).

- Respondents generally trust information found on the open Internet, using it to make daily decisions (71%), seeing it as being from credible and known sources (68%), and feeling that it offers high quality content (60%). Those in Cincinnati are significantly more likely than the other segments to agree that the Internet contains high quality content (65%). They do, however, stop short of trusting Internet information to support high-risk decisions for the most part (only 49% agree). Fewer respondents avoid the Internet due to search difficulties as compared to EPA's electronic library resources (only 4% compared to 12%).

Research Findings – Quantitative Survey

The following pages present the detailed findings of the research, question by question, and illustrate key differences between segments and variances from the total respondent set.

Demographics

The first few questions tell us who the respondents are by:

- organization/location;
- functional area;
- employee status;
- job level;
- age;
- length of time with the EPA.

This allows us to isolate and analyze the results by these segments.

EPA Organization/Location

Location	Percentage
Headquarters	18%
Region 3 + ESC Ft. Meade	11%
Region 9	10%
Research Triangle Park	9%
ORD Labs	8%
Region 10	8%
Cincinnati	7%
Region 4	5%
Region 8	5%
Region 5	5%
Region 1	4%
Region 6	3%
Region 7	3%
Region 2	3%
NEIC	1%
OAR	1%
Other	1%
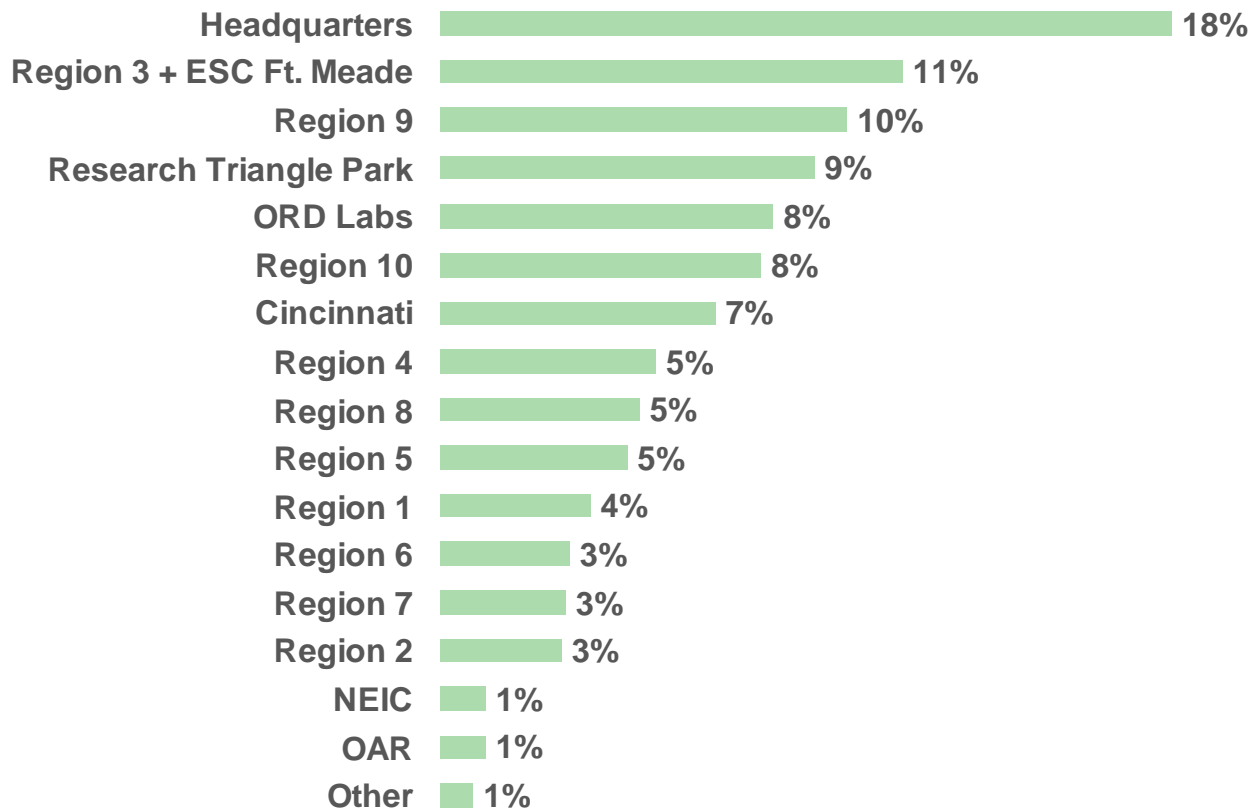
Base = 2,377
Source: Q1. In which of the following EPA organizations/locations are you employed?
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EPA Headquarters Offices

Office	Percentage
OPPTS	19%
OW	12%
OECA	10%
OSWER	9%
OA	9%
ORD	9%
OEI	8%
OAR	8%
OARM	6%
OGC	3%
OCFO	3%
OIG	2%
NCEA	1%
OIA	1%
Other	1%
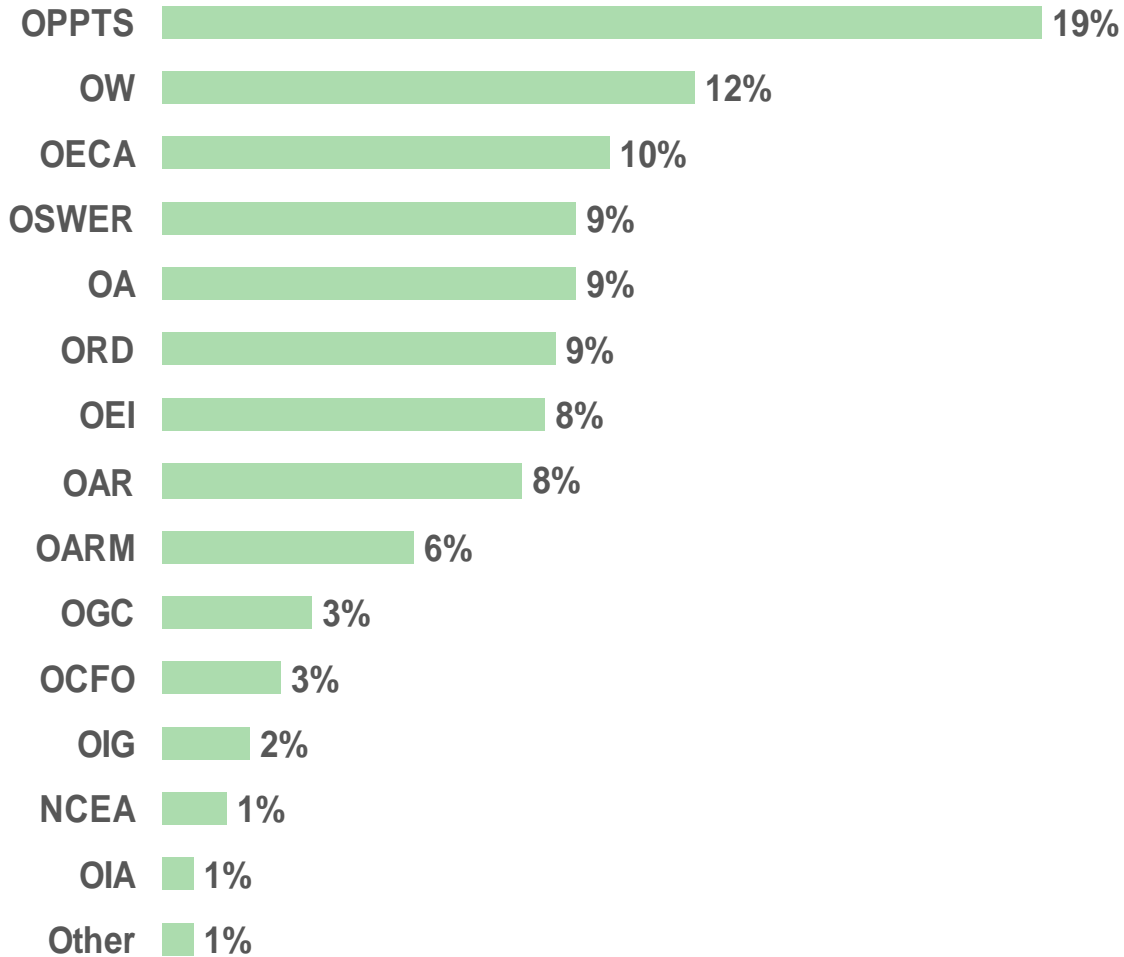
Base = 419 (EPA Headquarters)
Source: Q1a. In which of the headquarters offices do you work?
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EPA Functional Area

Functional Area	Percent
R&D/Science	29%
Enforcement/Compliance	14%
International Affairs	8%
Engineering	6%
Gen/Regional Counsel	5%
Information Management	4%
Admin/Strat Planning	4%
Regulation Development	4%
Policy	4%
Emergency Response	4%
Comm/Public Affairs	3%
Grants	3%
Information Systems, IT	3%
Finance/Budgets	2%
Partnerships	2%
Audit/Investigation	2%
Human Resources	2%
Outreach/Training	2%
Purchasing/Acquisitions	1%

Base = 2,377
Source: Q2. From the following list, please indicate the one that best describes your primary functional area or department at EPA.
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- Nearly one-third of respondents represent an R&D/Science function (29%).

EPA Employee 88%

Onsite Contractor 6%

Grantee 4%
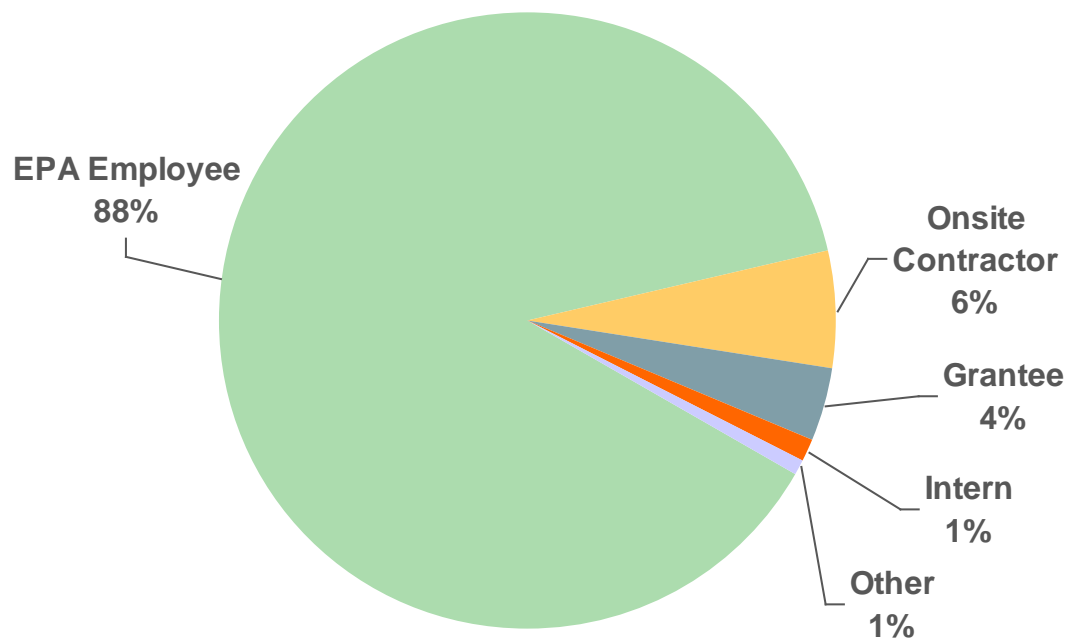
Intern 1%

Other 1%

Base = 2,377
Source: Q3. Please indicate your employee status.
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- The majority of respondents are EPA employees (88%).
- Contractors, grantees, interns and other types of employees were also represented.

**EPA Staff
91%**

**Chief
6%**

**Director
3%**
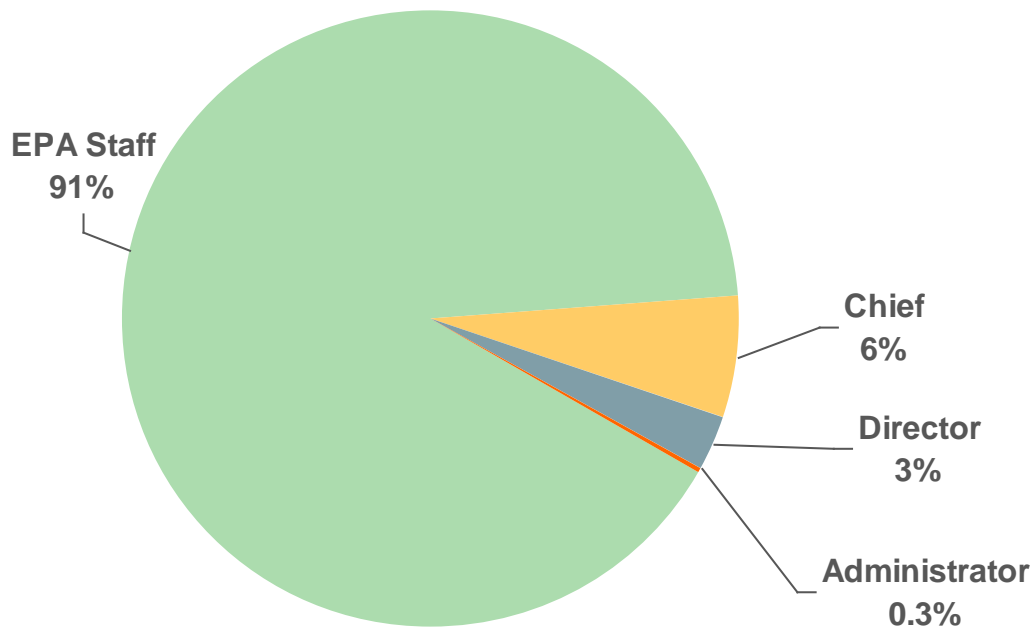
**Administrator
0.3%**

Base = 2,096 (EPA employees)
Source: Q3a. Please indicate the level of your job.
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- The majority of EPA employees who responded represent EPA staff (91%).
- Chiefs, Directors, and Administrators were also represented in smaller numbers.

Respondent Age

Average Age

		Average Age
Total	2% / 14% / 19% / 35% / 24% / 6%	48
HQ	2% / 22% / 20% / 32% / 20% / 5%	46
Regions	2% / 13% / 18% / 37% / 24% / 5%	48
RTP	1% / 13% / 20% / 33% / 27% / 6%	49
Cincinnati	3% / 17% / 29% / 28% / 15% / 8%	45
ORD	2% / 7% / 18% / 35% / 31% / 9%	51
Other	15% / 15% / 37% / 26% / 7%	49

■ 18 to 24 ■ 25 to 34 ■ 35 to 44 ■ 45 to 54 ■ 55 to 64 ■ 65 or over
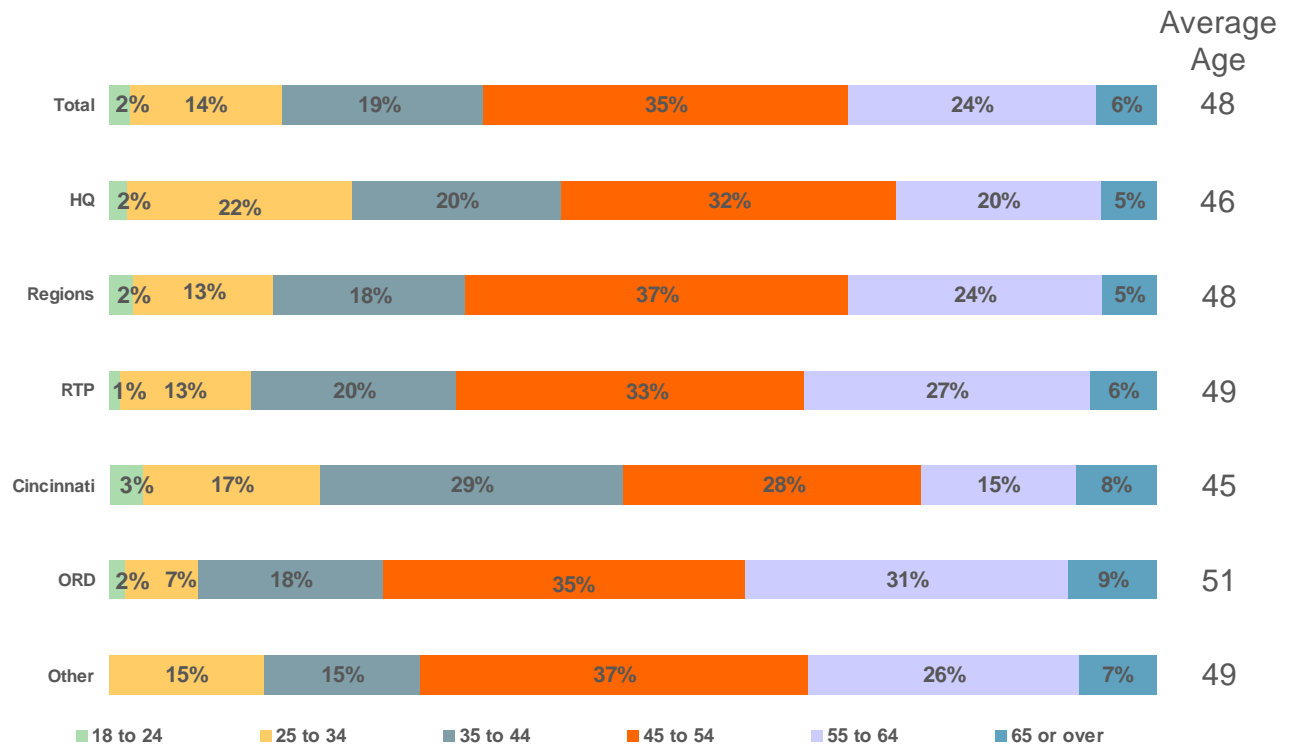
Base = 2,320
Source: Q27. Which of the following categories includes your age?
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- On average, respondents are about 48 years of age.
- The youngest respondents are in Cincinnati (45) and Headquarters (46); and the eldest are from ORD Labs (51).

Years Working with the EPA

Average
# of Years

	<One Year	1 to 2 years	3 to 5 years	6 to 10 years	11 to 15 years	16 to 20 years	Over 20 years	Avg
Total	7%	8%	11%	14%	15%	16%	29%	14
HQ	9%	7%	16%	15%	15%	13%	25%	13
Regions	8%	7%	10%	11%	14%	18%	32%	15
RTP	6%	11%	13%	18%	19%	14%	20%	12
Cincinnati	7%	10%	16%	26%	14%	7%	23%	11
ORD	3%	9%	8%	18%	20%	20%	22%	14
Other	7%	15%	11%	11%	11%	10%	35%	14

■ <One Year   ■ 1 to 2 years   ■ 3 to 5 years   ■ 6 to 10 years   ■ 11 to 15 years   ■ 16 to 20 years   ■ Over 20 years
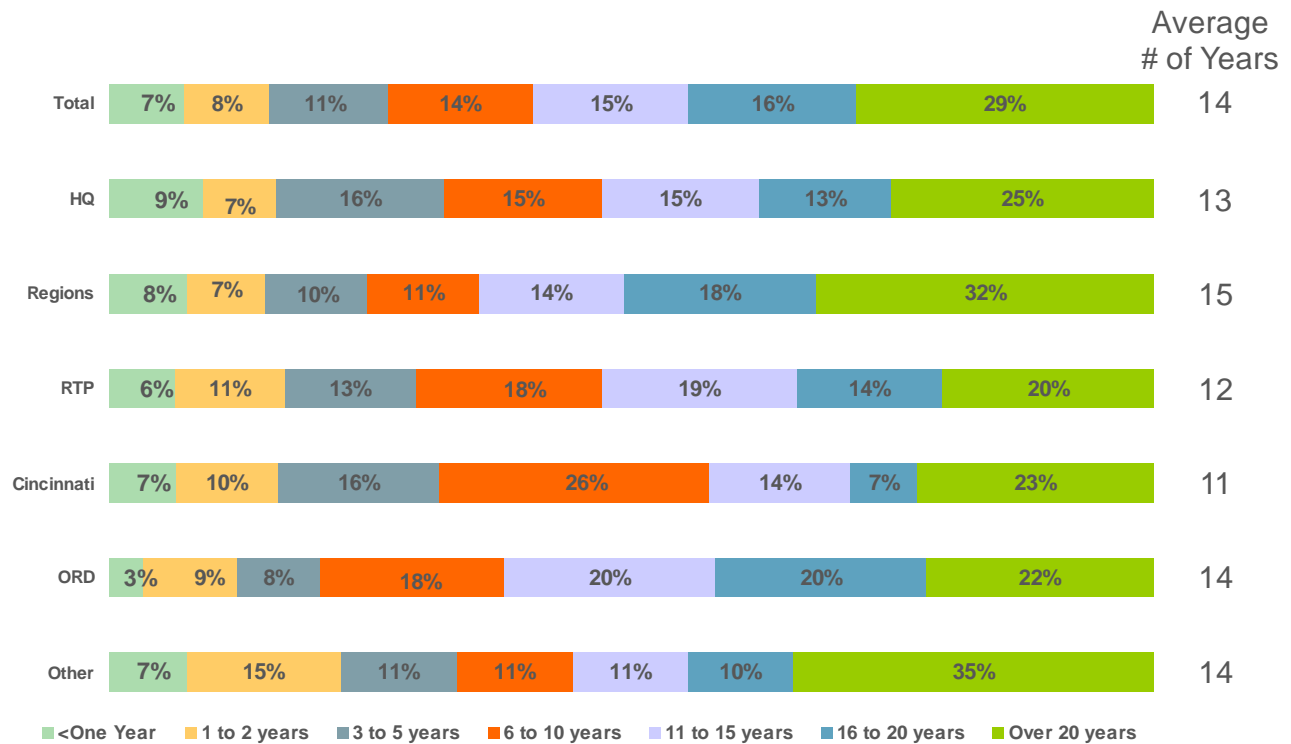
Base = 2,320
Source: Q28. How long have you been working with the EPA?
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- On average, respondents have worked with the EPA for about 14 years.

Information Use Habits

In this section we explore the types of information most commonly used, how information is obtained, where information seekers go, how much time is spent on information tasks, as well as unmet information needs, and problems getting information.

Information Types Used

	Total	HQ	Regions	RTP	Cincinnati	ORD	Other
Bases	*2,377*	*419*	*1,312*	*214*	*157*	*191*	*84*
	%	%	%	%	%	%	%
EPA publications/reports	49	49	51	50	48	42	48
Agency policies and guidance	48	53	60	17	26	10	38
Electronic journals	47	55	31	78	80	82	51
Scientific and technical information	44	39	38	57	57	59	57
Books	31	28	23	39	53	70	32
Print journals	31	26	18	55	57	70	39
Regulatory information	27	30	35	8	8	4	25
Other EPA-generated information/data	21	27	24	12	11	7	16
Compliance/Enforcement information	16	11	24	1	3	2	13
Scientific datasets	16	16	10	28	23	34	20
News/alerting services	15	23	15	11	7	8	12
Reference sources	15	17	14	16	15	13	19
Maps and atlases	14	5	21	3	5	13	4
Legal information/Case Law/Public Records	14	13	19	3	1	1	6
Conference proceedings and papers	13	13	8	22	28	31	14
Standards and specifications	10	8	11	8	7	4	26
Medical/toxicological information	9	12	7	18	10	7	5
Company, credit and financial information	8	4	12	1	2	1	1
Instructional materials	7	6	7	6	6	5	5
Personnel information	6	6	6	4	6	3	6

	Total	HQ	Regions	RTP	Cincinnati	ORD	Other
Local environmental conditions	5	2	7	3	1	5	2
Demographic data/statistics	4	5	5	6	2	1	5
Market information	3	4	2	5	1	3	5
Expertise and people profiles	3	3	3	1	3	2	1
Internet/web/online	2	4	2	1	1	1	1
Patents	1	2	*	1	5	-	1
Federal government information/resources	1	1	1	-	-	-	1
State information/ resources/databases	*	1	1	-	-	-	1
Non-EPA information	*	1	*	1	-	1	1
Wikipedia	*	1	*	-	-	-	1
Other	3	3	4	2	2	1	6
I do not use information in support of my job	2	1	3	3	1	2	4

* Less than one-half of one percent.
Note: Peach shading indicates statistically significant differences between segments.
Source: Q4. Thinking of your primary job responsibilities, what are the **top five types of information** on which you rely most often?
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- The information type used most often by these respondents is EPA publications/reports (49%), and the percentage of respondents selecting this type does not vary significantly across the segments analyzed.

- Other top information types include agency policies and guidance (48%) – mentioned more often by respondents at Headquarters and in the Regions; electronic journals (47%), and scientific and technical information (44%) – both of which were mentioned more often by respondents in RTP, Cincinnati, and in ORD Labs.

Unmet Information Needs

	Total	HQ	Regions	RTP	Cincinnati	ORD	Other
Bases	*2,320*	*413*	*1,275*	*208*	*155*	*188*	*81*
	%	%	%	%	%	%	%
Electronic journals	24	31	16	34	43	40	22
Print journals	13	15	10	13	22	21	19
Books	11	14	10	14	10	14	9
EPA publications/reports	8	5	9	9	5	7	7
Agency policies and guidance	8	6	10	4	5	-	3
Scientific and technical information	7	9	7	4	5	9	7
Conference proceedings and papers	5	6	4	4	10	5	4
Other EPA-generated information/data	4	4	5	4	4	2	5
Legal information/Case Law/Public records	4	4	6	1	1	-	4
Maps and atlases	4	2	6	1	1	3	-
Scientific datasets	4	4	3	4	7	6	6
Reference sources	4	4	4	1	1	4	4
Company, credit and financial information	3	3	4	1	-	-	1
Standards and specifications	3	2	3	2	2	1	7
Instructional materials	3	2	3	1	1	2	3
Regulatory information	2	3	3	1	-	-	6
Medical/toxicological statistics	2	2	2	3	3	1	-
Demographic data/statistics	2	4	2	3	1	1	1
News/alerting services	2	3	2	1	1	1	1
Local environmental conditions	2	2	3	1	1	-	1
Compliance/Enforcement information	2	2	3	-	-	-	1
Market information	2	4	2	1	2	-	3
Expertise and people profiles	1	1	1	1	1	1	5
Personnel information	1	1	1	1	3	1	-

	Total	HQ	Regions	RTP	Cincinnati	ORD	Other
Historical/archival resources	*	1	1	-	-	-	-
Patents	*	*	*	-	1	1	-
Web of Science	*	1	-	-	1	1	0
Other governmental resources	*	1	*	1	-	-	-
Other	3	4	3	3	1	-	4
None	43	37	45	41	35	44	47

* Less than one-half of one percent.
Note: Peach shading indicates statistically significant differences between segments.
Source: Q6. What information resources do you need for your work that you currently can't find or don't have access to?
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- About one-quarter of respondents mentioned electronic journals as an unmet information need (24%). This is especially true for respondents in Cincinnati (43%) and ORD Labs (40%).

- Respondents in Cincinnati and ORD Labs also mentioned the need for print journals significantly more often than the other segments (22% and 21%, respectively).

- Respondents in the Regions were significantly more likely than the other segments to indicate that they have all the information they need (45%).

	# Answering	Specific Sources
Electronic journals	276	• More comprehensive access to e-journals/more titles (16%) • Water resources/Water quality/Fresh water/Aquatic ecology (10%) • Environmental toxicology & chemistry (6%) • Chemistry resources (5%) • Ecology resources (4%) • Environmental science & technology (4%) • Economic resources/Finance (4%) • Web of Science (3%) • Geophysical resources (3%) • Microbiology (3%) • Epidemiology (3%) • Easy access/Easier search methods (3%) • Nature (2%) • Hydrologic (2%) • Agronomy/Agriculture (2%) • Limnology and oceanography – coastal and marine (2%) • Full text access to resources (2%) • ASCE journals (1%) • Historical resources (1%) • Fuels/Energy/Biofuels (1%) • PubMed (1%) • Nanotechnology resources (1%) • Endocrinology (1%) • Case Law (0.4%)

	# Answering	Specific Sources
Print journals	111	• More comprehensive access to journals/more titles (12%) • Water resources/Water quality/Fresh water/Aquatic ecology (10%) • Ecology resources (5%) • Environmental science & technology (5%) • Economic resources/finance (5%) • Chemistry resources (4%) • Hydrologic (4%) • Limnology and oceanography – coastal and marine (4%) • Agronomy/Agriculture (3%) • Historical resources (3%) • Fuels/Energy/Biofuels (3%) • Geophysical resources (3%) • Microbiology (2%) • Environmental toxicology & chemistry (2%) • Nature (2%) • PubMed (1%) • Web of Science (1%) • Easy access/Easier search methods (1%) • Epidemiology (1%)
Books	83	• Chemistry resources (6%) • Water resources/Water quality/Fresh water/Aquatic ecology (2%) • CFR hardcopy (2%) • Ecology resources (2%) • Nanotechnology resources (2%) • Epidemiology (2%) • Environmental toxicology & chemistry (2%) • Hydrologic (2%) • Historical resources (1%) • Fuels/Energy/Biofuels (1%) • Microbiology (1%) • More comprehensive access to books (1%) • Environmental science & technology (1%)

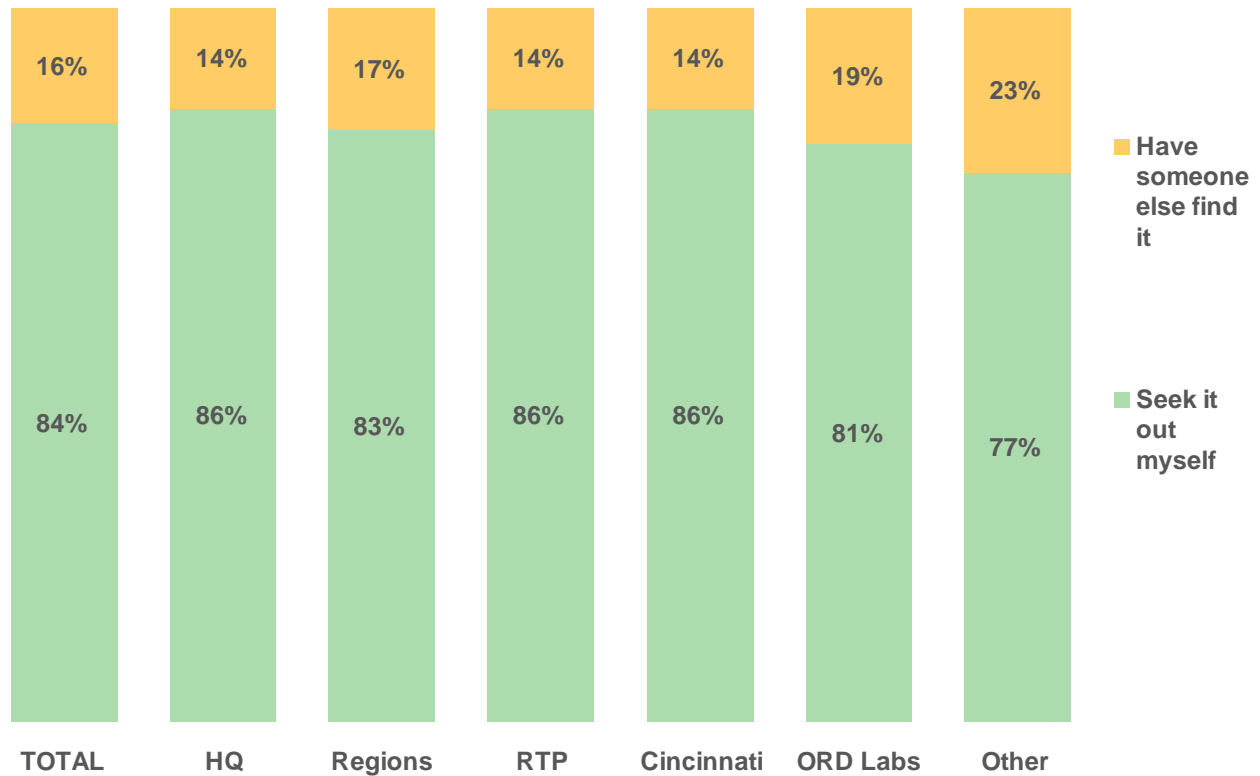|	# Answering	Specific Sources
Agency policies and guidance	76	• Easy access/Easier search methods (11%) • Historical resources (9%) • More comprehensive access (3%) • CFR hardcopy (1%) • Water resources/Water quality/Fresh water/Aquatic ecology (1%) • Economic resources (1%) • Federal Register (1%) • Case Law (1%)
EPA publications/reports	57	• Historical resources (23%) • Federal Register (5%) • Easy access/Easier search methods (5%) • Water resources/Water quality/Fresh water/Aquatic ecology (4%) • Economic resources (2%) • CFR hardcopy (2%) • Environmental toxicology & chemistry (2%)
Legal information/Case Law/Public records	45	• Westlaw service (18%) • Case Law (11%) • CFR hardcopy (9%) • Federal Register (4%) • Historical resources (4%) • Water resources/Water quality/Fresh water/Aquatic ecology (2%)

	# Answering	Specific Sources
Scientific and technical information	42	• Water resources/Water quality/Fresh water/Aquatic ecology (14%) • Web of Science (10%) • Chemistry resources (7%) • More comprehensive access (7%) • Environmental science & technology (5%) • Easy access/Easier search methods (5%) • Full text access to resources (2%) • PubMed (2%) • Hydrologic (2%) • ASTM resources (2%) • Nature (2%)
Maps and atlases	36	• Water resources/Water quality/Fresh water/Aquatic ecology (11%) • Hydrologic (3%) • More comprehensive access (3%)
Reference sources	35	• Chemistry resources (9%) • Dun & Bradstreet (3%) • Web of Science (3%) • More comprehensive access (3%)
Standards and specifications	29	• ASTM resources (31%) • Water resources/Water quality/Fresh water/Aquatic ecology (7%) • Fuels/Energy/Biofuels (7%) • CFR hardcopy (3%)
Regulatory information	29	• CFR hardcopy (21%) • Federal Register (17%) • Historical resources (14%) • Westlaw service (3%) • Easy access/Easier search methods (3%)
Company, credit and financial information	27	• Dun & Bradstreet (63%) • Economic resources/Finance (7%) • Nature (4%)

	# Answering	Specific Sources
Other EPA-generated information/data	26	• Water resources/Water quality/Fresh water/Aquatic ecology (4%) • More comprehensive access (4%) • Easy access/Easier search methods (4%)
Scientific datasets	20	• Easy access/Easier search methods (10%) • Water resources/Water quality/Fresh water/Aquatic ecology (5%) • Ecology resources (5%) • Chemistry resources (5%) • Web of Science (5%)
Conference proceedings and papers	17	• Water resources/Water quality/Fresh water/Aquatic ecology (18%) • Fuels/Energy/Biofuels (6%) • Easy access/Easier search methods (6%)
Instructional materials	17	• Environmental toxicology & chemistry (6%) • Water resources/Water quality/Fresh water/Aquatic ecology (6%)
Medical/toxicological statistics	15	• Environmental toxicology & chemistry (33%) • More comprehensive access (20%) • PubMed (13%) • Easy access/Easier search methods (7%)
News/alerting services	14	• More comprehensive access (7%)
Demographic data/statistics	13	• Historical resources (8%) • Chemistry resources (8%)
Compliance/Enforcement information	12	• Water resources/Water quality/Fresh water/Aquatic ecology (8%) • Case Law (8%) • CFR hardcopy (8%) • Historical resources (8%) • Easy access/Easier search methods (8%)
Market information	10	• Dun & Bradstreet (10%) • Economic resources/Finance (10%) • More comprehensive access (10%)
Personnel information	6	-

	# Answering	Specific Sources
Other governmental resources	6	• Agronomy/Agriculture (17%) • Federal Register (17%)
Local environmental conditions	5	-
Expertise and people profiles	2	-
Historical/archival resources	2	• Historical resources (50%)
Patents	1	• Chemistry resources
Web of Science	1	• Web of Science • Easy access/Easier search methods
Other	22	• Easy access/Easier search methods (14%) • Full text access to resources (5%) • Agronomy/Agriculture (5%)
None	992 (43% of respondents)	

Source: Q6a. For each resource you selected, if there is a specific source that you need frequently (e.g., a specific journal title or database or application), please list them in the space provided. [NOTE: Verbatim responses provided separately.]
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How Information is Obtained

Bar chart showing "Seek it out myself" vs "Have someone else find it":

Segment	Seek it out myself	Have someone else find it
TOTAL	84%	16%
HQ	86%	14%
Regions	83%	17%
RTP	86%	14%
Cincinnati	86%	14%
ORD Labs	81%	19%
Other	77%	23%

Base=2,320
Source: Q7. For the information you use for your work, what percent of the time do you seek it out yourself vs. having someone else find it for you?
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- Overall 84% of respondents seek out information for themselves, and have someone else find it for them the other 16% of instances. This does not vary significantly across the segments analyzed.

Frequency of Using Information Types

Mean Frequency (Scale of 1 to 4)*	Total	HQ	Regions	RTP	Cincinnati	ORD	Other
Bases	*2,318*	*413*	*1,274*	*207*	*155*	*188*	*81*
	#	#	#	#	#	#	#
Internet search engine	3.85	3.85	3.85	3.88	3.91	3.86	3.85
Colleagues or experts at EPA	3.29	3.30	3.41	3.05	2.95	3.00	3.23
Internet (profession-specific portal or resource)	3.25	3.26	3.21	3.40	3.43	3.31	3.06
EPA Intranet	3.19	3.22	3.25	3.05	3.21	2.98	2.95
My personal collection	3.10	3.13	3.11	3.00	2.97	3.21	3.06
EPA library services	2.76	2.49	2.66	3.07	3.03	3.41	3.06
Colleagues or experts outside of EPA	2.46	2.48	2.42	2.52	2.41	2.61	2.51
Library services outside of EPA	2.03	1.98	1.91	2.18	2.34	2.45	2.11
A bookstore	1.72	1.75	1.67	1.78	1.75	1.88	1.72
Other	1.64	1.86	1.54	1.69	1.55	1.61	2.06

* Mean frequency on a scale of 1 to 4, where 4=Frequently, 3=Occasionally, 2=Seldom, and 1=Never.
Note: Peach shading indicates statistically significant differences between segments.
Source: Q8. When you seek out the information yourself for your job, how often do you turn to each of the following?
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- These respondents turn to Internet search engines most frequently when seeking information for their job, and this does not vary significantly across the segments analyzed.

- Respondents also frequently turn to colleagues or experts at the EPA; and this is especially true for respondents at Headquarters and the Regions.

- Many respondents use professional-specific online portals and resources; and this is especially true for respondents at RTP and Cincinnati.

- Respondents frequently use the EPA Intranet, especially at Headquarters, the Regions, and in Cincinnati.

- Respondents from ORD Labs are much more likely than the other segments to use their own personal collection.

- Respondents from RTP, Cincinnati and ORD Labs are more likely than the other segments to turn to internal and external library services.

How Learn About New Information Sources

|	Total	HQ	Regions	RTP	Cincinnati	ORD	Other
Bases	*2,320*	*413*	*1,275*	*208*	*155*	*188*	*81*
	%	%	%	%	%	%	%
Internet search engine	30	31	29	30	36	34	20
Word of mouth	23	22	27	18	17	10	26
Professional association service	18	18	16	18	21	22	14
EPA library services	15	10	14	21	16	24	25
Serendipity/by chance	6	9	5	6	1	5	7
Mass media	3	4	3	1	1	3	4
E-mail/E-mail alert	2	2	2	3	4	-	1
Blog(s)	1	2	1	1	1	-	-
EPA communication	1	-	1	-	-	-	-
Newsletter(s)	*	*	*	1	-	-	-
PubMed	*	1	-	1	1	-	-
RSS feeds	*	*	-	1	1	-	-
Other	2	2	2	-	2	2	4

* Less than one-half of one percent.
Note: Peach shading indicates statistically significant differences between segments.
Source: Q9. How do you usually find out about a new information source related to your work?
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- Respondents most typically find out about new information sources through an Internet search engine (30%), and this does not vary significantly across segments.

- Word of mouth is another frequent method (23%), especially for those in the Regions (27%).

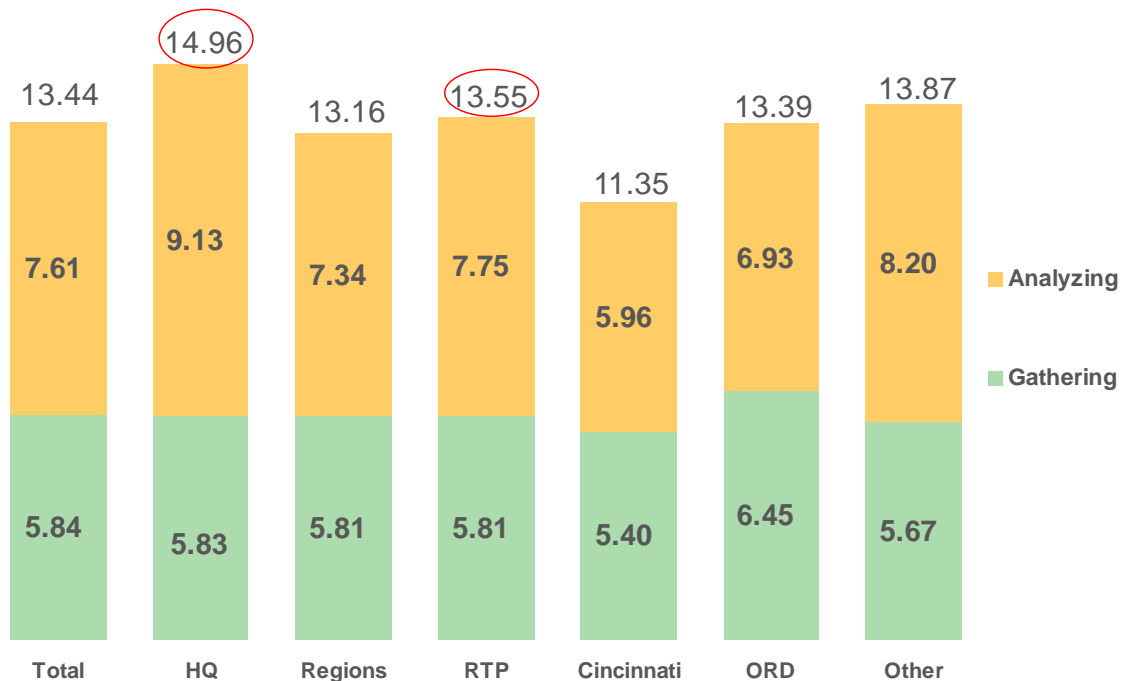## Time Spent on Information – Internal vs. External
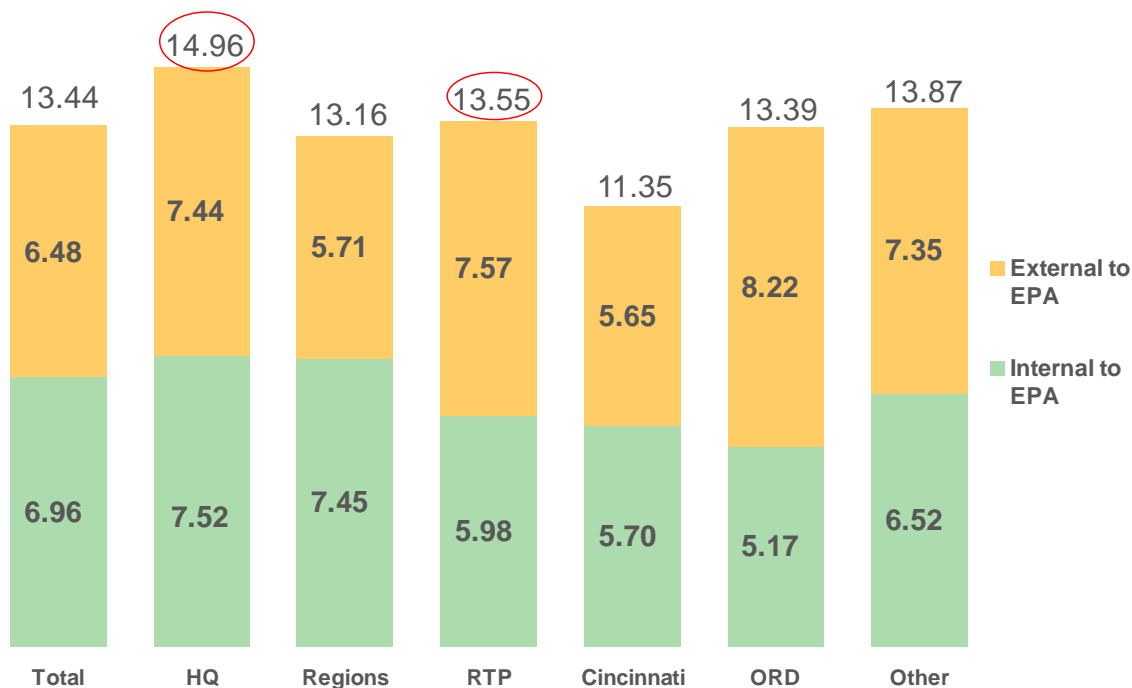
Base = 1,876
Source: Q10. On average, about how many hours to you spend each week obtaining, reviewing and analyzing information from all sources to assist you in your job?
Q11. How many of those hours are spent obtaining, reviewing and analyzing information that is obtained from sources that are [INTERNAL/EXTERNAL] to EPA?
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- Respondents at EPA spend, on average, more than 13 hours each week on information tasks. These 13 hours are almost evenly divided between internal (52%) and external sources (48%).

- Headquarters and RTP spend significantly more time than the other segments (15 hours and 13.5 hours, respectively).

- Time spent by respondents from the Regions is skewed toward internally generated sources (56%),

- Time spent by respondents from RTP, ORD, and Other is skewed toward externally generated sources (56%, 61%, and 53%, respectively).

Time Spent on Information – Gathering vs. Analyzing

Base = 1,876
Sources: Q10. On average, about how many hours to you spend each week obtaining, reviewing and analyzing information from all sources to assist you in your job?
Q12. And how do those hours break out across [GATHERING/ANALYZING]?
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- Overall, respondents spend about 43% of the 13.4 hours each week gathering information and 57% of the time analyzing information.

- Proportionally the only segment that varies significantly from this is Headquarters, where only 39% of time is spent gathering and 61% is spent analyzing.

Frequency of Using Information Sources

Mean Frequency (Scale of 1 to 4)*	Total	HQ	Regions	RTP	Cincinnati	ORD	Other
Bases	*2,320*	*413*	*1.275*	*208*	*155*	*188*	*81*
	#	#	#	#	#	#	#
Internet search engine	3.76	3.78	3.73	3.82	3.79	3.81	3.85
EPA Internet site	3.46	3.47	3.57	3.27	3.31	3.10	3.33
EPA Intranet site	3.43	3.50	3.44	3.42	3.48	3.20	3.30
Wikipedia	3.00	3.04	2.93	3.23	3.04	3.12	3.00
EPA library reference/ research services	2.93	2.70	2.84	3.28	3.14	3.38	3.11
Electronic resources from EPA library collections	2.77	2.65	2.60	3.27	3.16	3.20	2.95
EPA Desktop Library electronic journals	2.65	2.71	2.35	3.28	3.19	3.37	2.74
Print materials from EPA library collections	2.63	2.37	2.56	2.91	2.88	3.07	2.93
EPA library interlibrary loan; document delivery services	2.61	2.38	2.46	3.04	3.03	3.21	2.86
Inside EPA	2.54	2.87	2.58	2.30	2.07	2.23	2.42
EPA Online Library System (online catalog)	2.49	2.39	2.31	2.91	2.96	2.96	2.67
ScienceDirect	2.30	2.37	1.89	3.13	3.12	3.23	2.48
Government Printing Office (GPO)	2.24	2.34	2.30	2.04	2.03	2.03	2.32
Greenwire	2.17	2.49	2.23	1.95	1.77	1.76	1.99
Blogs	2.17	2.28	2.14	2.22	2.11	2.14	2.21
EPA Desktop Library e-mail alert services	2.09	2.08	2.00	2.32	2.31	2.30	2.07
BNA Daily Environment Report	2.07	2.65	2.05	1.83	1.57	1.65	2.04
RSS feeds/News feeds	2.04	2.13	2.01	2.14	2.03	1.97	2.06
Podcasts	2.04	2.09	2.04	2.06	1.96	1.97	2.02
Hein Online (Federal Register)	2.03	2.22	2.07	1.88	1.81	1.60	2.06
ASTM Standards	2.02	1.90	1.98	2.06	2.19	2.23	2.44
National Technical Information Service (NTIS)	1.99	1.98	1.93	2.10	2.17	2.20	2.02
EPA National Environmental Publications Internet Site (NEPIS)	1.96	1.91	1.92	2.02	2.18	2.18	1.94

Mean Frequency (Scale of 1 to 4)*	Total	HQ	Regions	RTP	Cincinnati	ORD	Other
Social Networking sites	1.93	2.02	1.88	2.02	1.93	1.91	1.89
PubMed	1.90	2.03	1.61	2.77	2.52	2.17	1.89
ToxNet	1.80	1.97	1.64	2.20	2.04	1.91	1.72
Current Contents	1.64	1.62	1.44	1.82	2.34	2.30	1.63
Dialog database searches	1.62	1.70	1.49	1.80	1.81	1.88	1.65
NewsBank	1.42	1.52	1.40	1.44	1.43	1.35	1.38

* Mean frequency on a scale of 1 to 4, where 4=Use Regularly, 3=Use Occasionally, 2=Heard of but Never Use, and 1=Never Heard Of.
Note: Peach shading indicates statistically significant differences between segments.
Source: Q13. How often do you use the following information sources for your job?
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- Respondents use Internet search engines more frequently than all the other information sources surveyed. The frequency is steady across all segments analyzed.

- EPA's Internet and Intranet sites are also used frequently, especially by respondents at Headquarters and Regions locations.

Success in Finding Information
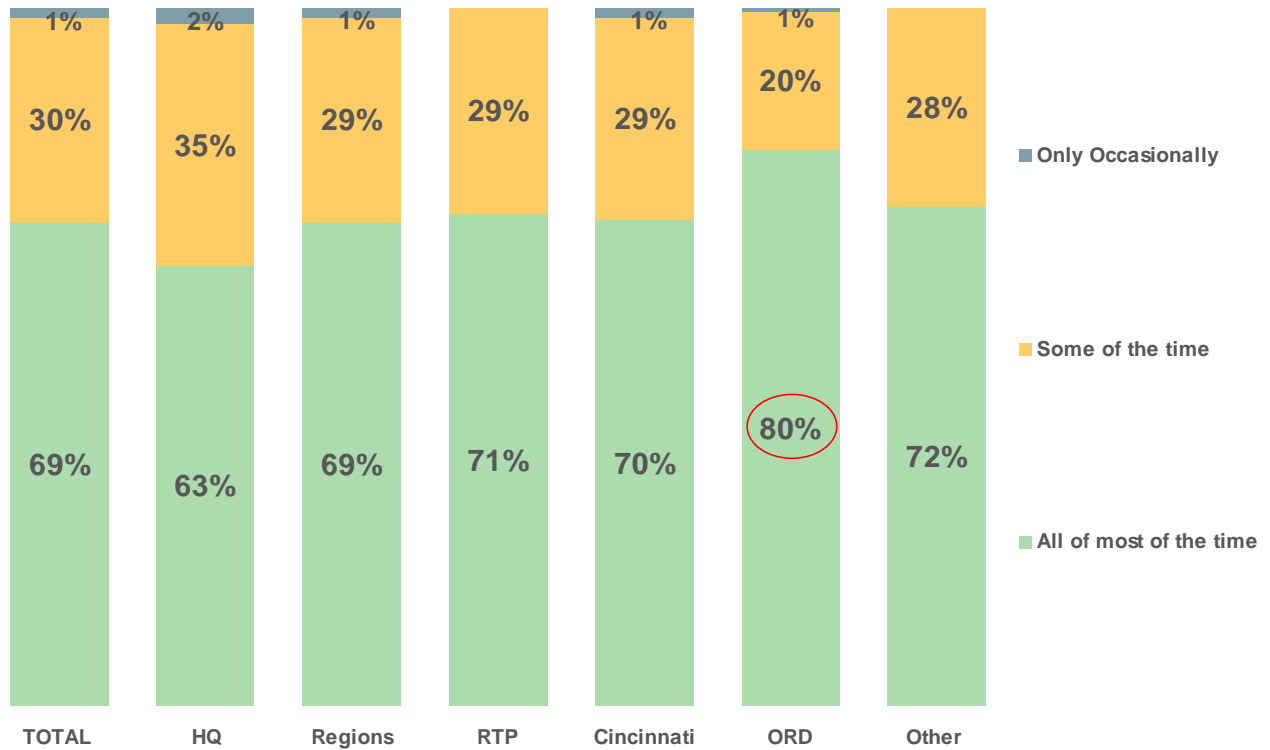
Base = 2,320
Source: Q14. Which of the following best describes your success in finding information?
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- More than two-thirds of respondents reported that they find the information they need all or most of the time (69%).

- Those in ORD Labs are significantly more likely than the other segments to be successful in their information searches (80%).

Problems or Obstacles to Finding and Using Information

Mean Frequency (Scale of 1 to 3)*	Total	HQ	Regions	RTP	Cincinnati	ORD	Other
Bases	*2,159*	*373*	*1,184*	*194*	*147*	*183*	*78*
	#	#	#	#	#	#	#
Lack of funding for library services	2.16	2.15	2.14	2.10	2.20	2.30	2.13
Full text is not always available	2.11	2.23	1.97	2.26	2.30	2.39	2.11
Not knowing what's available	2.07	2.14	2.14	1.78	1.88	1.88	2.17
Budget for electronic resources is insufficient	2.03	2.07	1.96	2.11	2.23	2.20	1.86
Lack of online access from offsite location	1.85	1.92	1.82	1.93	1.91	1.80	1.84
Information is too hard to find	1.77	1.85	1.80	1.68	1.57	1.63	1.86
Information overload	1.76	1.76	1.79	1.76	1.60	1.73	1.73
Insufficient search features and options	1.73	1.89	1.72	1.56	1.68	1.61	1.75
Not being able to compare across information alternatives	1.70	1.77	1.74	1.47	1.55	1.55	1.80
Insufficient training on how to search for and use information	1.69	1.70	1.76	1.48	1.43	1.64	1.76
Information is not comprehensive enough	1.69	1.76	1.72	1.56	1.58	1.56	1.82
Hard to determine the quality, credibility, accuracy of the information	1.66	1.65	1.74	1.49	1.41	1.50	1.76
Information is too hard to access once I find it	1.65	1.75	1.60	1.64	1.68	1.73	1.68
Information is not timely; not updated often enough	1.65	1.73	1.71	1.50	1.43	1.52	1.61
Library operating hours are not convenient	1.34	1.40	1.43	1.14	1.14	1.14	1.21
Response times for library services are too long	1.33	1.53	1.28	1.35	1.27	1.36	1.18
Other	2.27	2.37	2.27	2.00	2.36	2.29	2.00

* Mean frequency on a scale of 1 to 3, where 3=Major Problem, 2=Minor Problem, and 1=Not a Problem.
Note: Peach shading indicates statistically significant differences between segments.
Source: Q15. To what extent do you consider the following factors to be problems or obstacles in finding and using information for your work?
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- The most common problem reported by these respondents is the lack of funding for library services, particularly by those in ORD Labs.

- Other noteworthy problems include the lack of full text, not knowing what's available, and insufficient budget for electronic resources.

Specific Examples of Inconvenient Library Operating Hours

	Total	HQ	Regions	RTP	Cincinnati	ORD	Other
Bases (those rating library hours a Major Problem)	*93*	*18[†]*	*72*	*1[†]*	*-*	*-*	*2[†]*
	%	%	%	%	%	%	%
Hours have been cut, need to be expanded, not open when needed	67	67	65	100	-	-	100
Staff service has been cut, understaffed, needs more staff (need librarian on call)	15	11	17	-	-	-	-
Poor, limited selection; lacks useful information resources	13	11	13	-	-	-	50
No onsite library; library has been closed	11	22	8	-	-	-	-
Don't know what library hours are; inconsistent hours	5	6	6	-	-	-	-
Other	17	22	17	-	-	-	-

† Caution: Small base size (under 30)
Source: Q15a. You mentioned that 'library operating hours are inconvenient' is a major problem for you in finding or using information. Please share any specific examples of how this problem has impacted your work and offer any suggestions you have for solving the problem.
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- For those who rated inconvenient library operating hours as a major problem, they typically explained that the library hours have been cut and need to be expanded in order to be useful.

- Other comments alluded to staff reductions, limited selection, and inconsistent library hours.

Specific Examples of Offsite Access

	Total	HQ	Regions	RTP	Cincinnati	ORD	Other
Bases (those rating offsite access a Major Problem)	*385*	*76*	*193*	*41*	*30*	*32*	*13[†]*
	%	%	%	%	%	%	%
Can't access from home, offsite, traveling, remotely	37	36	31	49	50	47	54
No access when telecommuting; limits flexiplace	29	33	32	32	27	13	8
Can only access journals, e-journals at work	13	17	5	29	17	28	-
Can't access EPA sites, EPA Desktop Library	11	8	12	2	7	25	15
Can't access EPA Intranet	8	5	11	5	-	3	23
EPA's firewall limits access; can't access as user (must be guest); not recognized as a valid user	8	9	6	7	17	13	8
Inconsistent access to ScienceDirect	2	5	2	2	-	-	-
Have difficulty connecting; connection is intermittent	2	-	3	-	3	-	-
Can't access without AAA access	2	3	2	2	-	-	-
Other	24	22	25	20	23	28	23

† Caution: Small base size (under 30)
Source: Q15a. You mentioned that 'lack of online access from offsite location' is a major problem for you in finding or using information. Please share any specific examples of how this problem has impacted your work and offer any suggestions you have for solving the problem.
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- Respondents explained that remote access is a problem when travelling, working from home, or otherwise trying to work away from the office.

Specific Examples of Long Response Times

	Total	HQ	Regions	RTP	Cincinnati	ORD	Other
Bases (those rating long response time a Major Problem)	*75*	*25[†]*	*32*	*8[†]*	*5[†]*	*4[†]*	*1[†]*
	%	*%*	*%*	*%*	*%*	*%*	*%*
Takes too long to receive requested materials; document delivery takes too long	35	48	38	13	20	-	-
Interlibrary loan takes too long to receive; slow	29	24	19	63	40	75	-
Need more communication; notification of requests status	9	8	13	-	-	-	100
It's a function of librarian availability; have to wait a long time if librarian unavailable	7	-	16	-	-	-	-
Takes too much time to fill out requests	3	4	-	-	20	-	-
Short lending period; loan period too brief	1	-	3	-	-	-	-
Other	29	32	22	38	40	25	100

† Caution: Small base size (under 30)
Source: Q15a. You mentioned that 'response times for library services are too long' is a major problem for you in finding or using information. Please share any specific examples of how this problem has impacted your work and offer any suggestions you have for solving the problem.
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- Respondents reported that it takes too long to receive requested materials through document delivery and interlibrary loan.

Preferred Remote Information Delivery Method

	Total	HQ	Regions	RTP	Cincinnati	ORD	Other
Bases	*2,320*	*413*	*1,275*	*208*	*155*	*188*	*81*
	%	%	%	%	%	%	%
Mobile Internet access on your laptop	60	64	59	60	64	56	59
Don't know; Not applicable for me	28	20	29	30	27	37	35
BlackBerry device	6	9	5	4	6	3	4
Instant messaging	2	1	2	1	4	1	-
Home desktop computer; home Internet	1	1	1	2	-	2	-
Personal computer; my PC	1	1	1	-	-	-	1
E-mail	1	1	1	-	-	1	-
Computer (non-specific)	*	1	*	-	-	-	-
Webmail	*	*	*	-	-	1	-
Desktop computer	*	*	*	1	-	-	-
Thumb drive	*	1	*	-	-	-	-
Other	1	1	2	1	-	1	1
Access for Apple-Mac (non-Windows OS)	*	-	*	1	-	-	-

* Less than one-half of one percent.
Note: Peach shading indicates statistically significant differences between segments.
Source: Q15b. If you ever need remote access to information resources or services (e.g., from a field location, when telecommuting, etc.), please indicate your preferred information delivery method below
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- For remote access, these respondents prefer to have mobile Internet access on their laptop (60%).

- Remote access is more likely to be relevant for all the segments except ORD Labs.

Use of EPA Libraries

In this section, we assess library usage and reasons for not using an EPA library, impact of using library services, library satisfaction ratings, most valuable library services, and interest in various types of training.

Use of the EPA Library

	Daily	Several times a week	Once a week	Several times a month	Once a month	Less than once a month	Haven't used in past 12 months
Total	4%	13%	9%	16%	14%	23%	21%
HQ	3%	13%	8%	12%	10%	24%	30%
Regions	3%	8%	7%	16%	17%	26%	24%
RTP	13%	21%	14%	14%	11%	19%	8%
Cincinnati	7%	25%	16%	19%	10%	14%	10%
ORD	8%	34%	14%	20%	10%	10%	4%
Other	4%	15%	7%	27%	10%	24%	14%
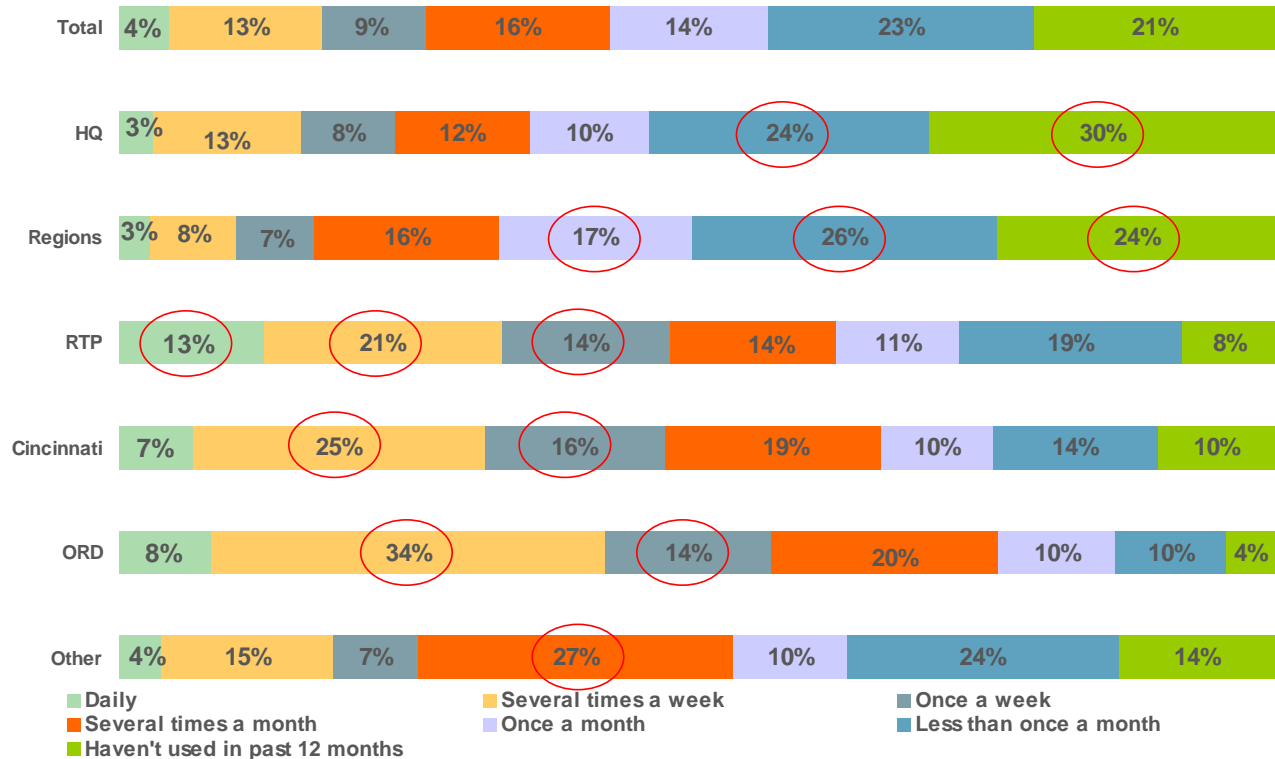
Base = 2,320
Source: Q16. On average, in the past 12 months how often have you used an EPA library (either in person, by telephone, by e-mail, or via the Web) to help you obtain information?
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- Approximately half of the respondents from ORD Labs, RTP and Cincinnati reported using an EPA library at least weekly.

- Respondents from RTP are most likely to be daily users (13%).

- Respondents from RTP, Cincinnati and ORD are significantly more likely than the other segments to use the library several times a week (21%, 25%, and 34%, respectively).

- Respondents from RTP, Cincinnati and ORD are significantly more likely than the other segments to use the library once a week (14%, 16%, and 14%, respectively).

- Respondents from Headquarters and the Regions are significantly more likely than the other segments to use the library less than once a month (24%, 26%, respectively) or to have not used the library in the past 12 months (30%, 24%, respectively).

Reasons for Not Using EPA Library

	Total	HQ	Regions	RTP	Cincinnati	ORD	Other
Bases (those who haven't used EPA library)	*485*	*124*	*309*	*17[†]*	*16[†]*	*8[†]*	*11[†]*
	%	%	%	%	%	%	%
I get my information from other sources	57	55	58	71	38	63	46
I don't know what services the library offers	33	42	30	24	31	38	46
My job does not require library information	28	29	28	29	25	50	-
It never occurred to me to use the library	28	33	27	35	19	13	-
I prefer to do my own research	27	28	28	18	6	50	27
I don't know how to request services or contact the library	17	25	15	-	25	-	27
Not previously aware of EPA library services	13	17	12	-	19	13	18
The library does not have the sources I need	13	17	10	12	13	13	46
Location of/access to library is not convenient	12	13	9	24	19	-	36
It takes too long to use library services	5	6	4	6	-	13	36
Library closure; library shut down for a long time	2	3	2	-	-	-	-
Library just reopened	1	-	1	-	-	-	-
Gave up on the library	*	1	*	-	-	-	-
New employee; just recently started	*	-	*	6	-	-	-
Region 5 has no library; library not readily available	*	-	1	-	-	-	-
Cuts in staff; no one to help me	*	-	*	-	-	-	-
Other	2	1	2	-	-	13	9

* Less than one-half of one percent.
† Caution: Small base size (under 30)
Source: Q17. Why have you not used an EPA library in the past 12 months?
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- For those who have not used the library in the past 12 months, most attributed it to getting information from other sources (57%) or not knowing what services are offered (33%).

- Several explanations imply a general lack of awareness of offerings and how to contact the library.

How Learned About EPA Library Services

	Total	HQ	Regions	RTP	Cincinnati	ORD	Other
Bases	*2,319*	*412*	*1,275*	*208*	*155*	*188*	*81*
	%	%	%	%	%	%	%
Word of mouth	31	36	31	20	28	32	25
Library tours, orientation, and open houses	25	17	25	38	20	28	36
Library marketing materials (electronic)	24	23	25	25	35	20	19
Serendipity; by chance	5	9	5	2	5	3	6
Library marketing materials (print)	3	2	3	4	1	2	1
Internet search engine	2	2	2	2	2	2	-
Know it's there; known for a long time; always had a library	2	1	1	2	1	3	1
It's part of my job to know; work requirement	1	1	1	1	1	1	5
An in-house resource; down the hall; in our building	1	*	1	-	-	2	4
Librarian; library staff	1	*	1	1	-	2	-
This survey	1	2	1	-	1	-	1
Onsite visit; walked in	1	1	1	1	1	1	-
Intranet	1	1	*	1	1	1	-
Previous use	1	*	1	1	1	-	-
E-mail	*	1	1	-	1	-	-
Worked in library	*	1	*	1	1	1	-
Self referred; looked for myself	*	1	*	-	-	1	-
Other	2	2	2	2	1	2	3

* Less than one-half of one percent.
Note: Peach shading indicates statistically significant differences between segments.
Source: Q18. How did you first learn about EPA library services?
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- Respondents most commonly learned about EPA library services via word of mouth (30%).

- Library tours, orientations, open houses and electronic marketing materials have also been quite effective methods, particularly for those in RTP and Cincinnati.

Ratings of EPA Libraries

Top Two Box Score (% Excellent/Very Good)	Total	HQ	Regions	RTP	Cincinnati	ORD	Other
Bases	*2,320*	*413*	*1,275*	*208*	*155*	*188*	*81*
	%	%	%	%	%	%	%
Professional demeanor of the library staff	85	76	85	94	84	89	89
Accuracy of the information provided	78	69	76	87	79	78	93
The library staff's understanding of my information requests	77	67	76	87	78	80	91
Overall quality of the information provided	74	59	74	84	75	82	88
The method of information delivery	71	58	70	82	74	73	91
Response time for information delivery	70	47	73	75	74	71	88
The availability of library staff	70	58	65	88	80	78	85
Currency of the information provided	67	53	65	79	70	70	85
Comprehensiveness of the information provided	66	49	67	78	68	65	75
Effectiveness of training sessions delivered	60	54	60	77	57	45	58
Convenience of operating hours	54	36	45	81	73	74	71
Availability of training sessions	46	38	42	69	58	34	39

Note: Peach shading indicates statistically significant differences between segments.
Source: Q19. Please rate EPA libraries on the following characteristics relative to information content and interaction.
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- The figures in this table represent the percentage of respondents who rated each attribute "Excellent" or "Very Good" (top two box score). For overall quality and attributes, Outsell expects to see top two box scores between 65% and 85% - lower if this is the first measurement, higher if this is a repeat study. Obviously, higher than 85% is preferred, but is also more difficult to achieve.

- In EPA's case, top two box scores for most of the attributes are exceptionally good, with only three attributes rated below 65%:

- Availability of training sessions (top two box = 46%)

- Convenience of operating hours (top two box = 54%)

- Effectiveness of training sessions delivered (top two box = 60%)

- Respondents from RTP tended to give significantly higher ratings across the board as compared to the other segments analyzed.

Reasons for Low Ratings

	Total	HQ	Regions	RTP	Cincinnati	ORD	Other
Bases (those who gave a "Fair" or "Poor" rating)	*529*	*105*	*318*	*22[†]*	*27[†]*	*43*	*14[†]*
	%	%	%	%	%	%	%
Limited hours; hours need to be increased	34	27	45	14	4	2	14
Limited training; need more training, more specific training; not aware of training offered	26	13	26	14	37	47	50
Slow response to request; delivery of materials takes too long	13	25	8	32	22	12	21
Information not comprehensive enough; lack of needed resources	11	16	11	9	19	2	7
Library understaffed (overwhelmed); staff not always available	11	8	15	-	-	12	7
Need more books, journals, e-journals	8	11	6	18	15	9	7
Information out-of-date, not current	8	12	8	-	4	2	-
Need more skilled librarian; information doesn't match request, not related to need	6	9	5	5	4	2	-
Library closed; closed for a long time	3	3	4	-	-	-	-
Library staff has poor attitude; rude staff	2	4	1	-	4	2	7
Poor search engines; poor access to search engines	1	1	-	-	15	-	-
Other	21	28	20	14	15	26	14

Note: Peach shading indicates statistically significant differences between segments.
† Caution: Small base size (under 30)
Source: Q20. Please explain why you gave EPA's Library Network a "Fair" or "Poor" rating on the following characteristics.
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- About one-third of those giving low ratings explained that the library hours are limited and need to be increased (34%). This is particularly true for respondents in the Regions (45%).

- Another common complaint was the need for more training and more specific training (26%), especially for those in ORD Labs (47%).

Benefits of Using EPA Libraries

	Total	HQ	Regions	RTP	Cincinnati	ORD	Other
Bases	*2,320*	*413*	*1,275*	*208*	*155*	*188*	*81*
	%	%	%	%	%	%	%
Saves me time in finding information	45	35	43	58	55	63	47
Allows me to be more efficient in my information gathering	40	35	35	57	53	58	40
Provides me with information that I otherwise would not have found	39	35	41	39	32	34	47
Allows me to spend my time analyzing the information rather than gathering it	34	27	31	42	41	53	42
Brings new resources to my attention	32	28	35	29	25	29	32
Helps support my decision-making process	17	19	20	10	13	11	14
Helps me navigate through too much information	9	6	9	7	8	12	6
Helps me analyze the information	5	7	6	1	3	3	4
Access to needed information; access to reference books; provides resources for my job	2	2	1	2	1	2	4
Interlibrary loan (ILL)	1	1	1	-	1	1	-
Cheaper to borrow than pay	*	1	*	1	-	-	-
Quite place to work	*	-	1	-	-	-	-
Never use	9	14	10	3	7	2	11
Other	2	3	2	4	1	2	-

* Less than one-half of one percent.
Note: Peach shading indicates statistically significant differences between segments.
Source: Q21. What have been the three main benefits of using an EPA library?
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- Nearly half of the respondents recognized that using an EPA library saves time in finding information (45%), especially those in RTP, Cincinnati and ORD Labs (58%, 55%, 63%, respectively).

- Forty percent also recognized that using an EPA library provides efficiencies in information gathering activities (40%); and again those in RTP, Cincinnati and ORD Labs were significantly more likely than the other segments to report such (57%, 53%, 58%, respectively).

- Rounding out the top three benefits is the provision of information they otherwise would not have found (39%). Respondents from the Regions and the Other segment were significantly more likely than the other segments to claim this benefit (41% and 47%, respectively).

Most Valuable Library Roles

	Total	HQ	Regions	RTP	Cincinnati	ORD	Other
Bases	*2,320*	*413*	*1,275*	*208*	*155*	*188*	*81*
	%	%	%	%	%	%	%
Making electronic resources available to the desktop	53	63	43	65	66	67	53
Helping to locate information	35	26	41	30	28	29	33
Providing access to EPA documents	24	22	27	23	18	17	10
Providing training and advice on searching for information	23	18	26	21	21	22	26
Evaluating and purchasing new content	23	29	17	34	34	26	27
Offering interlibrary loan, document delivery	21	22	15	33	35	39	22
Managing a physical library and print collections	21	15	21	19	21	26	26
Conducting research on my behalf	16	11	20	11	9	9	21
Pointing to authoritative Web sites	11	12	12	9	10	4	12
Providing an alerting service on selected topics	11	13	10	8	7	12	9
Preserving environmental datasets	8	11	7	8	5	9	11
Cataloging library resources to make information more accessible	7	8	8	2	3	5	5
Locating and providing referral to experts	6	4	9	4	5	2	6
Having library staff join research project teams	5	5	5	4	3	6	4
Accepting donated materials from EPA staff	3	4	4	2	1	3	4
Analyzing research results on my behalf	3	2	4	1	1	3	1
Facilitating document number assignment for EPA publications	2	1	2	4	3	3	1
Make resources more comprehensive; need more information resources	*	1	*	-	1	-	-
Better search engines	*	1	*	-	1	1	-
Offsite access to electronic resources	*	-	*	1	1	-	-
Providing information; resource searches	*	*	*	1	-	-	-

	Total	HQ	Regions	RTP	Cincinnati	ORD	Other
Increased e-journal access	*	1	-	-	1	-	-
Web of Science	*	*	-	-	1	-	-
Continued access to hardcopy maps	*	-	*	-	-	-	-
Other	1	2	1	1	1	1	1

* Less than one-half of one percent.
Note: Peach shading indicates statistically significant differences between segments.
Source: Q22. Looking to the future, please indicate which roles offered by EPA libraries would be most valuable to you.
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- More than half of the respondents place most value on the provision of electronic resources on their desktop (53%). Those at ORD Labs were significantly more likely than the other segments to select this role (67%).

- Respondents also value help locating information (35%) and access to EPA documents (24%), and those in the Regions are significantly more likely than the other segments to value these roles (41% and 27%, respectively).

Interest in Training Opportunities

	Total	HQ	Regions	RTP	Cincinnati	ORD	Other
Bases	*2,320*	*413*	*1,275*	*208*	*155*	*188*	*81*
	%	%	%	%	%	%	%
Self-paced computer training modules	41	40	39	47	44	45	33
Training on demand	39	37	42	38	32	35	32
One-on-one training by appointment	27	22	27	32	26	25	31
Online audio/video training tutorials	26	30	26	28	23	22	25
Tailored training programs for my department	25	19	30	17	17	14	25
Classroom training	24	22	25	28	26	15	26
Real-time Web conferencing training	22	25	21	22	21	21	17
Product documentation	17	21	17	18	16	12	16
Contextual training	13	16	13	10	11	13	6
Training focused on search & analysis tools; using search engines	*	*	*	-	1	1	-
Other	2	2	1	2	1	2	1
None	15	17	14	17	18	16	15

* Less than one-half of one percent.
Note: Peach shading indicates statistically significant differences between segments.
Source: Q23. Which of the following types of training opportunities would you be interested in having EPA libraries provide?
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- Four out of ten respondents (41%) are interested in self-paced computer training modules. Those in RTP are particularly interested in this type of training (47%).

- Training on demand (39%), one-on-one training by appointment (27%), online tutorials (26%), and tailored programs (25%) are also appealing, all of which illustrate the desire for customized training at the point of need rather than a lengthier, generic approach.

Opinions of EPA Libraries

Top Two Box Score (%Strongly/Somewhat Agree)	Total	HQ	Regions	RTP	Cincinnati	ORD	Other
Bases	*2,320*	*413*	*1,275*	*208*	*155*	*188*	*81*
	%	%	%	%	%	%	%
Provide easy access to library services	69	53	68	85	83	82	80
Provide services that I will use the next time I need information	67	55	63	82	76	85	77
Help me get my work done more efficiently	66	54	63	81	76	82	77
Provide access to the most current information available	64	50	61	82	74	82	80
Provide services that I recommend (or would recommend) to others	64	53	62	78	71	74	77
Are visible in the organization	54	31	53	76	69	73	70
Effectively support decision making by providing the 'right information'	53	43	53	59	56	58	69
Succeed at integrating new technologies for the delivery of information	50	36	49	69	58	61	63
Help me share information more easily with others	44	32	44	51	48	53	53
Provide valuable training on information resources	42	25	42	59	61	39	42

Note: Peach shading indicates statistically significant differences between segments.
Source: Q24. Please indicate below your level of agreement that each of the following statements describes EPA libraries.
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- About two-thirds of respondents agree with the first five statements about EPA libraries:
  - Provide easy access to library services (69%);
  - Provide services I will use the next time I need information (67%);
  - Help me get my work done more efficiently (66%);
  - Provide access to the most current information available (64%);
  - Provide services I recommend (or would recommend) to others (64%).

- The second and fifth statements (re-use and recommend) are key satisfaction and loyalty measures, so it bodes well that approximately two-thirds of respondents agree here.

- In general, respondents in RTP, Cincinnati, ORD Labs, and Other segments agreed with these statements significantly more often than Headquarters and Regions respondents. This indicates a more favorable perception of EPA libraries by these groups.

- On the lower end, respondents had less favorable perceptions of the following statements – indicating opportunities for improvement:
  - Provide valuable training on information resources (42%);
  - Help me share information more easily with others (44%);
  - Succeed at integrating new technologies for information delivery (50%);
  - Effectively support decision making by providing the 'right information' (53%);
  - Are visible in the organization (54%).

Opinions of EPA's Electronic Library Resources

Top Two Box Score (%Strongly/Somewhat Agree)	Total	HQ	Regions	RTP	Cincinnati	ORD	Other
Bases	*2,320*	*413*	*1,275*	*208*	*155*	*188*	*81*
	%	*%*	*%*	*%*	*%*	*%*	*%*
EPA's library resources contain information from credible and known sources	72	66	68	85	81	88	83
Overall, EPA's library resources have high quality content	66	54	62	83	76	84	78
EPA's library resources provide information that I used to make daily decisions	44	37	39	61	57	62	48
EPA's library resources provide information that I use to make high-risk or mission-critical decisions	39	34	38	46	46	46	49
I avoid EPA's library resources because they are too difficult to search	12	16	11	8	8	10	10

Note: Peach shading indicates statistically significant differences between segments.
Source: Q25. Indicate below the extent that you agree or disagree with each of the following statements regarding the EPA's electronic library resources (including Desktop Library, OLS, and NEPIS).
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- Overall, respondents reported positive impressions of EPA's electronic library resources. About two-thirds agree that this information is from credible and known sources (72%) and that the resources have high quality content (66%).

- Respondents are less convinced that EPA's electronic library resources support their decision-making – regarding both daily (44%) and high-risk decisions (39%).

- Those in RTP, Cincinnati, ORD Labs and Other segments are significantly more likely to have positive perceptions of the electronic library resources.

- Respondents at Headquarters are significantly more likely than the other segments to find the resources too difficult to search and therefore avoid them (16%).

Opinions of the Internet

Top Two Box Score (%Strongly/Somewhat Agree)	Total	HQ	Regions	RTP	Cincinnati	ORD	Other
Bases	*2,320*	*413*	*1,275*	*208*	*155*	*188*	*81*
	%	%	%	%	%	%	%
The Internet provides information that I use to make daily decisions	71	73	71	71	68	70	62
The Internet contains information from credible and known sources	68	72	69	64	62	68	63
Overall, the Internet has high quality content	60	55	62	55	65	57	52
The Internet provides information that I use to make high-risk or mission-critical decisions	49	50	50	49	44	41	44
I avoid the Internet because it's too difficult to search	4	4	4	5	2	4	5

Note: Peach shading indicates statistically significant differences between segments.
Source: Q26. Regardless of whether you use the Internet (free Web) to search for information or not, please indicate below the extent that you agree or disagree with the following statements regarding the Internet.
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- Respondents generally trust information found on the open Internet, using it to make daily decisions (71%), seeing it as being from credible and known sources (68%), and feeling that it offers high quality content (60%).

- Those in Cincinnati are significantly more likely than the other segments to agree that the Internet contains high quality content (65%).

- They do, however, stop short of trusting Internet information to support high-risk decisions for the most part (only 49% agree).

- Fewer respondents avoid the Internet due to search difficulties as compared to EPA's electronic library resources (only 4% compared to 12%).

Research Findings – Qualitative Focus Groups

Outsell conducted six telephone focus groups with various groups, and these discussions are detailed in this section.

Group 1: ORD, OAR, Other Laboratories

June 30th, 10:00 to 11:00am Eastern Time

5 participants:

- **Michelle Simon, Cincinnati**
- **Debdas Mukerjee, Cincinnati**
- **Susan Franson, Cincinnati**
- **Britta Bierwagen, Headquarters**
- **Convier Bactad, NCEA summer intern**

Summary: The biggest issue for this group is the lack of journals they can access directly from their desktop and the availability of current books. Ideally, offerings would be as robust as those available through a large university library. Respondents mentioned (unsolicited) that interlibrary loan takes too long (2 to 3 days for journals, 2 to 3 weeks for books), so that does impede work flow and research. Everyone agreed that electronic books would be a good substitute for hard copies in order to enable faster, broader access. It is recognized that library personnel try very hard and are helpful, but staff has been reduced and are therefore overwhelmed. Respondents mentioned having participated in many surveys in the past and never seeing anything come out of it. Requests for specific journal titles and for services such as Web of Science have repeatedly gone unfulfilled. The suggestion was made to track what resources are requested through interlibrary loan and which journals are accessed by what frequency – then use these metrics to guide portfolio selections. Respondents very much want to understand what will be done as a result of their requests in this research and asked when they should expect to hear the results of the survey. A feedback loop to share research findings and resulting actions with everyone is imperative in order to enhance morale and motivate future participation in such research efforts.

Information Requirements and Value

- We want to be able to sit at the computer at our desk and get the PDFs of journal articles that we need. The basic bottom-line quote here is that we want the same access that any decent university has.

- We should have more, broader access of electronic media to get the current journals which we do not have. We have some portion of them, but others are very poor and we need to include those.

- We need to have the library as a repository of good, current books which we do not have. We have our library in Cincinnati, which I use, are all out of date most of the time because in recent years no good books have been bought. I would like to see the library as a place where people can come and have access to some different materials like books, documents, and other things – not only EPA documents, but other agency documents as well.

- Need Journal of National Cancer Institute – we do not subscribe, and it takes a long time to get it through interlibrary loan. It sometimes takes 2 to 3 weeks to get materials.

- The biggest thing is that we want access right away (essentially the way you would have it at universities). Sometimes you want to look for something really specific and you need it very quickly, so waiting even 2 to 3 days sometimes is not necessarily worth it for the amount of information you're going to get.

- Anything we can do to make the electronic collection bigger – journals, PDFs.

- One other thing our group would love is to have Web of Science – more comprehensive than ScienceDirect, and you can download into Endnotes, and you can search and get the journals electronically.

- Suggest that the library review the list of interlibrary loan requests to see which titles are requested most often, and then subscribe to them.

- When we have access to the materials, and if it is related to my field of interest and I feel that the paper will add or enrich the manuscript of my research, then I will immediately go into that detail and read the paper and see which decisions they have come to – it helps triangulate research conclusions.

- The focus of ORD and EPA should be to be leaders in the field and we should be on a par with our university colleagues and we are doing the best science. Unfortunately we are working harder than we have to because of one hand tied behind our back because we can't get immediate access to these journals. So asking a scientist why they need access to journals – that's who we are – we read science, we assimilate the new ideas and incorporate it into our own science to move forward.

- Health-related issues are very poorly represented and needs a lot of improvement.

- It is not only that we should follow somebody else – it is us who should keep the leadership, it is us who are the pioneers in environmental research. Right now we are just sitting on the old achievement and within the last 8 years things have been destroyed very badly and we need to revive it back.

- Several surveys have been done in the past and we've taken the time to fill them out, and as far as we can tell it just goes into a black hole.

- Suggest monitoring the usage metrics for the journals and unsubscribe to the ones that are not being used.

- Access to journals, papers, and books is the most important thing.

Organizational Information Habits

- I go through the Desktop Library primarily, but it does not have Nature Medicine, Nature Neuroscience – Nature has many journals, but EPA only subscribes to one Nature journal.

- We do keep our own collections at our desks. Nature sends a complimentary copy to see if I get hooked.

Perceptions/Value Drivers for the EPA

- The library in Cincinnati had more stuff once upon a time; now there are fewer staff members. When we go there they try to help as much as they can, but they don't have enough staff. They are overloaded – a lot of junk has been sent from the regions and other places. David Garza tries to help me through. The Desktop Library is very user-friendly, but very limited.

- The staff they have are far fewer, but they do a good job – they're just overloaded.

- Since we don't have immediate access to a lot of journals, the interlibrary loan is good. We've also used them for literature searches – I typically do my own through Current Contents, Elsevier, and Wiley. I occasionally use them for Chem Abstracts searches and I have used them to get books through ILL – books take 2 to 3 weeks. Because we have disparate people and limited budget, I would rather see us order books that we need piecemeal as opposed to buy them and spend our money on electronic access to journals (books on demand, but journal access immediately and as comprehensive as possible).

- If it's an economic issue, we would rather have electronic access than have the physical library because we can individually order books that your branch will pay for. We wouldn't want the library to disappear, but if it were a choice of one or the other, we would want electronic access.

- There should be a centralized library and at the same time we should have a centralized electronic access. For this funding it is not only the administration that is giving the money; ORD also has responsibility for putting some money toward it.

- I used to go to the University of Cincinnati's medical library (their students used to use our library frequently), but I had to pay for copies from my own pocket.

Ideal Information Environment and Services

- Having direct access through a search engine like Web of Science where it's just seamless and you want an article and it takes you directly to it would be ideal.

- Model after major university libraries, but they are also not perfect. See how academia is meeting needs – look at universities and science organizations, not law schools.

- Comprehensive selection of journals and books; and immediate, direct access from the desktop.

- We need more feedback from the library – they ask us what we need, we tell them, and then we never hear back.

Group 2: Regional and Headquarters/Toxics/Cleanup Focus

June 30th, 4:00 to 5:00pm Eastern Time

7 participants:

- **Irene Purdy, Region 2**
- **Wendy O'Brien, Region 8**
- **Max Weintraub, Region 9**
- **Candace Brassard, Headquarters**
- **Thomas Johnson, Headquarters**
- **Arthur Lubin, Region 5**
- **Mohamed Serageldin, RTP**

Summary: These respondents need a broader selection of journals – currently topics are limited to environmental issues, but public health is of growing concern as well. Service levels are uneven across the different locations – some sites' libraries survived and are doing a great job serving information needs (RTP, Regions 2, 8, 9), but others were shut down or severely reduced to the extent that they often do not even respond to requests at all. Users often turn to university libraries or to the National Library of Medicine (NLM) and sometimes pay a fee to get what they need. There is obviously a lack of funding for information resources even though they are essential to job performance. The library closings were viewed as insulting, a disaster, and absurd. There are resources such as Web of Science that would likely be universally beneficial to provide to the organization, but they are not centrally available. Some sites have acquired such services for themselves, but there may be some efficiencies in offering them as central resources. Respondents expressed a need for collaboration tools, GoToMeeting for external use, more awareness of what the libraries offer, and better communication between libraries to leverage existing expertise.

Information Requirements and Value

- Use various journals related to welding, environmental management, public health, water, climate change, ecosystem services, etc. as well as external databases (PubMed, ScienceDirect, Entomological Society of America, Web of Science, currently evaluating Elsevier's Scopus search engine) and agency-related documents.

- Need broader access to academic journals and more flexibility in selected journal beyond environmental issues. There is limited access to social science journals.

- I get Google Alerts from the library and use interlibrary loan for books.

- I wanted to mention that it would be good to have access to the Journal of Industrial Ecology. It is a systems-thinking publication and I and other colleagues have utilized it in the past. It has articles that relate to the direction that all of our thinking will need to migrate towards - viewing the planet and all of its inhabitants as part of a whole. The science is evolving and this journal reports on that evolution.

- The value we get from these resources is informing myself and sending on to our science director to inform management actions for climate application.

- Papers do take a long time – the last time I ordered a paper it was three or four weeks later and we can't work like that. I have better luck on getting books quick than getting articles.

- Everything we can access here in the office should be accessible remotely with a password. Accessibility from offsite would be nice.

- DVDs on green infrastructure, climate change, pollution prevention through interlibrary loan or downloads would be very helpful. There is no budget for downloads, though – must be free.

- It would be nice if EPA could collaborate or partner with university libraries on research papers (feed, alerts, etc.) and we could have access to that – would be really valuable and ensure we are scientifically sound. For example, I know of research that is going on at Columbia University.

- Agency should advertise what resources are available so we have more awareness.

- In rule-making, the stronger your science and the more detailed on where you've gotten information from, the easier it is when you go through the process of proposing and finalizing a rule and going through all the multiple agencies, and the library is key – without a library you can't do it. The more we stay up on current thinking, the more innovative we can be.

- If something can be done about the EPA search engine, please do – it's horrible.

Organizational Information Habits
- Sometimes I'm reading and see a journal citation – so I try to get it or ask the library to get it. Sometimes I Google a topic and get to a source that way. We do a search of primary literature or a keyword search, go to the Desktop Library, or use our affiliation with our old university libraries.

- Web of Science is the definitive source – you can do a keyword search and get to everything you need.

- The only way I can find out about social science is to ask my family or use PubMed, so we need more access to social science journals.

Perceptions/Value Drivers for the EPA
- Sometimes I get no response at all to article requests, so satisfaction is very low. What we have now is kind of a joke because there's nothing in it – I just go directly to Cincinnati now.

- Region 2 is very responsive.

- DC is across the river and they seem helpful, but they're so limited with the journals they have there – it's so antiquated because they don't have any money. They try, but are limited based on the money they have. So I still go to PubMed.

- Region 8 nothing but great experiences – they even sponsor events to try to draw people in such as book fairs, trainings to understand all their capabilities.

- Great at RTP – some of us are lucky because we have more resources and the people are very helpful and active. We have training, resources and enough people to service the whole area.

- I have to write something up – usually within a week – so sometimes I'm better off going to the National Library of Medicine and paying 12 cents per page.

- Here in Region 2 we have a library with a skeleton crew and the hours are restricted, but the two people in there are great – they will find the interlibrary loan for you, or find the book, and if they can't find it they will find the journal article and I really appreciate that.

- In Region 8 we have a library that survived and it is staffed by three full-time experts and is also a public library.

- The library closings were a disaster, insulting – it's like we have a scientific agency, but you don't do literature reviews anymore and that's kind of absurd. It puts handcuffs on you and then you don't look good.

- Web of Science sounds good and if we could have access to it without our departments paying for it that would be wonderful.

- Would be nice to sign up for batched alerts from the library – based on your selected topics (targeted and specific).

- Our library closes at 3 o'clock but it doesn't matter because it's non-functioning anyway.

- Collaboration tools – huge problem. That's my job to figure out what everybody else is doing so you're not doing the same thing. We need to be able to collaborate on a safe space on an EPA computer would be very helpful. I'm not sure if wikis are something we can do, but that might be what we need to do.

- These GoToMeeting things where you can have meetings online – I asked whether this was available for meetings on the outside, and they said no. We only have this type of tool for internal use.

- Region 9 is wonderful – we didn't get gutted when some of the other regions did. It's really wonderful that we still have our collections – we count our blessings.

- Other places they go include NLM, PubMed, Google, Google Scholar (great to identify abstracts), university libraries, etc. Sometimes then go through the library to get full articles.

Ideal Information Environment and Services

- To me, the perfect, integrated data source would be one that integrated Lexis, PubMed, and Google Earth – that would be heaven.

- Direct, desktop access to journals is the big one for us.

- DVDs and videocasts would be nice.

- Communication between libraries would be great to leverage expertise in different areas – that's a resource that is definitely underutilized. I was stunned when I visited RTP and met some of the reference librarians there and the kind of scientific information they were able to locate. No disrespect to my Region 9 librarians, but they just have different expertise.

- When the libraries closed it was a big psychological blow to the librarians and to us – does the EPA not understand what we do? We really value the librarians and the work that they do. My question is, 'are we a scientific agency, or are we not?'

- Creating more public awareness of the availability of the library as a resource would be helpful. There is a link to the library on the web page but it's kind of hidden – certainly not the first thing you see.

Group 3: Regional and Headquarters/Water Focus

July 1st, 4:00 to 5:00pm Eastern Time

8 participants:

- **Petra Sanchez, Region 6**
- **Kimberly Hill, Region 7**
- **Linda Bowling, Region 8**
- **Sharon Wilson, Region 10**
- **Rene Fuentes, Region 10**
- **Joyce Donohue, Headquarters**
- **Marcel Belaval, Region 1**
- **Mary Dever-Putnam, Region 1**

Summary: This group also expressed the need for access to a broad selection of journals and other published literature, as well as access to internal documents and publications. These should all be available in a well-organized, easily searchable, user-friendly manner. There is a certain level of public expectation of the agency that demands cutting-edge research and credibility, and access to information is essential to providing that. They value the expertise of librarians and information professionals to aid them in their research, and they also value the physical space of the library as a quiet place to read, browse, and conduct independent study.

Information Requirements and Value

- My primary research needs are for articles in the published literature – in some cases I can get them through the subscription the library has with ScienceDirect, but in many cases I cannot. Also risk assessments that are done within the agency – those are not usually a problem to get.
- What would be helpful is having available, in a more user-friendly form, technical information that our agency developed. I also need technical resources and assistance – journals, latest technologies available for cleaning up sites, peer-reviewed studies, etc.
- Access is not uniform across locations – some have journals that others don't have.
- The lack of a good search engine within all the EPA websites is a major setback. Everyone tends to search using Google even to find EPA resources rather than using the EPA search engine. ScienceDirect works well but is not comprehensive and not easy to limit search criteria.
- Another thing we use the libraries for is conducting searches for sources that might be subject to new (or existing) rules and regulations – typically use Dun & Bradstreet and Reference USA for this.
- Other sources include Federal Register, ScienceDirect, health effects and toxicological literature, Google, news reporting sites, IHS site, CDC site.
- Information resources are critical and allow us to do our jobs.
- Information gaps include journals and publications that are readily available – not having to hunt for it.

Organizational Information Habits

- Some start with a librarian and then look themselves; but some try to find it first themselves and then turn to the librarian if not successful.
- Other go-to places include university libraries and contractors.

- I'm good at searching, but not at submitting ILL requests through a machine. Need to be able to request from an actual person.

- Getting technical information that is cutting-edge is key. I don't want to hear about something from someone on the outside (e.g., PRP, consultant) – I'd rather have access to a recent study or some technology from my own investigation, from the resources that we have, That's what the public expects from the EPA.

- We are usually successful at finding the information we need – we just have to keep digging. Sometimes we have to pay a contractor to help us.

- As an information junkie, I love information; but there are some people who would take the path of least resistance and use whatever is available easily.

- The lack of sufficient budget is a big part of the problem. Full text is often not available. There could be more sharing between libraries. I don't have a good sense of what is available to – there could be more PR to inform us about what is available.

- Library orientations and training on how to use information resources would be helpful.

Perceptions/Value Drivers for the EPA
- Region 10 is very good at finding what we need if they don't have it.

- You would think that the DC headquarters would have a library. We did have a lovely library which they closed, and they recently reopened it in what I find a very unfriendly, unappealing setting. As someone at headquarters, and I can't get a librarian who can tell me she can get me something from a very important journal in a reasonable period of time – like a week, never mind a day.

- We need information, data, technical assistance, but it's like trying to find a needle in a haystack – we know it's out there; but we have to identify which journal is more likely to have this type of information. That's what a librarian should be helping you do.

- Too much emphasis has been put on external users, and they forgot about us internal users. Emphasis should be on the technical documents more than just the PR

- When we had librarians, they were wonderful; but they all lost their jobs.

- I've always gotten items through interlibrary loan very quickly – sometimes in a matter of hours, others in a matter of days.

- The library takes you just so far, but they are doing the best they can with what they have.

- Suggestions to purchase with an agency credit card shuts everything down for me. It may cost $10 to $20 per article and you just want to peruse it to see if it's what you need.

- Could we have one library license to a universe of journals and then purchase access by the hour?

- Sort what we have that's free (internal documents) to make it more user-friendly, and then make available technical journals, technical information, and technical assistance through the libraries in a more cost-effective and more user-friendly manner.

- Instead of having to buy an entire package for each journal, is there a way we could tie into the university library or something to get a certain number of hours of use? Most of the time I don't go to the same journal over and over, but use many obscure journals.

- Interlibrary loan with a librarian works well most of the time, but for some of the electronic things I can't get there.

- Can't keep up with the library hours – suggested they post the time and have a library drop box.

- The physical space is great to have – a quiet space, all current journals are on display in print format, lends itself to quiet study that's very valuable.

- Headquarters library has reopened, but has no library atmosphere whatsoever – no chairs, no tables, no context of a library, very unappealing and totally discouraging.

- Our library is basically a cubicle – awful. It's about one-third the size of the conference room.

Ideal Information Environment and Services

- There would be tables where you could sit; it would be well-organized and spacious; a place to spread out maps and such. If we could only go back to what we had. Some little stalls where you could have computer access to look at an online journal or something; study carrels, an area to do quiet, independent work.

- Desktop access is nice too – instant access, information available in an efficient manner.

- Daily hours – even if not a full day – that you can count on would be great, knowing they're going to be there for some portion of each day to help you.

- In a perfect world, we'd all have instant access to all information that was easily searchable; but that's unrealistic and that's where the value of the librarian comes in.

Group 4: Attorneys/Enforcement/Compliance

July 8th, 4:00 to 5:00pm Eastern Time

5 participants:

- **Doug Kendall, NEIC**
- **Barbara Lither, Region 10**
- **James Drummond, Headquarters**
- **Joe Edgell, Headquarters**
- **Tracy Sheppard, Headquarters**

Summary: These participants are all involved with enforcement and compliance issues, and use electronic legal research information from services such as LexisNexis, Westlaw, and Hein Online to support their information needs. They value the assistance of an experience law librarian to help find information resources but usually do try to find what they need themselves first. They tend to have more success doing an open Google search than searching EPA's sites and find the EPA search engines not very useful. They are satisfied with the EPA libraries in general, but would welcome some additional training on non-law resources and collaboration tools. The higher turnover rates for contractor librarians does not provide an adequate level of stability in library personnel. In an ideal world, there would be easy online access to all needed information with competent librarian assistance when needed.

Information Requirements and Value

- Information about a particular industry being investigated, analytical methods for required testing.
- Electronic legal research information (Lexis, Westlaw, Hein Online, ECFR, etc.) as well as Indian law-related documents database we created internally.
- My primary need from the library is a human being – I am an older attorney and not great at doing electronic type of research. Our law librarian does wonders for me when I need documents and such. I want to emphasize the need to maintain human beings in our library.
- When I hit a roadblock it's great to have librarian who knows the needs of the office to bail me out.
- Resources on EPA's intranet are also very valuable, but the intranet needs to be better designed.
- As a chemist, I like to have access to scientific literature; so having desktop access to scientific journals is helpful. However I sometimes need articles from journals to which we don't have access and would have to pay for them if we didn't have a law librarian to get those articles for us.
- Would be tremendously helpful to have digitized all of the US government Indian tribe treaties that have been made historically with the US and had access to that electronically in a searchable form – can't seem to get from the Department of the Interior.
- We get a lot of clipping services that cite an article (e.g., climate change) and you can't get access to it without registering for each one. These news clipping services are very valuable. Department of Defense publishes the "Early Bird" which is a daily PDF of news stories that is extremely useful, but I don't think EPA does something like that.
- Turnaround times for interlibrary loan are unsatisfactory – usually takes 1 to 2 days but you usually need it right away. Ideal would be to get it same day, by end of day. Sometimes you don't know for sure if it's what you need; and if you wait to get it and it's not the right thing, you're dead in the water.
- Lexis and Westlaw are similar, but different and we really need access to both in order to be comprehensive.

Organizational Information Habits

- Most of these participants try to find information themselves first, but do value the help of librarians when needed.

- Participants claim to be successful in finding information themselves between 60% and 80% of the time. The remaining 20% to 40% is almost always satisfied through the librarian.

- I like the EPA Intranet (EPA@work and Desktop Library), but I've gone there in the past to find something and been unable – however, doing an open Google search on the topic yielded good results.

- There's a little trick that most people don't know where you can search individual sites. I've routinely come up empty-handed using EPA's Internet search engine (on the home page) – although it's improved a lot in the last year, it's a terrible search engine, impossible to find things. What I'll do is use the site-specific search in Google – type your search terms into Google (word, word, word) then type a space and then type 'site', then type a colon and then EPA.gov - no spaces [site:EPA.gov] to search the EPA website, and I almost always find my document that way.

Perceptions/Value Drivers for the EPA

- A big plus in our library at Region 10 is that they have public computers. Since we're under such tight security, we can't check our personal e-mail accounts at our desktops, but we can use the public libraries to do so. The other plus is being able to submit requests for purchasing particular books that we think are of interest.

- Most of us are very satisfied with the library. The university library has a network with the agency to share resources so that broadens what is available.

- Good periodicals, great staff – courteous and knowledgeable.

- The law library provides a tremendous amount of training to us and it's fantastic. Lawyers here at OGC could stand to have some training maybe co-sponsored by Mary and the other EPA libraries on accessing other EPA resources that might be relevant to our job but are not specifically law library resources.

- The library could be very helpful by providing collaboration and sharing tools to exchange information. There are some sites like QuickPlace that are very cumbersome and not user-intuitive so we need some training to use them.

- There is always a tension between federal employees and contractor librarians – the contractors tend to turn over more quickly, and we need stability of personnel.

Ideal Information Environment and Services

- Law librarians like Mary, along with some paralegal researchers (probably young and computer-savvy), who we could give our request to and they would find the information for us.

- Easy access to all EPA scientific data online. Everything you found on the Internet would be free.

- Access to everything as part of our subscription to resources such as Lexis or Westlaw. Now we can usually get access eventually with Mary's help, but that's not efficient when you factor in salaries and such.

Group 5: NHEERL Laboratories

July 9th, 2:00 to 3:00pm Eastern Time

5 participants:

- **Jim Latimer, Atlantic Ecology Division**

- **Jill Awkerman, Gulf Ecology Division**

- **Jill Scharold, Mid-continent Ecology Division**

- **Dan Campbell, Atlantic Ecology Division**

- **Christine Russom, Mid-continent Ecology Division**

Summary: These respondents rely on both print and online journal subscriptions and use the library for document delivery, current alerts, literature reviews, and data mining services. The biggest constraint is limited access to journals, but this is usually overcome through use of interlibrary loan or local university libraries. They tend toward self-sufficiency in searches but do appreciate librarian assistance for larger-scale or more difficult searches. They are generally satisfied with offerings on EPA's Desktop Library as well as their local libraries. Additional training on specific information resources would be welcomed but is not actually a problem. In an ideal world, they would like to have comprehensive, unrestricted online access to journals and maintain the ability to work iteratively with a librarian to search and filter results efficiently. Finally, increased awareness of library offerings would be valued as well.

Information Requirements and Value

- Print and online subscriptions, historical documents, etc. through JStor. We use the library for document delivery, current alerting processes, historical literature reviews, and in-depth data mining.

- Acquisition of publications, and use the Desktop Library significantly including the search tools and online journal availability.

- Background research from journal articles – topics are primarily ecology and toxicology.

- The biggest constraint is that we often can't get access to journal articles that we need. Sometimes we can get access through our local university, or through interlibrary loan.

- Some of our search tools like Dialog – it's not easy to download searches. You can do it within Elsevier, but it seems very focused on what it's collecting. Our librarian doesn't have a lot of time to do these types of searches, and you usually need to know the science in order to filter down the research results.

- As a former user of Web of Science, I really miss having access to that. Web of Science has better search capability and allows for output that's better than some other tools.

- We're currently exploring and testing (through October) Scopus as a potential purchase for the library network.

Organizational Information Habits

- Generally like to do my own searches because I know the science better than a librarian.

- I like the current alerting service (Ingenta Alert) but they've lost about half of their journals due to some problems. It sweeps the literature for author, keyword, etc. We are currently searching for a replacement vendor for this type of database searching.

- For database searches we actually pay a contractor to do those. We use STN (Chem Abstracts service) and the free tools that are available such as ScienceDirect because we need to be very broad in what we capture.

Perceptions/Value Drivers for the EPA

- The librarian here is invaluable for providing input and perspectives on how to concatenate or group things, etc. She has access to stuff that perhaps others wouldn't.

- Physical library space is a key feature of a research laboratory – important to the overall function.

- Very disappointed that weekly high-end periodicals (Science and Nature) are not available to purchase for our library. We should be able to get a local hard copy of at least one of those here. I ended up buying it on my own for $100 a year out of my own pocket because it's worth it for the latest research.

- I use the Desktop Library quite a bit and am always pleased to see that they are adding things more than taking things away. It's a good little tool for accessing online resources.

- We have good online access, historical access and will hopefully continue the alerting services. Besides the fact that we may want to add a journal here and there, overall we are well-supported by the library services. We wouldn't want to see that change because it's crucial to our mission.

- Pleased with our resources and our library in Gulf Breeze as well.

- A good librarian will do training on new technologies that come online and such. Maybe we'll ask the librarian to do a session on Scopus. They have always responded to our requests for training.

- In Duluth not much training is offered, but would be helpful.

- We have used the SAS connector to collaborate and share documents – no complaints, great tool.

- We have a full-time librarian here and it's important that we maintain that.

- Other go-to places include local university libraries, Google Scholar, etc.

- Interlibrary loan turnaround times have been sufficient – sometimes extremely quick. If you ask with a deadline, you'll get it.

Ideal Information Environment and Services

- Complete access to all journals digitally, document delivery to your desktop, capacity to go from digital repository right into a reference software so that when you find the document you want on your various sources you can download the information into your Endnote library.

- Alerting service that goes through every single journal that's ever been.

- Unrestricted access to journal articles at my desktop.

- Self-sufficient access to electronic resources, with access to librarian as an adjunct for larger-scale searches and difficult searches. By working iteratively, we can filter to the most relevant information and refine the nuances of the search results.

- Selecting vendors and procuring services is challenging at the local level, but that allows us to maintain control of what resources we have.

- Rising costs of resources and decreasing budgets means that our journal list is getting tiny.

- I don't mind getting an e-mail on things that have changed with the EPA library – what's new, what's available, etc. I would like more of them.

Group 6: Managers

July 15th, 2:00 to 3:00pm Eastern Time

8 participants:

- **Wanda Allen, RTP**
- **Ann Grimm, Cincinnati**
- **MaryBeth Smuts, Region 1**
- **Maureen O'Neill, Region 2**
- **Nancy Dorsey, Region 6**
- **Jennifer Morris, Region 7**
- **Mick Hans, Region 5**
- **Tom Tyler, Headquarters**

Summary: This group uses online journals and news clipping services, internal documents, criteria documents, scientific papers, and books. They use the library for searches, document delivery, and interlibrary loans. In some instances immediate access is needed but unavailable. Budgets and physical space are limited, but turnaround times for interlibrary loans is generally satisfactory. Searches are more successful through Google than through EPA's search engines, and often there is no clear go-to person as an information expert. More awareness of the library's offerings is deeply needed – in the meantime, these participants turn to Google, university libraries, associations, and contractors to get the information they need.

Information Requirements and Value

- We use the library to do lots of searches, data searches, GAO audits, circulation of scanned journal articles, etc.
- We access journals through the Desktop Library and use the interlibrary loan service.
- What I (and my colleagues in public affairs) need most is really fast turnaround in finding news clips on things we can't find on our own.
- Not being able to get things quickly is a big problem.
- I research leadership and management development, organizational improvement efforts, and things of a personal development nature and think these things are appropriate for the EPA library for growing the skills of our employees. These things don't really exist in the library currently. The library should maintain a small collection of books and journals like this because it is definitely mission-related.
- Information on local geology and the latest technologies through technical journals, internal documents, and other publications.
- We need criteria documents, scientific papers, and the ability to access real people and real researchers via e-mail, phone, or in person.
- No budget to purchase resources.
- Limited space in the library has led to items that were donated being lost.
- Interlibrary loan turnaround times have been very good – we've had very good luck.
- Getting books through interlibrary loan takes a couple of weeks and sometimes I need things faster than that.

Organizational Information Habits

- Search quality on EPA websites is lousy – better to go through Google search.

- We need a go-to person at each location that we can turn to for guidance. We have a contractor librarian, but she has no visibility or profile.

Perceptions/Value Drivers for the EPA

- The library used to do library training, but with limited budgets these are not happening. They need events to draw people in, new employee orientation for everyone, targeted training to like groups, and periodic updates on available resources (perhaps once a quarter).

- Need a method or transparency as to how users can designate or identify potential acquisitions for the library. Constant reminder of this service through online bulletin board or home page. Need more awareness of what resources and services are available and periodic updates as well.

- Have used EPA Desktop Library, but gave up on the other services when the library closed, and now I use Google instead.

- Need broad access to EPA publications and videos, DVDs on transformational leadership, management services, books, and journals.

- Other go-to places include Google, university libraries, business and scientific library (NYC), directly to newspaper sites, geology associations, interns and contractors (overpriced for what we get).

- The library needs more awareness – it was cut and then hurriedly reopened without much thought. Need a concise directory with detailed resources, hours, and services.

Ideal Information Environment and Services

- I would be happy to give serious thought once convinced that something will happen with it.

- Training on how to do searches and to know which journals are peer-reviewed.

Research Findings – Qualitative Stakeholder Interviews

Outsell conducted seven telephone interviews with executive stakeholders, and the findings from these discussions are summarized in this section. Participants included:

- Donna Vizian – Assistant Regional Administrator, Region 2 (New York) – July 1st

- Michelle Simon – P.E. Chemical Engineer, Acting Engineering Technical Support Center, Director Office of Research and Development, National Risk Management Research Laboratory, Land Remediation and Pollution Control Division, Cincinnati, OH – July 7st

- Lydia Isales – Department Counsel, Office of Regional Counsel (ORC) and Neil Bigioni – Staff Attorney, Office of Regional Counsel (ORC) – July 16th

- Matt Leopard, Dion Saxton – Branch Chief, Information Access, and Randy Brinkhouse – Environmental Protection Specialist – July 17th

- Jeff Frithsen – Group Chief, Exposure Analysis and Risk Characterization Group, National Center for Environmental Assessment, Washington, DC – July 20th

- Robert Tolpa – Regional Administrator/Planner, Region 5 (Chicago) – July 21st

- Reeder Sams – Branch Chief, NCEA, RTP – July 22nd

Summary: These stakeholders spoke for the information needs in their respective purviews, which included technical journals, databases, legal research resources, agency documents, and published literature in scientific and technical arenas. Some of the same problems mentioned in the focus group discussions were mentioned here as well – lack of access to journals to which EPA does not subscribe, need for assistance accessing electronic data services, and the slow and sometimes unreliable process of interlibrary loan. Unmet information needs include ecology journals, European journals, easier access to online journals in general, ASTM Standards, Chem Abstracts, and data layers for GIS. Stakeholders in the area of legal counsel mentioned that there are several hardcopy resources that are no longer needed since most people have their own personal collection of resources at their desks. These include hardcopy books (with the exception of Code of Federal Regulations which does need to be maintained), Law Review, and State codes. Interviewees were satisfied overall with the library services and feel that the librarians provide valuable resources throughout the agency. However there is a need for more awareness of library offerings. Currently the library's most valuable function is to assist with research and apply their search expertise to help find and access necessary information resources. Going forward, the library will need to increase access to electronic resources, work with information users to track usage and manage the portfolio efficiently and effectively, provide more training on how to search for and use information, optimize search capabilities, and enhance knowledge management throughout the agency.

Information Use:

- Databases, internal reports, desktop network, other government sources;

- Hydrogeology topics;

- Web of Science, Current Contents, Web of Knowledge, Elsevier, Wiley;

- Legal research (LexisNexis, Westlaw), Federal Register, financial information (Dun & Bradstreet, BNA) automatic e-mail updates, agency guidance (including historical), Code of Federal Regulations – most consulted of all hardcopy books, Hein Online (cumbersome, but has Federal Register further back).

- New and existing chemical programs, manufacturing-supplied data, Elsevier, Springer, Wiley, Google Scholar, ScienceDirect, financial data, Endnote; also go to Library of Congress, National Library of Medicine (NLM), and George Washington University.

- Scientific journals, government agency documents, NGOs, published literature, results from others' lab tests, EPA reports;

- Scientific literature, literature searches, journals, databases, scientific information.

Problems Getting Information:
- Would rather have electronic access to journals and books on request;

- No immediate access to certain journals because the EPA doesn't subscribe;

- The library needs to track the number of requests for each journal and the amount spent on interlibrary loan to determine whether we should subscribe.

- Hardcopy books in the physical law library are generally accessed less than once a month and more than 80% of the attorneys never use the physical library.

- Need access to gray literature, conference proceedings; limited number of articles can be requested;

- Need more help getting electronic data access (ScienceDirect, Elsevier, Science, Nature, etc.); interlibrary loan takes time and is not always dependable.

Unmet Information Needs:
- Data layers for GIS – from USGS and Coast Guard;

- Chem Abstracts;

- ASTM Standards – now access electronically;

- Publication review process is not consistently followed;

- Ecology journals are not available through the Desktop Library – the agency is more focused on human health than ecology;

- European journals are sometimes difficult;

- Easy access to online journals – try to retrieve article, requests take 2-3 days to one week through PubMed.

Resources No Longer Required:
- Hardcopy books (except Code of Federal Regulations);

- Law Review (has been cancelled);

- State codes – now more available online, moved away from hardcopy;

- Access to university libraries typically have subscriptions to journals that are better than EPA's access.

Perceptions of EPA Library Network:
- Librarians provide valuable services to research staff, necessary electronic documents. Physical libraries don't get used as much as people think.

- Need to hold open houses to inform users about offerings – need more awareness and self-promotion;

- Happy with document delivery and interlibrary loan – quick;

- Good webinars and training, library open onsite;

- Loss of old journal collection;

- Has changed for the better – more things available on the desktop;

- Easy access to a broad set of journals like NC State would be valuable.

Library's Most Important Function:
- Workload management – saves time;

- Ability to have librarians help with research needs;

- Reference resource – expert on searches;

- Best as an information conduit – identify information sources relevant and help access (directly or with assistance); very user-friendly and simple;

- Help find what I need – whether via the desktop, university library, etc.;

- Library should focus on virtual resources – browsing can be done at local university libraries;

- Explain how all EPA parts fit together – employees understand where function fits, now awareness is created; explain process and mechanics of agency budget and performance targets developed;

- Easy access to journals.

Library's Future Value Proposition:
- Increasing electronic reference materials;

- Management portfolio budget and spending;

- Tracking usage, reporting back, acknowledging user needs;

- More training on how to search electronic information better for attorneys; offer one-on-one and small group training; educate us on being more efficient;

- Pathfinder (e.g., Library of Congress has Science Tracer Bullets – guides on how to do research on a particular subject area, point people in the right direction); enhanced FAQ, wiki platform;

- Cadre of experts in knowledge management – how to tie into search tools, defining specs for meta searches;

- Taxonomy – leverage expertise;

- More IM science now; computer literacy;

- Provide a single search site for articles, data, and everything related to a topic;

- Science Inventory – directory of projects going on in the agency;

- Leverage EPA resources with others (universities, associations, other agencies, etc.);

- Knowledge management.

Ideal Information Environment:
- Library skills available for technical research;

- Resource for technical staff;

- Understand different functions and track information being sought out, marketplace activity (what users are looking for and not finding).

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Appendix

Appendix: Closing Comments

- As a person who has daily contact with our Region 8 librarians, I am extremely satisfied with the service they provide. 2) For legal information from LexisNexis I must rely on one librarian who has access to the tool; this is extremely cumbersome. I would like for the region to have greater access to LexisNexis.

- My work is not regulatory or scientific research per se, and really crosses lines with the work of other USG entities. I find that many of my information needs can't be met by existing EPA library resources but can be through libraries of other government agencies, etc. I would really welcome help from EPA library services in coordinating greater awareness of and access to such resources. 2) Thank you for your help!

- 1) To find EPA documents I find it more efficient to use Google than to go thru our own site(s). 2) EPA libraries & services are taken for granted -- not enough staff realize how much of their access to information comes via the libraries.

- Access to online journals should be improved. This is the most important, cutting-edge information available to scientists. 2. The only reason I see for a physical EPA library is to store things not yet integrated into an electronic database. Re: that point, EPA should be working to develop a nation-wide virtual library where items can be accessed electronically by many different people in many different regions via computer search. There is no excuse for the poor information management I have encountered at EPA, or for me to have to browse via Google Scholar to find relevant scientific literature.

- Get Web of Science. 2. Replace paper/fiche copies of journals with JSTOR and comparable subscriptions for older issues. 3. Move all EPA documents to electronic format.

- Rebuilding the libraries needs to include (1) collaboration with other major libraries & designated regional repositories - especially LOC. 2. Needs to be both online and physical materials - special focus on "EPA unique" information and EPA relevant information. 3. Needs to include staff training (all forms) and honest assistance in researching questions and finding information. We should be a library system that LOC refers people to for specific environmental data. Most of our data should be available both online and in print. Libraries are a major support function to the agency. A lot of EPA data right now is in the personal desk drawers and files of long-time, senior EPA staff and will disappear with them. The Library system should include the libraries of ORD, BEAD and others.

- Whenever possible, electronic copies of journal articles should be provided in color, particularly when illustrations or graphs use color to enhance the understanding of the material. 2. I would like to have some training on the use of Reference Manager or End Note and the integration of these programs with the information provided by the library service.

- A major issue for me is my lack of knowledge on both the information available and how to access it. I won't be able to use information I don't know exists or is available. My own internet searches often end in finding resources unavailable for download or at cost (time in ordering and shipping; difficulties of purchasing through the government; unknown usefulness of the resource before seeing it). Our work involves a variety of information types and limited time to search for potentially-relevant information, so we tend to work with information at hand or with a small number of (randomly?) familiar sources.

- A physical and electronic library are both critical to the EPA science mission.

- A Web of Science subscription and more electronic journal subscriptions are the only things the library needs. The staff are great and interlibrary loan requests are filled very quickly, sometimes within hours.

- EPA Libraries provide a public repository for valuable research done within EPA. B) The Agency should replace its Courtlink contract with PACER. C) EPA Librarians are very resourceful in finding information. D) There's lots of valuable information on the EPA Internet BUT that should not replace the physical libraries.

- Access to electronic journals is very important

- Access to journals through EPA Desktop Library & Online Access are very useful, but it would help to have access to even more journals than offered there. Staff at our local EPA facility are very helpful, and provide an important service.

- Access to more online journals.

- Access to online journals is critical as this is some of the most up to date information. The access needs to include full text. Some of the journals subscribed to by the former RTP NOAA library are no longer supported and this is a problem.

- Access to on-line technical journals (Cambridge Scientific, Science Direct) should be improved - the system is often quite buggy (but that may be a computer/firewall/IT issue rather than a library issue). The physical EPA library within our building is a useful tool in the information toolbox. Not everything can be found on the Internet, and much of what is there is unreliable. We need to continue to have information professionals (i.e., librarians) to help us do our jobs.

- Access to scientific journals is critical to doing my work, and the single most important function EPA libraries play for me. That includes electronic access, physical access (very important for older journals for which we lack electronic access), and interlibrary loan/document delivery services. I generally find the existence of the documents myself (e.g., by a Google scholar search); it's getting access to them for which the libraries are crucial.

- Access to spectral info databases.

- Add other publishing houses to online access of peer-reviewed journals. Increase collection of books or set up privileges with local (RTP) universities so EPA scientists have the same borrowing privileges as students.

- Advancing and keeping EPA current on science is very critical to many of us, having the library improved would be extremely helpful!

- After taking the survey I see that I am not aware of many of the services that the EPA library provides, which has had an impact on my ability to answer some of the questions. Particularly not aware of the electronic library tools. I am a big fan of walk-in library support.

- Although I don't use the Library much, it was convenient to have professional librarians available when we needed reference material. The desktop services seems especially well liked by my colleagues.

- An all journals electronic search engine available on our desktops and remotely would be invaluable.

- Another significant need in our libraries is converting older journal articles to electronic format (PDF) and increasing access to these older journal articles.

- Answered these questions based upon my library use over the last few years ... post-closure of regional library did much harm and I just haven't had time to relearn new procedures and such for any new resources available. Haven't really seen any notices of training for our new library protocol, etc.

- Any time I have used the Region 1 library, the people have been professional and responsive to my needs, getting the information that I have requested in a very timely fashion. Unfortunately, I don't always remember to utilize the library as I am in a different location with Region 1.

- Appreciate having paper version of scientific texts and of EPA guidance documents.

- As a fairly new employee, I was unaware of the library services. It would have been nice to know. Furthermore there is an extreme lack of readily available information about EPA-specific software and training material for the software. If this exists somewhere (up to date), it would be nice to have. My experience here vs. the private sector is that here there is no clear place to go to obtain information/answers to work questions. It should be easier to find the information one needs to do one's job.

- As a library employee, I am often asked for electronic journals in which we do not have subscriptions for. An increase in the electronic journals budget would be highly beneficial to our researchers.

- As I begin my career with EPA there is a steep learning curve. I have found the EPA library at Region 9 to be very supportive of my learning needs. The library staff in Region 9 has far exceeded my expectation every time I have asked for assistance. I have found them to be courteous, informed, helpful and generous in the amount of help they provide. In short, my transition to EPA has been greatly aided by them. Thanks very much!

- As I noted in the survey, I don't regularly use library services because they aren't advertised and my impression has been that they weren't very available. EPA Libraries should be advertising these services more often. It would be nice to have someone help me to navigate sites to find the information that I seek. However, I don't think it would be efficient for a librarian to actually find the research material for me, since there would be a steep learning curve involved in training a librarian to know the specific details of my work.

- As I've already stated repeatedly, we need access to Web of Science along with more electronic journals.

- As might be expected, how EPA employees find and access information varies significantly by age group. In my own experience assisting longer-serving co-workers, the tendency not to use web / internal IT resources (e.g. agency databases) is caused not by a general aversion to 'computers' but due to a legacy of poor user interface design. It would very likely benefit the Agency's Mission if interface/accessibility experts from EPA Libraries, IRM, and relevant offices conducted a review of our in-house data sources such as monitoring-results databases to ensure the data EPA spends significant resources collecting and storing is actually easy to access and put to use.

- As nice as it is to have great electronic information resources, it is very valuable to maintain a human presence in the EPA libraries. Dawn Shellenburger and the others in the EPA Region 3 library are friendly, helpful, and a wonderful repository of institutional knowledge and support.

- Assistance from the library has been very important for my work in obtaining information needed to perform my job - it is information that could not be obtained via the internet or desktop library.

- Back in the day I became very disillusioned with EPA libraries generally, though the OPPTS library was pretty good. With so much internet access to information, it seems superfluous now. I always think the issues raised by some about the loss of library funding to be a red herring.

- Bandwidth issues in my duty location (HSF, Chapel Hill) make it difficult and sometimes very time consuming to access any information.

- Because of the nature of my job I don't make frequent use of EPA library services. When I do I get very high quality services. I've also recommended our library to fellow employees who have also had positive experiences.

- Because the headquarters library was shut down for several years under Bush, I think there's a need to reintroduce it to headquarters employees and remind them that it's there and available to help.

- Before the library was removed, I was able to easily access specific materials that assisted with my duties. Now, even with the partial restoration, needed materials are frequently not available.

- Better access to National Academy of Science publications would be helpful. I have given up trying to obtain books that may be within EPA's library system because a) it's too hard to locate the book (why do we have to memorize code names for EPA library locations???), and 2) if located, it's not clear to me how to request the book from another library in the EPA system that is not in my geographical area. Oh, and 3), when I did order a book, it took forever to arrive. Admittedly I have not ordered a book through the system in years so the system may have improved, but this was a problem for so many years that I just gave up.

- Both of the Librarians here at GWERD in Ada are extremely cooperative and helpful when I ask for their assistance in informing my tour groups of local students and the public about what services our library has to offer them in the way of research assistance.

- Brick and mortar library is an archaic concept.

- Bring back physical libraries to the Regions and fund them so they are a resource to the Region. Find alternatives to Dun & Bradstreet that will provide equivalent information for regulating facilities.

- Bring the full-time operation and legal case books back to EPA Region I.

- By far the most important feature for me is access to electronic journals. We do not have access to enough journals.

- Certain hardcopy information resources should be kept up-to-date such as the Statistical Abstract of the United States, Geodetic Survey Maps, etc. Keeping a relatively large percentage of updated information in electronic format can be subject to damage or erasure. In addition, it is difficult to read and review multi-page documents on computer screens as compared to hardcopy book format.

- Citation search engines and impact factors for journals, and other stats on EPA products (half life, citation frequency, etc.) will only increase in use/importance for ORD. Library staff always a pleasure to deal with by phone and email. I am usually the one to point out EPA Library resources to my staff. Remote access to ScienceDirect a huge benefit to research productivity.

- Close the libraries.

- Consider subscribing to Scopus and providing to the EPA staff. I am presently having to use a personal subscription to it.

- Continue to increase electronic access to journals

- Depending on the project that may require additional information, it is not always clear how the library can assist in narrowing down what can be too much information. Library could assist with more well known journals or indexes of searches for peer reviewed information.

- Desktop library is extremely valuable source. Could be made a little easier to search. I would like more electronic access to chemical industry specific business/trade publications full contents; EPA reports including old reports not currently in electronic form such as old economic analyses supporting rulemaking (in public docket).

- E&E/Greenwire & ProQuest are fabulous! If we could just get more access to financial info on companies, such as Dun & Bradstreet reports & local tax maps, we'd be all set.

- Electronic access to important science and policy journals is a must. For example, we don't even have access to C&EN, the #1 journal in chem industry. We should also have electronic access to management journals, such as Harvard Business Review.

- Electronic access to more science journals and their full-text articles via the internet would improve our ability to obtain and extract information needed to support our research.

- Electronic journal access is absolutely critical to my EPA research. If declining budgets force EPA libraries to close or to drop their e-journal subscriptions, then access must be provided through other means.

- Electronic services could be improved. We could have a few more trade press publications (electronic and paper) such as CQ and Congress Daily. Our own epa.gov website could have a better search engine. Great survey!

- EPA access to Scopus.

- EPA is a science agency and should have Library Services of a Research I University. Despite helpful and seemingly dedicated staff, at least at headquarters the library does not come close to this level of completeness, utility and expertise. Many of my colleagues work hard to try to maintain library access at their alma maters, but resources for alumni are often not as thorough as they are for students and staff. I wish I could still get Social Science Citation Index online (and not through the strange filter that the Desktop Library uses for Science Citation Search).

- EPA Librarians have been extremely helpful. Library resources could be expanded to include access to more peer reviewed environmental and land use planning journals

- EPA libraries are a valuable resource that should be supported and encouraged to continually improve and streamline their services.

- EPA libraries are a valuable resource. We need them and should keep them.

- EPA libraries are an extremely valuable resource and should be adequately funded.

- EPA libraries are an important resource. While the internet has allowed me to be more independent in finding the information I use here at work, I still depend on the library to provide specific resources that I cannot find or access via the internet (e.g., interlibrary loans, reference documents, electronic journals).

- EPA libraries are critical to the work we do and the credibility of our scientific and legal decisions. I don't make use of much of our electronic resources because I don't know much about them. That's a need I personally have and some of that is my responsibility for not investing the time to learn.

- EPA Libraries have been starved and they need MORE STAFF!

- EPA libraries provide a valuable service to Agency staff and the public. Libraries provide critical information for mission related work and should be expanded (collection and availability) to better serve the staff and public.

- EPA libraries should be multifaceted with both hardcopy and electronic data storage. Providing the needed data and tasking library employees to find the needed data through searches would benefit the program's efficiency in usage of time and data collection.

- EPA libraries should include career resource section to support the continuing development of all employees. This is especially important given the Congressional focus on numbers of hours in training for both Managers and Project managers. The Quality Assurance Program should work with the libraries to provide a QAP for research efforts which inform our policies and procedures. Often we require such from grantees but we don't hold ourselves to the same standard.

- EPA Library - A must for Continuation of a strong Science and Engineering in EPA.

- EPA Library management of highly technical chemistry information that we currently manage would make it available to other chemists throughout the Agency.

- EPA library services and associated staff provide consistent high quality products with a minimum of bureaucratic processes. Bravo!

- EPA library services are not very user friendly. I use NAS and NIH library service instead - much more user friendly. Do some benchmarking with other agencies - you probably have a lot of information but it's too confusing to wade through it all.

- EPA needs to improve its information management in regards to collecting reliable information AND getting it out to those who need/want it. This means that EPA needs to develop a hub that is in the library (maintained by information management professionals) rather than being fragmented across program and regional offices or the step-child project of something in OEI. Just putting up links to journal abstracts is not enough. Employees are out and about re-inventing a wheel their unknown co-worker has already designed. If EPA employees are not aware of EPA information, then how informed is our general public? Word of mouth is not enough, especially with increasing retirements.

- EPA needs to provide the electronic scientific resources found in most college libraries. Scientists prefer to do their own data searching and need access to important databases like the Web of Science and Chem Abstracts. Missing these 2 sources in particular keeps EPA scientists "barefoot and ignorant" and unable to do the best job.

- EPA's intranet and Internet are very difficult to search, and each redesign makes the systems less intuitive and less user friendly.

- EPA's Law Librarian, Mary Grady, Rocks!

- EPA's RTP library and staff are a great resource.

- EPA's search engine is so much less useful than Google.

- Essentially my main problem is that I need to stay current in my scientific areas of expertise and EPA does not subscribe to the journals that I need to accomplish this task. Therefore, I have to go to outside sources (USDA, university contacts) to get journal articles that I need in order to do my job. I don't see an area on the intranet site to request a journal subscription for the Agency. Here in my Division/Office I just get that we have no money to subscribe.

- Even though my current position does not require current use of the R6 library, in previous position's I did need assistance from our librarian and hope that the role is maintained her in the Dallas office.

- Every region needs a fully operating and funded library. When it was up and running, I used it for research, for atlas access, for computer training, etc.

- Expanded coverage under Westlaw and access to Shadowlaw are really important. We are at a disadvantage compared with industry when doing legal research.

- Finding EPA publications, reports, guidelines, all EPA generated materials is nearly impossible. The EPA web site for EPA publications is nearly impossible to use.

- Fix search engines; Fix Internet and Intranet sites; Organize web pages better.

- Focus resources/funds on obtaining more electronic access to academic journals (Environmental, Economics, and Policy).

- For job categories, you should include "risk analysis/assessment". It is 'science', but not really "R&D/research".

- For many of these responses, the survey limited the answers to the top "1" or top "3". That technique may skew the statistics. Next time, I would suggest allowing an ordering of topics instead of just selecting the top few.

- For most of my needs the Library and Staff have been outstanding.

- For the future needs/uses of the library, I would have liked to have checked many more than 3 uses. I already do or have in the past made use of the majority of the uses listed.

- For those trained in the age of paper, rather than computers, reliance on computers for research leaves me uneasy regarding the veracity of the information I get, even from "official" government sites. Very hard to track the historical record of something on the internet because older materials are usually removed for new materials.

- For three years I have had access to online literature databases (Web of Science) and full text journal resources (OhioLink) through my adjunct teaching status at University of Cincinnati. If it were not for this access, I would be unable to conduct my research effectively at the EPA. The literature resources available to me through the EPA, either through the library or other sources, is utterly inadequate, and pales in comparison to the resources I expect from an academic research institution such as UC. This lack of access to necessary literature resources should be a source of embarrassment to the federal government, and demonstrates a serious failure to support productive science from government researchers.

- From my prior consulting experience and experience thus far at EPA 9, EPA really needs to consolidate and make current and readily searchable all its Guidance, Policy and Directives, regardless of the "office" that produced them, i.e., one-stop shopping regardless if it's an OSWER document or someone else's. Combining a few main online resources might do the trick, and making them powerfully searchable as well as sortable.

- Full electronic access to all American Chemical Society Journals (not just a few as currently) should be added.

- Generally, I've been satisfied with EPA's library services, especially the inter-library loan feature, and desk-copy reference purchase options.

- Get ALL the library information on-line and I don't mean the EPA intranet either. It's needed on-line where even remote users can get to it.

- Given the current state of affairs, I think that the most valuable resources that the library could provide is a strong search engine with competent training of the end users.

- Glad to see the book burning phase is over. I don't use the EPA library because it is across the river and doesn't have what I need.

- Good survey, I hope it helps make our libraries even better.

- Good to have a physically pleasant library. See the USGS for example.

- Great job folks. I could not do MY job without you.

- Greater access to electronic journals and older literature needed for our work that our EPA group does not subscribe to.

- GRL = Geophysical Research Letters

- Hard copies of books and journals provide critical information that is not easily read on-line.

- Haven't used the library in years. I hardly used it when it was on the 12th floor and I don't use it now. Don't feel the need for it.

- Having a live librarian to offer suggestions and guidance is invaluable to me. Even the best computer searches are dependent on input, and a good librarian can really help. My time is too valuable to waste time on useless searches. More training could be helpful, but more information on what is available would be even more helpful, as I know that changes all the time.

- Having access to the right information is critical for our mission and effectiveness. The libraries play an important role in supporting our decision-making, but could be made more user friendly and cover a more comprehensive range of resources. The foundation of being a science based / driven / informed agency is having access to the latest research and discussions of the professional and academic communities.

- Having and maintaining ready access to my local EPA library is integral so my providing meaningful and successful work product.

- Having electronic journal articles is important to me. It would be helpful to have more info on the Desktop Library that would tell me which databases/journals are full text.

- Having professional librarians on-site to provide their expertise is an extremely valuable resource that allows researchers to operate in a cost-effective and timely fashion that would not be possible if librarian services were located off-site, in a centralized, difficult to contact, and non-quality controlled environment.

- Having the "Wall Street Journal" and the "New York Times" available would be useful in learning about the latest technology advances.

- Having to be on routine travel for meetings, our library staff has been a great asset in helping me locate key technical information for the meetings.

- Hope folks complete this survey....as I fear it is a tad long!

- How often do I need to take this survey?

- I always receive a professional, helpful response when I ask for help tracking down information.

- I am a librarian working primarily with external grants (NCER-STAR) and find/track/organize journal articles authored by our grantees. I frequently require full text access to view the acknowledgement sections of publications. The full text access provided by EPA is woefully inadequate. Some of the basic "environmental" journals that we don't have access to would be available at any university and some public libraries. This lack of access negatively affects my work. I am aware of the cost of journals and financial priorities but I am flabbergasted that a consortium of US government interests couldn't be put together to have at least as good online access as a middling university. I would like to speak to someone about this in more detail as I have some ideas.

- I am a statistician, and the library does not have all the journal articles I need. I appreciate the job the library staff has done facilitating all my ILL requests.

- I am most interested in state of the art numerical analysis, and software. Software needs are variable: appropriate for the task at hand: Items that tend to be research subject and therefore are not yet included in books. Google provides a "catalog" of the information on the Web and it is up to me to determine the reliability/quality of the source or investigator.

- I am not a "user" of library resources; as library liaison provide oversight on the library contract and assist employees in locating the on-line access sites to obtain library services.

- I am not located in a regional office so I have never had the physical library at my convenience. I do use the online library all the time and have requested information on a regular basis with a great degree of satisfaction.

- I am sorry to say that I am not sure that I understood some of these questions. I would like to have real books with case law on shelves to use for research. Now when I need to research case law I usually ask a paralegal to do the research. She uses Lexis or Westlaw or an internet based search.

- I am still just learning about the library since I am a new employee. So far I am impressed by what I have seen.

- I am very happy with the Library Staff here in Region I. They come to my each and every time I need them. They are pleasant, efficient, and professional. The e-mail notes introduce me to new web pages and offer new sources of information. Great Job.

- I and others at Region 5 would appreciate having a library and a knowledgeable librarian.

- I appreciate the experienced librarians that we employ. They have added a great deal of expertise to our library.

- I appreciate the services and resources provided by the EPA Library.

- I appreciated this opportunity to complete the library survey, and provide additional comments. Our library and librarian are valuable resources for me here in Region 1. I hope the answers and comments I provide adequately capture my strong support for library services.

- I believe strongly that a nationwide EPA library system makes the work of this US Government agency more accessible to the public and it helps staff make better informed decisions.

- I believe the EPA library in HQ should be primarily for research purposes. Since most daily information is interactive and available on the internet/intranet, the library's focus should be more historical and archival. The library should focus on preservation.

- I believe the Library is an important resource to the EPA.

- I believe there is value in having a human to meet the needs of others rather than using computers to do the job of a human.

- I cannot perform my job without the outside data sources I currently use - specifically access to journals the EPA does not have subscriptions to. This is true of other scientists in my division; we all have to maintain membership in professional societies in order to access the journals we need to get the best data to perform our jobs. This is appalling.

- I consider the library staff as part of my investigative team. They have access to and knowledge about resources I don't have the time to learn about. They are very timely in their responses and are very willing to help on complex research needs.

- I deeply regret the loss of the Region 5 library space and our collection. The interlibrary loan services have been very good, but the loss of the library is more than the loss of the collection to our immediate, physical accessibility - it seemed to also represent a loss of commitment to the role of the library within EPA's organizational and functional structure. I hope that this situation will be reversed at some point.

- I do not believe that the EPA provides enough funding to get the necessary data sets, journals and books necessary to do the type of research that is needed for our jobs. Therefore our librarians do what they can with the limited number of resources.

- I do not need personal access to Lexis/Nexis but I do need case law research capability. I've asked my co-workers to do some of the research for me, but sometimes there is a loss of service between subscriptions or the co-worker is not readily available. I have not asked, but it would be great if the Library staff could assist me with this research.

- I do not really use the library except to access my personal email on the library PC. I do not use the library for my work in the Records Center. So, I hope my answers do not skew the results!

- I do a great deal of training. I would like to be able to request material to be ordered for my use. I need to update my training materials and equipment.

- I don't have any information needs, but hopefully the scientists that I provide information for are pleased with the work that's done here in the AED Library.

- I don't know where the library is located or what services you offer. A few years ago I needed some historic information for the New York Times. It was a multilevel query, and the librarian became annoyed that it wasn't her job. She was only marginally helpful. I haven't used the library since then. I can do my own research without putting up with attitude.

- I don't know why the library was re-opened. I believe library services can be done electronically. We do not need onsite library.

- I don't like your survey design. You have bogus answers from me rather than blanks. This suggests less competence than I had presumed at the outset of this survey.

- I don't need access to a physical library anymore to do my job. The on-line journals are great and essential. Thank you.

- I don't think we need print copies of legal materials (e.g., cases) anymore, except one statute book and relevant CFRs for each attorney. It's all on the web.

- I don't use the libraries that often any more, but when I do it is absolutely critical to getting information that would otherwise be very difficult to obtain by myself or as a branch.

- I don't use the library because it's not known what resources they really have.

- I encourage the expansion of the desktop library resources (i.e., electronic access from workstation computers). Being able to access PDFs of the latest journal articles, standards, and other technical information quickly and easily is very valuable to my work as an analyst. Being at NVFEL, we have a staffed library facility, which is also very useful. Sometimes certain types of information cannot be found without the help of a professional.

- I enjoy using the quiet space in the library to get away from my phone and other disruptions to get some reading or other work done.

- I enjoyed the monthly updates that R9 library provided regional staff such as new books and new resources. Now that I am in R2, the library does not do this. I would like to recommend that R2 do this to remind me of their presence and what new items they have to offer.

- I feel that the libraries could be a major asset to the organization if they were taken seriously and not shoved into a corner. If librarians were available for questions, and provided services in person, rather than pointing you to the web page required to fill out a request, people would be more willing to try using the library as a resource. EPA libraries should above all house hard copies of EPA-published materials to be used as resources.

- I feel the decision has been made and this was a waste of my time.

- I find the EPA desktop library to be a good source. However, there are still too many journals that I don't have access to. Many times this means not getting the best information available since I just skip a source that I can't get full text access to.

- I find the library a comforting resource should I need something from their hard-copy collections. They have books that I would have difficulty finding otherwise. Most of the information I need on a day-to-day basis is available to me on-line, so this is the resource I use the most.

- I find the library staff to be competent and efficient. Their contributions make my job easier and of higher quality.

- I found the library services to be a great resource to which I intend to use more often.

- I found the question about the Internet "providing information" to be ambiguous. It doesn't provide the information, just allows for a path to obtaining it. So if I use it to locate a USGS report, it provides credible information. If I use it to get only to Wikipedia, that's a different story.

- I found the survey frustrating. Many of the questions didn't get to the heart of the problems. I wasn't even sure if the survey was referring to the status quo, or to the time before our Regional Library (Region 5) was destroyed.

- I got out of the habit of using the HQ library and into Internet searching over the past few years.

- I greatly appreciate having a regional library that I can access for my informational needs.

- I greatly appreciate the efforts of the EPA-RTP staff!

- I greatly miss having a regional library with copies of old EPA documents not available online and technical reference books that are cumbersome to request through interlibrary loan just to look up a single datum.

- I had no formal introduction to library services and just assumed that there would be nothing there to help me. This is partly because I am a contractor providing IM services and have little need for environmental data in the typical sense. I only need resources to help me do my job better, or more efficiently, i.e., MS products training, software training.

- I have always done my own work. It would be a strange thing to ask a librarian to help me find information. I don't trust anyone else to be as thorough as I am in locating the information I need. I don't want to take the time to formulate my request.

- I have articles from sources that include "American Scientist" and the "Publications of the National Academy of Sciences" that are critical to the EPA mission, but I have no way to call the attention of agency leaders to these. Perhaps the library should provide a regular posting of such articles and offer them as PDF files where feasible.

- I have been in the reading room using the microfiche and have heard people complaining to the reading room staff about the lack of availability of journals for research purposes. In this day of electronic written material, EPA staff who use these regularly should have electronic access. I understand that obscure journals may not warrant subscriptions but when it comes to getting electronic copies of Nature or Science, it is unacceptable. Perhaps staff could request online access to all of the journals at least covered by ScienceDirect. That could be a start.

- I have been very impressed by the quality of service provided by the R8 library. The staff is always friendly and willing to provide first rate assistance to customers. Thank you!

- I have been very satisfied with the service I have received from the Region 10 library staff. I sometimes need EPA guidance documents that are no longer available electronically on the EPA publications page, e.g. the "Amended Section 301(h) Technical Support Document" EPA-842-B-94-007. I obtained a pdf from staff, but it would be more convenient to have the weblink to send to the public.

- I have found the librarians at the EPA Cincinnati Library to generally be very helpful when I need them.

- I have gotten into the habit of not using the EPA library because I use other sources of information. But when I have used the library, the response was excellent. I should use the library services more.

- I have had quite a bit of interaction with staff members and they have all been very helpful and accommodating.

- I have made comments in earlier comment areas that explain my position. Compared to my peers at the Regional level, I probably utilize information external to the Agency on a MUCH greater level. Quick access to reliable and up-to-date information would make my job much simpler. I enjoy teaming with others to get the job done, however, the amount of lead-in needed to get another up to speed on what I am trying to accomplish often leaves me doing it myself rather than engaging someone else, including library staff. If I have identified a resource I need, then I have used staff. If I am researching, I tend to do myself. A personal assistant would be nice, however, be it electronic or human.

- I have not been to the library for over one year. Given the physical restructuring that took place several years, I thought that most of it was closed. I enjoy using the library and go to either George Mason or Fairfax County.

- I have not used the EPA Headquarters Library since it re-opened. Before it closed, I found it very useful in providing scientific information. However, my job has not required such information recently.

- I have not used the library services and intend to do so. A colleague of mine has been VERY complimentary of Rosemary's support and help at the EPA R9 library. However, I will say that more visibility about the library staff's availability for research, compiling info, etc. would be helpful. I am thinking that the time I spend doing research on-line can be accomplished by help from Rosemary/library and allow me time to work on analysis and/or report preparation, etc.

- I have only been here a few months so am not familiar with the library services.

- I have only used EPA libraries once, when I was looking for an EPA document that was out of print. Library personnel were responsive and knowledgeable, and I got the document within a week.

- I have used my regional and state library resources to obtain books not available, to my knowledge, through the EPA. Michigan's MCAT in particular, has been useful to obtain books regarding fuel chemistry and mass spectrometry.

- I have used the EPA library to provide valuable timely scientific and technical information. Consolidation and staff reductions have reduced the effectiveness of the on-site EPA library resource.

- I have used the R10 library frequently and find them to be very good at meeting my needs.

- I have very limited use of library services, but when I do, they are critical. I would use the library more if its physical collection and electronic journal collection were improved. I find the desktop library as far as it goes.

- I haven't been to the library for years, but use the desktop library. Further enhancement to that medium would better serve those of us who are not on the main campus. That enhancement should include EIU, ProQuest and the like for market information.

- I hope EPA will subscribe to IT Print journals at the least.

- I hope that the EPA library's hours increase, and that the services available are more widely communicated to EPA staff. Thanks.

- I like having off-site access to electronic journals.

- I like the EPA library. They just need to be more visible. Also, it is hard finding one's way through the available information sources. That is, they have lots of info, but it is difficult to locate it.

- I liked having a physical library on-site. Most of the last year or two, Region 7 did not have any librarians. I got used to not having a library and now I think we have something. Now I am in a different building because I am at the laboratory.

- I look forward to learning more about and using the EPA library services!

- I love my library.

- I love the library. I work on Fridays and it's not open Friday... :(

- I LOVE the NEIC library! They are a great help to me!

- I need a Westlaw password as I just started in ORC. Thanks. The library should get whatever it needs to be as informative and effective as possible.

- I need access to ASTM, ICRP and NCRP publications that require a subscription. I would like to have BOTH printed AND electronic documents. I also need access to BOTH printed AND electronic U.S. Government scientific and technical publications. Unfortunately our Region 9 library does not have the budget to support any part of those needs. The library has been very helpful and generous with the resources they have but those are limited.

- I need and appreciate the library.

- I need better access to experts and expert systems, particularly in fields of quantitative structure activity relationship (QSAR) prediction of toxicity factors and environmental fate modelling (e.g., Johnson & Ettinger modelling).

- I need easy access to national and international standards, EPA methods and documents, and information on leadership and better ways to work with staff and processes.

- I need help understanding how to use the library tools that are on my desktop. I know that if I were more familiar with them, I might use them first rather than the internet.

- I need Scopus access. EPA should subscribe to more life sciences journals with high impact factors, including for example the Nature journals, medical, genetics, epidemiology, and risk policy journals.

- I need training on how to find information in online journals, and then I need desktop access to these journals.

- I needed more than 3 choices for 'future services...'

- I often use lower quality, readily available data or information because my job deadlines and other duties do not allow the luxury of checking my information sources or looking for better quality. I wish I had more time to use the library and its resources and I wish that mattered to my agency and our customers.

- I only know where the EPA legal library is located. I am not sure where the main EPA library is located.

- I plan on using the library more/we will also continue to market our library as we ensure we tailor ourselves to the current needs of our clients. The staff at our library/and those who provide library oversight are professional and knowledgeable/a pleasure to work with.

- I primarily use the library for electronic journal access and for their help with ILL and journal that I don't have access to. I routinely go over to the university library to access their resources of which I primarily use Web of Science which I find VERY useful. If we were to have such search engines more available from the desktop it would be very helpful.

- I realize an old style library is neither fitting nor proper in today's information age, but the complete destruction of our local library including assistants who helped me in the past & now replaced with a pocket library with no budget for buying reference books is not of much help. Until the local pocket library improves I will not even attempt to use my library system.

- I realize I have very little idea of what the library provides. I would like to know more, but I don't know when to go over (I don't work at Federal Triangle).

- I realize the electronic journal subscriptions cost money and that the library needs to limit its subscriptions to the ones most commonly used. But it seems like only about 1/2 the articles I look for are included in the subscriptions (via ScienceDirect, etc.).; I realize that the library staff can get me ANYTHING I want through other libraries, and I make such requests for things I know I must have. But I hesitate to ask staff for things I'm not sure will have info that I can actually use. I guess this is plea for more electronic journal subscriptions, but I realize that the library funding pie is fixed and not everything can be provided to my desktop.

- I really appreciate the effort to get me pdf's of articles I can't get myself (either free or because I have a membership). For example I received a pdf of a book chapter, but 2 pages were unreadable because they went beyond the borders of the rest of the page text toward the binding. I asked for and received another version of the chapter and was able to read the 2 pages I needed. That's going the extra mile and I really appreciate it.

- I really just use the library's subscription to ScienceDirect.

- I really think having access to a person to help with ILL and obtaining articles not available via web resources is critical; as is the maintaining and augmentation of online access to alerting tools, search tools and full-text journal articles.

- I really would like access to journals that are relevant to my work (aquatic ecology).

- I recognize that the Library is driven more for scientific or engineering needs. My work involves Administrative Support and as a result the Library tends to not have information I need for my job, but I can keep up to date on current information in the fields.

- I rely heavily on our librarians for help me find current information I use in my daily work. This prevents me from having to master e-library/journal searches, and focus on my work! Librarians are critical to my work success.

- I rely on EPA library resources on a daily basis. Without a functioning library, I could not do my job.

- I search the internet frequently, and finding the original data can be difficult. The actual document, or transcript, or paper, or photograph. All these long-winded "one off" pages will talk around the data or interpret it or give bits and pieces.

- I sort of hate to say this, but I hope EPA senior mgmt. seriously considers disinvesting in EPA's libraries pending the results of this survey. Just like public libraries, the need for these services has increasingly become obsolete thanks to the Internet.

- I strongly believe that the EPA Library system needs to continue to be available to both employees and the public since they are a resource too scattered, inaccessible, or unavailable elsewhere.

- I suffer from information overload. I need to limit information to key sources. Sounds like a non-professional approach but you can only process so much info before you have to make decisions.

- I suggest we have access to Science Finder, even if it has to be through a controlled access because of its cost.

- I support the re-opening of a library in Region 5.

- I sure wish EPA had a better search engine. Sometimes Google can search EPA information better than I can from a search box on a EPA web page.

- I think EPA needs to strengthen this critical resource and make all effort to allow for electronic access to all journals related to environmental and earth sciences research. The library staff need to be trained more on focused literature search as requested by EPA scientists. The library needs to build a virtual library of periodicals (pdf copies) from past and current century, including scanned pdf copies of books.

- I think having a librarian available during business hours is very helpful and I am somewhat disappointed that we have had to cut back on the librarian's hours.

- I think it is incredibly valuable to have some basic resources in hard copy or electronically that EPA staff can find quickly. Personally, I often need to look at documentation for occupational exposure standards (TLVs, WEELs), at toxicity studies from journals, ASTM, ASHRAE and UL standards; and the CRC Handbook.

- I think it's a shame how the libraries have been treated in the past several years, and I hope they can rise again to the prominence they deserve, not only among EPA employees, but among the academics and consultants that rely on our library services. I was first a student, then a consultant, and only then became an EPA employee. At all times in my career, I have used the EPA libraries, and can only imagine how awful it would have been if I was still an environmental engineering student or consultant and EPA closed the library.

- I think libraries are very important. I have not utilized EPA's because it has not been highlighted and I thought/think it is closed.

- I think more training regarding overall support provided by library staff as well as training on using library's on-line resources (searches, etc.) would be helpful.

- I think Ms. LouAnn Gross and staff does a wonderful job with Region 4 Library. Ms. Gross is an outstanding leader or manager for her staff to have.

- I think our libraries have a role to play in helping to manage our EPA information, so that it is readily accessible, internally and externally, as appropriate.

- I think that EPA libraries are critical to our functioning, and to our credibility as a science-based organization. I use the desk-top resources the most often (internet search engines or alert services help me learn what is out there, and our desktop access gets me the full-text access that I want), but when I do use the library for interlibrary loan or advanced searching, the service is critical to my job. Thanks.

- I think that EPA scientists should be encouraged more to publish in 'open access' journals. These cost more up-front so we may need more $$ to pay for this, but in a worldwide scientific community it is worth it. I would also support any effort to make more scientific journals and full text articles available free to EPA employees in electronic format. Also, we need to store raw data from experiments so that it can be continually evaluated by new techniques.

- I think that online technical training courses should be more readily available above and beyond Golearn.gov. Some EPA organizations do not invest in training at an appropriate level and this would allow motivated employees to still be able to get training. I think the eBooks subscription was good for a variety of information needs. An Agency subscription to a service such as NetLibrary would also go a long way in providing resources that many in IT and IM use on a daily basis.

- I think that the biggest thing for the scientists is being able to access electronic journals. Often we need a journal article right away and have to waste time requesting it and when we receive it we no longer need it anymore. Most of us rely on our previous universities or professional memberships to access electronic journals. In order for scientists at EPA to compete with other scientists in publications and writing, we need to have the same electronic journal access.

- I think that the previous Administration's move to dismantle the EPA Library at Headquarters was unconscionable.

- I think the Library needs to get a "cultural face lift" in order to attract people there. You gotta bring 'em inside! Once inside, people may likely use its services and information; they'll get curious about what's available - you'll entice them.

- I think the Region 9 Librarians are great.

- I thought several questions were poorly worded and so did not answer or answered neutrally.

- I thought that many of the survey items were confusing. For example, a statement that the Internet contains high-quality information is one with which I agree. However, much of the information on the Internet is not high quality.

- I use EPA's Desktop Library, ScienceDirect, and Science Citation the most for my scientific information. These services meet my needs the most. I only wish that more environmental journals were offered with full text and that older issues were also offered.

- I use Lexis, often printing copies of court decisions. We'd save paper if we had books with environmental cases nearby. We used to have reporters with court cases on the floor where I worked. We no longer do. If we have at least the ERC books on our floor, that would save printing.

- I use online legal databases.

- I use the internet to get initial information about scientific publications (e.g., titles), but I can rarely get those entire publications. Our library has done an excellent job at providing publications in pdf.

- I use the intranet as my primary source of information. The search engine on the EPA intranet is not helpful. The technology needs to be updated to do a word search vice a Megadata search where the keywords are not maintained in such a way to make the search engine useful.

- I use the Library for 2 things: 1) Desktop resources particularly the regulatory & statutory reference; 2) To make documents available for public review (Regional Docket).

- I use the Region 8 library on a regular basis. The staff are extremely helpful and allow me to do my job more efficiently. I am very grateful that I have the resource available. I would not know the first thing about getting inter-library loans, which is often done by the librarians on my behalf.

- I used to use the law library a lot at Waterside Mall, and the regular library somewhat. I never used the library when we moved, mainly because nobody told us where it was and we had more electronic resources. I find the idea of library assistance with these electronic resources very interesting.

- I used to work in the R8 Office and thought the Library was well run and a wonderful resource for EPA employees. However, as I and my colleagues are located in the Montana Office we no longer have direct, physical access to the Library. Training on how to best access/use Library materials from outside the Regional Office would be helpful. I'd like to better take advantage of this great resource.

- I usually don't need more information than I can find on the EPA website or on the broader internet, although I may be incorrect. I would probably still be more inclined to use the library's electronic rather than print materials.

- I value the resources of the library and value the efforts of the support staff that assist with access to information. Thanks.

- I was motivated to fill out this survey for two reasons: 1. I strongly feel that EPA scientists need more full text electronic access to technical journals; 2. I miss easy access to technical books. The EPA library at HQ is too inconvenient for staff at Potomac Yards. If I make the effort to go to a library, I will choose a local university instead.

- I was only able to choose three roles of the library. That made it very tough to pick the best. I use the library for a variety of tasks and need a variety of services.

- I wasn't in a position to list the journals I've had to forgo, and that's why interlibrary Loans are so helpful. I can't access the articles in GreenWire, BNA Daily Envt, Inside EPA, etc. when I'm working from home. I don't know if that's because I hook onto DSL directly without using the thumb drive on my work laptop.

- I wish I had time to use the library for open literature searches but it is not standard operating procedure encouraged by senior staff who rely more on colleagues and word-of-mouth to gather information. As a former librarian, I see that too often--with sadness.

- I wish I knew more about the resources available to us and how to access them.

- I wish I needed to use the library more in my work. Electronic journal access is very efficient and convenient--necessary, now. Often full print and journal availability are lacking.

- I wish the new EPA Administration would bring back the libraries' collections which were lost or destroyed on Steve Johnson's order - such a nightmare of an administrator!

- I wish you had let us select more than 3 choices in this survey in some cases, but I realize that you're trying to get us to prioritize our needs by only selecting 3. :)

- I work in the Finance Center at EPA. I really don't think I would benefit from using the EPA Library Services.

- I work in Virginia (Potomac Yard), so electronic access and training would be best for me.

- I would appreciate a printed quick reference card with information about interlibrary loans.

- I would benefit greatly from information research, a greater understanding of the cyberspace information science, and other training that could be completed on-line or via webinars. Thank you.

- I would like access to ACS journals and Web of Science.

- I would like daily access to the library. Would like to be able to physically visit it -- but hours do not correspond. Would like to see more advertising, enthusiasm and encouragement regarding the library and its services. It should pop right up when you log on. The message should be that the library is complete with a variety of services and available on line, etc.

- I would like to access resources other than through the EPA Internet, but need help figuring it out.

- I would like to have access to interlibrary loan, Web of Science, Endnote, Procite, or Reference Manager. I have obtained these services from libraries from other federal agencies in the past.

- I would like to have Cal EPA documents (Inside Cal EPA, health assessment, etc.) available online.

- I would like to have EPA Library material that is available on-line more accessible on the Internet, so that I can access the information from home. I would favor password protection.

- I would like to learn more about the EPA Library.

- I would like to read the numerous books on timely topics such as chemicals in the environment, climate change, human health and biodiversity, economics of the environment, and politics and environmental policy. The EPA library has no current books whatsoever. It's a big disappointment to me.

- I would like to see access to more subscription services (i.e. AICPA).

- I would like to see electronic access to more journals

- I would like to see EPA to renew its subscription with FirstSearch. I miss being able to search for journal articles via FirstSearch.

- I would like to see more integration between GIS services, demographics and text-searchable documents to support EPA partnerships work.

- I would like to see more on-line journals available to us. Often, the articles I am searching for are in journals not available on-line.

- I would like to see the EPA convert their VHS tapes to DVD or other digital formats. I would also like the EPA library network to build a comprehensive EPA-related material DVD and/or Digital collection to help aid the agency's employees with the various speeches, documentaries, interviews, and other related sources. If done correctly, this could benefit the staff and the public when using the EPA library.

- I would like to see WebSpirs available to help with literature searches. I have to use several databases to achieve the same results.

- I would LOVE to have the library search information for me. It would be a huge time saver. But I don't usually have much time. If there aren't people around to turn things around quickly, I'm not likely to make much use of the services.

- I would love to use the intranet to access EPA Library if it has the sources I regarding the communication and marketing field both government and commercial.

- I appreciate the pleasant way I am greeted when I use the library in person.

- I'd like to be able to access the Chemical Abstracts Services databases (i.e., get an account with STN).

- I'd like to get more information about what services are available through the EPA Library, especially services that I might be able to access rather than relying on Google.

- If checking out material doesn't require filling out forms and instead is tied to EPA ID card that would be great.

- If NSCEP is to play a role in providing electronic library resources, they should have a more convenient way to access pdf files of EPA documents, and the pdf files should be fully searchable and high quality (not scanned, non-OCR versions of paper documents such as appears to be the current practice). Many EPA documents have been made available elsewhere as high quality searchable pdf files.

- If the libraries had more resources and staff they could be much more useful in supporting the critical work of the EPA. The addition of more scientific journals and better pay for the librarians will enhance the EPA libraries. In addition, more publicity about the libraries would increase their use by EPA employees... Many don't know that the libraries exist!

- If the physical services of the library become more robust, I would find it easier to carry out my job, and use it with the same frequency as I have in the past.

- If the resources in EPA's libraries were somehow linked to the World Wide Web, when people did Google searches, EPA library material would come up. This would be a huge amount of work, just to digitize old material, let alone link to the www. However, if EPA worked with the library contractors, much of the relevant material and outdated material could be sorted out.

- I'm happy with our library. The employees and UNC students are helpful. The interlibrary loan service is extremely useful. I frequently read the Wall Street Journal and the Tuesday New York Times science section.

- I'm happy you are here!

- I'm looking forward to getting to know the library!

- I'm not sure my answers fit the survey as my focus is on legal research, although I need to do other kinds of research as well. Much of that research can be done on online through services such as Lexis and Westlaw and that is different from general internet searches. The most difficult research is looking for things on EPA's sites (e.g., guidances, etc.) and any assistance with that kind of research in any form (training, troubleshooting, etc) would be appreciated. I believe library services are important and am aware that library services have been working under difficult circumstances. For that reason, I believe that the profile is not high enough and people may not be making the most of the services. If I knew more about how the library services could help me, I would probably avail myself of that help.

- I'm not well versed on the range of services EPA Library can provide. I need to become more familiar with its capabilities.

- Improve access to ecologically related e-journals such as Ecology or Ecological Applications. Improve search ability of staff by adding Web of Science to the list of search engines available on the desktop library.

- Improved electronic journal access is my highest priority. Next is good quality scientific reference books. Next is training or help with reference pdf management via EndNotes or other software tool.

- In addition to being a resource for EPA employees, one of the biggest reasons to support and strengthen EPA's libraries is to provide a location where the public can obtain the most recent and reliable data and publications in order to allow them to inform themselves on regulatory and remedial actions that the EPA plans to take.

- In my case, the answers to some of the questions in this survey seemed somewhat out of context. My information needs pertain mostly to obtaining reprints from scientific journals as well as various other information that is best gathered by general searching on the internet. Compared to the number of resources being offered by the library, my needs are rather focused.

- In order to maintain the high standards of service and resources provided, EPA needs to increase funds to the library services. Although the internet is useful, we cannot depend on it 100% for our internal procedures and data gathering.

- In spite of online services, I feel it is important for this Agency to maintain a strong library onsite and at each of the regional offices and HQ.

- In this age of learning through video-conferencing the library should also later look at creating a small room that would have video conferencing capability. Webcasts and webinars are becoming more frequent and enjoying the learning environment of a library setting would allow users to catch up on the latest news or enjoy a technical magazine or news article prior to a video conference meeting and become more familiar with the library services.

- Incorporate library services within EPA websites. I usually look at what is both on the EPA internet and intranet site before I move on to other sources.

- Increased electronic journal access.

- Internet is good but there is a lot of wading to do to sort out the good sources from the unreliable ones. The library is excellent in my opinion, but unfortunately doesn't have access to all the journals that I need and the problem is that I don't always need the same journal so I can see why getting a subscription would be costly. On the other hand the interlibrary loan time is long but sometimes still better than having to go by foot to another library to get the electronic or hard copy. Still, the library might consider subscriptions to some of the economics and energy journals.

- Internet resources have greatly decreased my need for a library (and I used to be a librarian!).

- It has been hard for me to answer many of these questions because they seem to assume that this region has a library that's comparable to other regions and headquarters. We don't. We were one of two or three regions to eliminate our library altogether a few years ago. It was brought back in a fraction of its former space with much of its materials gone. It's not just to EPA's loss but also to the public which used the library a lot.

- It has been very helpful to have a library person on our floor that is specialized enough to be able to help us with legal info sources. I don't think I would use the EPA library system as much or know as much if she wasn't so accessible on our floor.

- It is appalling that some EPA offices closed their libraries and reduced / eliminated employee access to critical information. How are we supposed to do our jobs when the necessary tools to do so have been taken away?

- It is difficult to read and comprehend documents when you work in cubicles. I would like to see the regional library offer quiet rooms where staff can go and read documents without being disturbed by phones or staff around you.

- It is extremely difficult to only pick top three needs in this survey. Depending upon my work assignments/cases, the support I need from the Region 9 library has varied. Routine cases = routine information needs often met by electronic sources. But when I have had unusual case with very demanding information needs, the Region 9 librarians were a critical component in getting me the right information so that I could do my job correctly. As information sources proliferate, I find myself turning to the Region 9 librarians such as Deborah Samuels more often because I don't need random information; I need information from the RIGHT source which is reliable.

- It is important to me that our RTP library has its own copy of books, etc. When a book, for example, is available from another EPA library rather the RTP library, I turn to the NC State library (if that library has it available) rather than ask for an interlibrary loan through the RTP library. My point is that our library needs its own resources so that our work is not hindered but rather is supported.

- It may already exist, but I think the library could be organized or managed better. There doesn't seem to be an accountability system for materials that are checked out, and many of the journals on the "current" shelf aren't current. These problems may be budget issues, or they may not even be problems, but I don't know which because I'm not too sure how the library system works here, which is why I think training would be a good idea.

- It would also be useful to know publically what library or information resources are available in languages other than English.

- It would be great to have a one-stop shop online to find PDF copies of all EPA guidances & memos. Also, the epa.gov search tool is not very good; it's easier to use Google and choose "site:epa.gov" to get a good search result.

- It would be great to have an EPA library service that is accessible from my desktop and at home with a search mechanism for resources. EPA library services could play an important role in policy development and products developed by workgroups and teams.

- It would be helpful if I could do my own search of all library materials from my desktop.

- It would be helpful to know more about what's available to us as EPA staff from the libraries.

- It would be nice if management understood information needs better.

- It would be nice to allow the Region 6 library to regain the floor space that it lost during the closure so that the original and legal collection can be restored.

- It would be nice to have an internet cafe, an opportunity to learn about all the latest gadgets, e.g. BlackBerrys, G4 iPhones, GIS, etc.

- It's unclear to me what exactly constitutes a "library resource" so that may have affected my answers in this survey.

- Journals and books electronically are the essence of what I need.

- Journals subscribed to by EPA and accessible online are valuable for my work--I'd like to see more agriculture topics in subscription catalog. Thanks.

- Just a decent list of library publications. It is not in order and it is difficult to find publications I am looking for.

- Just knowing that the EPA tech library is there for me to use allows me to plan my projects more efficiently.

- Keep investing in and building EPA's capacity to better manage and scientifically analyze geographic and spatial information.

- Keep our R.10 EPA Library and fund it at an effective level.

- Keep the libraries open and available within each region.

- Keep the regional libraries open!!

- Keep up the good work!

- Keep up the good work. Hopefully there will be no more closings of EPA libraries.

- Let me know: 1) what's available now and 2) when new information is added that I can use.

- Librarians can be very helpful for finding info and they do it fast. I know our toxicologists rely on their info a lot.

- Libraries are an invaluable part of EPA's ability to support and make the best decisions.

- Library is the life blood for a research scientist and it needs to be made state-of-the-art.

- Library services in R3 have always been exceptional. The staff is helpful and willing to assist in determining the best methods/type of research acquisition.

- Library staff at R9 are a great resource.

- Library staff have been very helpful in providing books, technical information, maps, EPA reports, and financial information. I have been very happy with how helpful the library staff have been. I have not been able to educate myself well enough to know how and what additional information can be obtained from our library services to use in my work, but I believe that I could use services more efficiently with additional orientation to what's available. It seems difficult to find the time and gain the experience to be able to use the library resources more.

- Library staff is excellent and very helpful.

- Library staff would benefit from visiting the different programs on a regular basis so they could tailor requests for specific; information in a manner that would be more effective; (EPA library to you method).

- Library support is fundamental to the current way of conducting research to protect the environment.

- Library used to be pretty good before it was closed. Since it's reopened, it's been nearly worthless given the current operating hours and staffing.

- Locating EPA written publications is nearly impossible.

- Love ScienceDirect!

- Maintaining access to historical content is very important to the mission of the scientists working at AED. As much as possible, deep historical access to publications available on the Desktop Library should be offered to users. A professionally trained Librarian on-site at the Lab should be maintained as is currently available. This ensures proper organization and maintenance of the library collection. This point of contact also serves as an information resource and/or "interpreter" of changing information resources in many different ways to the local community.

- Maintaining and expanding the selection of online journals is very important to me.

- Maintaining the EPA libraries and easy access to them is critical to EPA's mission.

- Many of my choices in this survey were based upon my position as an attorney, and the fact that we no longer have a law library in our region. I know our technical library staff, and they are a very competent and helpful group. However, since it is a technical library, I don't really use it very much.

- Many older PDF versions of EPA documents would be more useful if they were text searchable. Some policy documents are still pertinent and have not been usurped, but they are being removed from EPA's website based solely on their age.

- Mary Grady does an excellent job. I always take my law clerks to meet her - she is a wonderful resource since EPA legal information has so many "layers" - statutes, legislative history, regs, policies, guidance, letters to industry - that might need to be considered. Not everything is on Lexis or Westlaw - Mary is always helpful in finding the needed info.

- Mary Grady is a fantastic librarian.

- Maybe student worker positions to help scientists with busy work related to library information. For example, help scientists put papers into Endnote databases, etc.

- Maybe you should work with the local post doc group NCET to set up training times on relevant topics.

- More access to complete text electronic journals.

- More electronic access to journals and other publications. I work at a satellite location and cannot make it to the physical stacks... if had it electronically, would be faster for me.

- More electronic journals

- More informational seminar/training opportunities on how our libraries function would be beneficial to new employees who might be unaware of the full array of resources available.

- More interaction with R8 EPA program staff to refine referrals as possible.

- More legal skills books.

- More online training to learn how to use the various databases, Web of Knowledge, PubMed, advanced searches, more online journals.

- More resources should be invested into expanding the scope of the libraries and their available resources.

- Most of the information I need is collected through a Google journal search. There are times when I do not have access to a specific journal publication and request assistance from the library. They have always been prompt in providing the information needed.

- Move to all electronic access/tools; expand subscription to electronic journals; get all the old EPA documents on intra- or inter-net for accessibility.; Only need very minimal librarian staff/help to locate information in this day and age; Do NOT need any brick and mortar libraries per se, if get the info electronically available...this is more environmentally friendly as well (less $ spend on lights, heat, etc...use the space to do the work of protecting the environment instead of housing old paper.

- My duty station is not located within the same building (or city) of the Regional Library. As a result, I do not have many opportunities to easily and efficiently call upon library resources.

- My EPA library puts together a great "what's new" e-newsletter that alerts us to the latest/best websites to use to find info, choice recent publications consistent with our agency focus, changes in database access/function, etc. It also offers a wonderful physical refuge for those of us who work in cubicles when we need to concentrate for hours on a task like grant application review that does not tie us to our computers.

- My expectations are high coming from a research university with an excellent library and convenient branches.

- My greatest need is for full text articles from scientific journals.

- My information needs are on leadership and management issues, not on scientific. I am not sure to what extent EPA libraries provide this information.

- My internet comments: of course, the internet has SOME credible info, but it also has much that is not, so it needs filtering and, since I'm also increasingly limited in using keyboard and screen, I tend not to use it. I usually rely on journals in my field and data submitted through the office.

- My main beef with searching EPA's online information is not our library (they are pretty good), it is the main EPA.GOV and intranet web sites. When I use those to search for information that I KNOW is there, they are unable to return search hits at the beginning of the list for things that should be there. For example, if I enter keywords like "cement kiln PM emission standard" it should cough up the text of the regulation as one of the first few hits. But frequently such obvious search criteria don't end up with the obvious hits.

- My main library needs have been locating books (from other libraries) and obtaining articles (not available on the internet).

- My motivation for filling out this survey is because two specific electronic source of information are not available to me. They are critical to my job. Worse, others at EPA have access to it but not so for us in Region 10 -- 1. American Geophysical Union journals; 2. Web of Science.

- My needs are basically "Agency" delegations/directives found on EPA@Work. I provide library liaison support, but do not utilize the library for "research" as others do for their scientific activities. I am familiar with the various library resources listed, but am not a "user" of the resources, except to offer staff direction/guidance to library resources that are available.

- My needs are best met with better online journal access. I currently use the library services at the University of Maryland (College Park), which has excellent journal access.

- My needs include getting current scientific information as well as historical precedents of my research topics. I do occasionally find the intranet difficult to navigate to find, say, reports from science advisory boards or ones dealing with risk assessments.

- My primary problem is that I am located in a remote office so it is difficult to access the library.

- My responses relate to the law library and librarian in the legal office in Region 4, not the Region 4 library.

- My work site is an hour each way from the Regional Library so that all my interaction is by phone or email. It can be difficult to know what resources are available if I don't know what to ask for.

- Need a lot more environmental, toxicological, and medical online journal subscriptions

- Need access from my desk top and remotely - don't have time to wait for library to open or get staff attention. Need an easy to use list of what's available and then be able to link deeper if needed.

- Need access to specialized industrial publications, e.g., International Cement Review.

- Need books on tape to learn Spanish.

- Need effective on site library services that provides both on-line as well as print copies of literature.

- Need more ecologically and natural resource restoration oriented material. Lots and lots of human health related material, very little natural resource/aquatic material.

- Need to be clear about whether you're asking about EPA Libraries or EPA Desktop Library; if there is a difference. I am much more familiar with EPA Desktop Library. Library staff and program office management should ensure their employees understand and use comprehensive literature searches to improve the quality of their work instead of cherry-picking internet references...which I believe is the common approach.

- Need Web of Science and all ACS journals.

- Needs a reading room with comfortable seating, current news resources, wireless services, training area.

- I am a trained searcher, so I do my own reference work.

- Not at this time, because I did not know about the EPA library or how it works.

- Often run into issues with not being able to access electronic journal issues older than 10-15 years old, also no access to some journals useful in aquatic toxicology and fisheries biology.

- On some of these questions, I was not able to check all answers that apply, since I was limited to 3 or 5 responses.

- On-site training on what is available from my desktop or remote computer would be helpful.

- Only a compliment. I had a citation from a 1960's journal but of course did not have the print journal article. Within just a few days of my request, I received to my e-mail an Adobe Acrobat copy (scan) of the journal article in its entirety AND the scan was as if I had been able to go to a University library, pull the journal from the stacks and made the copy myself.

- Our library has always been very helpful when needed. We're fortunate to have them.

- Our library is an important on-site resource. We need them on site so that we have someone here we can see in person, or talk to & email someone we have met in our office and know. Please do not move our libraries to some central EPA library location.

- Our library is definitely underutilized, certainly by me. I think it is mostly not visible. Some of the specialized info that I need I don't know if I can get. Many of the gov docs that I need I can find online probably easier than using the library.

- Our library staff are excellent, but our library systems are not. The internet contains excellent information, but sometimes it is a lot easier to locate potential sources of current reliable data than it is to find copies of the actual document for review. It would be nice to have access to more electronic media, or if we already do, to know what we have available.

- Our library staff are incredible, hard workers, but the systematic cuts have made the jobs that they try to do virtually impossible. You really can't do more with less when the doors are closed. The internet provides incredible content, but the accuracy...

- Our library's weekly listings of Federal Register notices are very important to me and essential for doing my job.

- Over the 32 years I've worked here, the EPA library in RTP has been critical to my career success. Although the nature of material I need and the way in which I need to access it have both changed dramatically with changes in career and technology, the EPA library has more than kept up. I'm so grateful to have it!

- Overall I've been very satisfied with the quality of library services.

- Overall, I have been very happy with the information resources available through the EPA library at AWBERC.

- Peg Nelson has been very helpful over the years in getting information that was NOT available over the internet.

- Peg Nelson, our Region 1 librarian, is terrific. Every time I use her services I am reminded of the fact that she makes me more efficient. She is so helpful, and she locates research that would have taken me countless hours to find.

- Physical libraries and librarians need to be accessible to every ORD Division. EPA librarians are very, very important to researchers. Please expand the on-line journals provided by the EPA Desktop, notably to include the Ecological Society of America journals and the BioOne / BioTwo journals...and expand the holdings of ecotoxicology journals. The megalabs have centralized library services so the cost is spread across large groups...but the "remote Divisions" in NERL, NHEERL and NRMRL have to fend for themselves and subscription and librarian contract costs are an increasing burden.

- Physical libraries and librarians you can talk to in person are VERY important to EPA staff and other citizens that use the EPA libraries.

- Physical libraries are a waste of money.

- Physical libraries are essential to EPA. EPA has a long history of information and their needs to be a physical library to capture these documents. Other libraries don't have the ownership to the documents that EPA does for their own information.

- Please consider focusing the survey questions on reference staff; NVFEL has excellent research university-grade reference staff, but I did not seem to have many opportunities to sing their praises -- a good reference librarian is a person that I can hand a tough question to and leave, focus my efforts elsewhere for a few hours, and return to the former task with an answer in hand. Ask survey questions about that sort of thing.

- Please continue to maintain a physical collection of print scientific journals (e.g., Nature, Science, Environmental Geology, etc.) as well as electronic subscriptions to these journals. I think it is important to scientists to stay current with the literature in their field of study and to grow professionally by reading journals. (In other words, I use EPA's journal collection for more than just day-to-day decision making in my primary job duties; I also use it for professional growth and self-education about my field of expertise.)

- Please define "library resources". Sometimes it seems only directed at on-line services, sometimes all resources. Survey not clear on intent. I will sometimes use the on-line resources, but do not depend on the libraries since they were shut down and collections relocated or given away. Great historic collections were lost.

- Please don't take the library services away from us again! They are valued resources.

- Please expand library resources and hours. They provide critical services to researchers and other employees.

- Please get a Web of Science or OhioLink subscription; this is critical to accessing information.

- Please get access to Scopus. This would solve a good number of current problems in information access.

- Please get more ecology-related journals!

- Please increase library funding for books and journals (electronic and print). Please increase library hours of operation.

- Please increase the number of electronic journals available to EPA staff and enhance the opportunity for remote site access.

- Please keep our library services coming. I do not use the local staff of the library that often, but when I do it is for mission-critical stuff, and saves me a bunch of time, while giving me much more confidence that I am getting the right information. The on-line EPA library services are a daily part of my work. Thanks.

- Please keep the EPA libraries.

- Please make more environmental and professional journals available online.

- Please make sure that all of the American Meteorological Society journals are retained in full on-line subscriptions!!!

- Please note, the EPA Library is very critical to our Agency, therefore, I would hate to lose this valuable resource.

- Please partner with a statistical agency to allow statisticians to use their libraries.

- PLEASE properly restore the library's funding & if possible increase it. The EPA library & the librarians there are very high quality & help us in innumerable ways (often when we have exhausted our normal resources or knowledge) and they ALWAYS can be relied upon to provide quality help in a speedy & professional manner. Our libraries & our librarians are a highly under recognised resource and are EXTREMELY VALUABLE! Knowledge is power, but someone who can help you find or learn something specific is a BLESSING!

- Please return the library & staff to full-time hours.

- Please stop cutting the EPA library budget--it is important to my (and others) Superfund and dive program related work.

- Possibly cut back on hard copies retained. Go electronic as much as possible. Reduce physical space used for libraries (save $). Possibly reduce staff.

- Prefer hard copies of EPA docs.

- Provide sufficient funds for library services.

- R3 library is excellent and communicate that they want to help. Could use more consistent communication about what we have subscriptions to b/c I use Google and find a paper that I do not have access over regular web, but might through desktop, but instead look for other info that I don't need to check in desktop.

- R5 needs a credible library.

- R5's library was closed for a while and took a while to get up and running. It is open 4 days a week, less than 8hrs a day. I haven't been to use it since it closed and came back. It is so small, I'm not sure what they have housed in it. I'm guessing most of the information is gathered electronically or borrowed from other libraries.

- R6 needs a functional library to support its technical staff as they work to perform their assigned responsibilities. Without an internal library service, employees are limited to internet searches or external sources.

- Really good survey content but length of survey will dissuade many. Might want to do this in 2 or 3 pieces next time.

- Recognize that information needs also extends beyond the legal and scientific to include data about communities.

- Recognize the value of libraries and those educated to seek/evaluate information.

- Recommend after 6 months on the job, that Use of the Library Orientation Training should be provided to new employees. Additionally, at least every two or three years, employees should be required to attend Use of Library Refresher Training. An employee does not use effectively what the employee does not know.

- Reducing/removing library resources for a scientific agency like the EPA is a mistake. Region 3's computer library resources are underutilized due to ignorance of available systems and user UN-friendliness once they are used and until the system is learned and familiar.

- Region 9 librarians are friendly and professional.

- Region 9 library staff are excellent - quickly process requests for interlibrary loans, very helpful.

- Region I Library staff are Excellent!

- Region III Library staff is terrific - knowledgeable, courteous, helpful and very available. Thank you!

- Region9 librarians Rosemary Hardy and Deborra Samuels provide excellent service in quickly tracking down hard to find journal articles and ASTM test methods. This allows me to focus my work on reviewing and analyzing the journals and test methods rather than spending valuable time searching for them. It also allows me to better interact with EPA HQ staff to make decisions on whether to approve or disapprove and provide appropriate comments to State/Local air pollution regulations, and to determine if the State/Local air pollution regulation is citing the correct test method for compliance determinations and enforcement efforts (rather than just assuming the test method works because the title of the test method "sounds right").

- Repeat---Keep a library and librarian in Region 7. We need this to promote scientific credibility and emphasis on research.

- Restore the libraries (in the regions too). They are an essential resource not only for EPA but for the public as well.

- Restore the Region 5 Library.

- Rosemary Hardy in EPA Region 9's library has been incredibly helpful when I have needed to do research on some very obscure topics, find old EPA guidance documents and policies not available on EPA's website, and conduct routine financial research to help with ability to pay analyses.

- Rosemary Hardy is so helpful. She makes my working life a lot easier.

- Save our physical and electronic libraries! They are essential for doing our jobs.

- SEE contractors should be given wireless capability to access information, Intranet and internet.

- See my comment on journal access. There's too much confusion there that occurs when many of us try to access journal content for which we are paying - either locally or through the national library. Training, cheatsheets, or reduction of the complexity is badly needed to help us understand and navigate when we are denied access when we are certain EPA does have a license for the material.

- Since arriving at EPA, I have been very impressed with the Region 9 library and the personal library services they provide to help us all create a better world. The information is there and the librarians are more than ready to help me find exactly what I need when I am looking for it. The Region 9 library classes are relevant, well presented and serve to arm the user with powerful skills to search out the best information available. The Region 9 librarian's willingness to help is the benchmark that others should strive to achieve. Well done!

- Some of my answers are based on the fact that our library was shut down and has not been accessible for awhile. Please consider this in my responses.

- Some of my responses may be skewed since I have not used the EPA library services and could not really make a fair evaluation of services currently provided.

- Some of the most important questions in this survey seemed to be those in which you limited the number of responses we could give. I didn't feel as though I could answer those questions correctly and completely.

- Some of the questions in this survey are vague. For example, I don't find internet sources to be credible, but I do find the journals I access through the internet to be credible. We should subscribe to Web of Science (not just the entry-level subscriptions).

- Sometimes during rulemakings we need more than one copy of a book - it would be great if there was a way to resolve these book disputes, for ex. if we could borrow another copy from another source.

- Staff at the RTP library are very eager to help with any of my requests

- Staff with whom I've interacted over the years have been courteous and helpful. Having libraries staffed by contractors undermines institutional memory.

- State geologic bulletins in hard copy provide critical information not available online or from other sources in this region.

- Stream data v-a-v downloading mind & memory to clones of choice [vide church, dennett, dertouzos, kenyon, kurzweil, magejao, moravic, stock, whitten, wolfram et alia]

- Subscribe to Scopus.

- Subscription to Westlaw is inadequate for proper legal research. Need to expand access to content.

- Suggestion: I would like to have a librarian come to one of our staff meetings to give department-specific training. Perhaps we can provide a list of questions of information that we have a hard time finding (e.g., old guidance, old FRN, expert witnesses, trade group publications, such as those from API, data on control technologies and costs) and have the librarian walk us through how to find info. I don't think we use the library to our full potential. From 3AP12.

- Supposedly, according to our new Administrator, this Agency is to be founded on strong scientific principles, such that decisions are made based on sound science vs. politics. One of the prerequisites for fostering such a solid scientific foundation, is the fast accessibility to a wide variety of all types of information. We should also remember, to simply have the information is not enough. We MUST have the means to also analyze that data, e.g., statistical packages, mapping packages, and be able to present the interpretation of that data, e.g., graphics, such that our interpretation is easily understood. Presenting only a spreadsheet of 1,000 rows and 100 columns of different numerical data, without further "refinement," is simply and unquestionably "dumb."; An "ole prof" once told me....a picture is worth a 1,000 words, especially in science!! Unequivocally.

- Technical hardcopy publications (books more so than journals) are still very valuable resources in addition to online journals. Very powerful to have those accessible to us.

- Thank you for taking the effort to survey your users. However, I found the survey difficult because it was too general. The EPA Library system provides many services and I would have preferred questions that focused on specific services.

- Thank you for the excellent library services and friendly staff! Drew

- Thank you for the opportunity to provide input.

- Thanks for allowing me to provide feedback on services available and/or I'm needing to get my job done.

- Thanks for the opportunity to comment and thanks for our libraries.

- Thanks for the opportunity to provide feedback. EPA's Libraries are important for supporting the work that I and others do, and I hope that you'll be able to make them the best that they can be.

- Thanks for the opportunity to take this survey. It is actually the first time in my many years at EPA that I have been surveyed about EPA's library services. It sounds like there are a lot of opportunities to increase the accessibility and utility of EPA's library services. Please keep in touch with us as you are improving! Thanks.

- Thanks for the opportunity. At MED, we have an excellent library committee that keeps us well informed of library issues and allows us to be part of critical library decisions.

- Thanks for your help and good luck!

- Thanks to everyone helping us with the research!

- The Agency is spending too many resources on libraries. In my Region, the library staff subsidizes consultants and attorneys by performing free information searches and services. The Agency needs to be much more strategic in directing library resources to supporting Agency priorities and work.

- The Agency needs a well organized and easily accessed set of library services with high quality information available to all Agency users!!!

- The Agency's online information has obviously been kept up to date, but the physical library at HQ has not. The physical library is outdated and worthless. The Agency tried to close it and then was forced to reopen it. What it has now is useless. The Agency either needs to provide adequate funds to update the collection, or to bite the bullet and close the library again permanently.

- The availability via the web of electronic publications such as insideEPA, BNA and others has been invaluable!

- The biggest problem with EPA resources is not knowing what is available and who to ask for help. When I know who to ask, the librarians here are top notch and bend over backwards to help. I think they are GROSSLY underutilized and if they were more available, they could save me TONS of time.

- The closing of the headquarters toxicology library had a major impact on my library use. When the general library was reopened not enough resources were devoted to training staff at the division levels on how much of the original resources and services were still accessible to the staff. The replacement services that were provided after that initial closing were too difficult for me to use and so I found ways to get around using the library services. That decreased the efficiency of my search efforts and I stopped my prior frequent use. The positive answers to questions reply to the period up until the library closing; the negative ones to after the reopening and are really the result of inadequate communication regarding the reference collection and librarian services that are now available at the reopened headquarters library

- The closing of the R5 library was a great loss. Seeing the former library space vacant continues to be a serious blow to morale. The current library facility is not very significant. The documents that were originally housed in the library were supposed to have been digitized, but to my knowledge, this has never happened.

- The closure of many of EPA's public/agency libraries is deplorable, especially mean. Bring them right back to their rightful place in our agency's and nation's structure.

- The context of my comments is aimed at the lack of information available on Homeland Security Issues within the existing EPA library services. As a result I go outside the agency for most of my information. This results in me spending much more of my time collecting information than I have ever experienced in my almost 30 yrs working across the government. We need to improve information resources in support of EPA's Homeland Security mission.

- The corporate info resources of the library are invaluable for determining whom to sue and other corp. background info.

- The current Region 9 Library staff are great - very knowledgeable and helpful.

- The DeskTop library E-journal "holdings" need to be expanded both in scope (some topic areas aren't represented at all, for instance program evaluation, policy analysis) and depth (the past 5 years isn't near enough...at the very least EPA should extend access back to the year EPA was formed...1970...for all journals).

- The electronic journal database in the Desktop Library does not have many medical journals that I need to get scientific information to support EPA's actions. I have been fortunate that my husband works for the University of Maryland and frequently obtain the information through the University of Maryland Libraries on-line, which I think has a fantastic online system with access to a great amount of scientific journals. Unfortunately, my husband will be moving to another job so I will lose the library access. I am seriously considering joining the University of Maryland Library System for a fee in order to get access to the many journals that EPA does not currently offer on-line. It is very embarrassing that I have to do these types of arrangements in order to obtain the latest information from different sources that currently are not available through the EPA Desktop Library.

- The EPA computer system blocks access to the on-line functions at the Denver Public Library web site; this is a convenient portal to WorldCat and other electronic information sources; this is inconvenient.

- The EPA HQ web site is impossible to use. I often need national policies and they are impossible to find.

- The EPA libraries serve more than just EPA staff. They are a vital resource for the public and partners that need access to EPA documents and environmental information. Solely relying on the internet presumes that all users can 1) access the internet, 2) find all the resources they are searching for, and 3) are able to download/print everything they find. These are faulty presumptions, and EPA R5 should reinstate its full library facility.

- The EPA Library at AWBERC (Cincinnati, Ohio) is valuable to my research and extremely convenient. Wonderful staff!

- The EPA library needs more resources to make more electronic journals available.

- The EPA Library system is an integral part of the research and technical support components of the Agency and should be maintained at the most competent level possible. The system needs to be outfitted with the best possible IT systems to provide our staff with the most reliable and accurate information available in the most efficient way possible.

- The ERT library has been contractor managed for years, and the library staff has been invaluable for searches inside and outside the Agency, as well as in supporting special projects involving multi-media. We would be diminished without their support.

- The expanding access to subscription databases like ScienceDirect, and individual journals has completely changed the way I work. I can easily identify and retrieve authoritative, current, and relevant research on a very broad range of topics from my desktop.

- The ILL service is indispensable, especially Michael Cummings has retrieved documents from the California EPA, very old journals, and journals which we do not have normal access to. This has been indispensable to my experimental design and construction of papers - sometimes you just need one to five articles that are just out of reach!

- The internet, while a potentially valuable tool, can contain credible and not-so-credible sources. It can also eat up huge amounts of time in searching for those without strong experience or training. I rely on our physical library not only for print materials not on the internet, but also for their expert search experience.

- The librarians in our office have been very helpful, but it is a little cumbersome to locate and access SAE journal papers, which I use frequently.

- The libraries are critical to my job. There are several "families" of professional journals that are not available that I request on a regular basis, including Wiley. There are a substantial number of journals from professional societies that are not accessible.

- The libraries should conduct more active outreach. As a relatively new employee, I have never heard a senior staff member mention using the library for anything. What functions do these libraries serve that can't be met by other academic institutions, which are plentiful (both in terms of concrete buildings and online).

- The libraries were once a wonderful resource. Bring them back to their former glory!

- The library has been critical to getting information for compliance assistance. While we cannot buy many resources, the library has been able to borrow documents.

- The library has not kept up with accessing technical journals, e.g., Chemosphere.

- The library is a fabulous resource. The new electronic journals are a great addition. The staff (at RTP) is fantastic beyond description! The only change that would help me out is the addition of books on the latest versions of computer programming languages, particularly those related to Oracle databases.

- The library is a good resource center that is worth keeping and well equipped.

- The library is a wonderful resource. I wish more was done to increase awareness of the EPA libraries both inside and outside of EPA. I also wish we had greater access than ScienceDirect provides to full articles (i.e., the local universities have better full articles access than EPA does).

- The library is an oasis at our facility, and its employees are consistently helpful to me.

- The library is closed at noontime and on Fridays. Those are the times which are typically the least busy for me and when I often think about using the library.

- The library is doing a great job. However, it could be improved by providing electronic access to more journals and also by providing off-site access to the journals via the Internet so that we can retrieve full PDFs of journal articles no matter where we are in the world.

- The library needs access to a larger number of peer-reviewed journals.

- The library needs more online journal access and more databases than ScienceDirect. I am not sure but believe certain ORD labs have subscriptions that perhaps can be shared online via the library.

- The library personnel are some of the most helpful, professional staff in the organization. The quality of their assistance is ALWAYS above and beyond my expectations.

- The library provides a very useful function; the staff is very helpful; the facility is well organized. A great service to EPA.

- The library services are a crucial part of the Mission of the USEPA. We need to provide access training to all USEPA staff.

- The library should be a repository for historical EPA artifacts, photos, posters, hard-copy publications, etc.

- The Library should be an integral part of EPA, functioning at regular working hours, budget and resources need to be adequately channelled to support it!

- The Library should never have been eliminated. The new library does not advertise its service, hours or availability of resources.

- The Library Staff at EPA Headquarters is first rate. I feel very fortunate to have this wonderful resource which we depend on for instruction, information, advice, research and daily e-mails of office specific information. A treasure.

- The library staff at Region 3 have always gone out of their way to find me information requested.

- The library staff can find older FR documents than are available to us on the FR web site. I have gone back to the library staff numerous times and they find me what I need.

- The library staff do an excellent job of providing information and assistance.

- The library staff has been excellent when I use them - very professional and responsive. I would like to have access to many more on-line research and journal articles in a wide variety of fields, including epidemiology, medical, social sciences, and business areas. I would also like to be able to access these resources when working off-site.

- The library staff in Region 9 is fantastic. Very helpful. They find journal articles and books that I need in a very timely manner.

- The library system is a major asset for the EPA and it also needs "protection" into the future.

- The main thing is that I don't know how to use the EPA desktop library; I didn't even know what the correct site was until I went to their open house a long time ago. I'm used to my university library system (Michigan State University and University of Maryland College Park) I have no problem with their systems and they more resources available. I hope EPA has something suitable in place for when I am no longer a student and cannot use these resources.

- The more services and training available online, the better.

- The most critical need is to go back to the old system in which access to a selection of up to date print journals was possible for on-site people.

- The most important thing you can do to improve the EPA Library services is to get on-line access to more scientific journals.

- The most valuable service I can think of would be access to journals on demand - that is, being able to access on-line individual articles from journals EPA doesn't subscribe to. Also to books and selected book chapters. This would require some kind of automated payment scheme for content publishers charge for, but the costs would be minimal and could replace much of the expense and time involved in interlibrary loans. A model for the future, perhaps.

- The need to have reliable online translators available – frequently, I come across scientific literature written in Italian, French and Korean, and wish there could be reliable translators recommended by the agency.

- The one journal that was removed from on-line excess at the Ada location was "Analytical Chemistry." This journal is one of the most useful for my work. There are other journals such as "Journal of Chromatography" which are still accessible through ScienceDirect but the only journal from the American Chemical Society that is available is "Environmental Science." Please try to bring back to "Analytical Chemistry."

- The on-site library is one of our best information resources. Staff are professional and helpful. The time it saves me in finding materials makes doing my job more efficient.

- The page that asked how often information was used should have had another category "don't use". I would have chosen this category for blogs, RSS feeds/news feeds, podcasts, and facebook. I need a library with decent scientific and engineering journals.

- The physical library is an irreplaceable institution. Library services, such as those provided by the NEIC's library and its staff, are essential to the Agency's mission. I trust that my ever-changing needs will always be addressed by the Library.

- The Region 10 library staff are very helpful in spite of budget cuts affecting hours and staffing levels. Their budget should be fully restored.

- The Region 10 Library staff is exceptional in responding to information inquiries and requests for research. They also provide information through the Inter Library Loan (ILL) program and also purchase scientific journals and books which contribute to the execution of the EPA Region 10 mission.

- The Region 9 library provides a highly valuable service of e-mailing me whenever a new electronic journal article is published that has several key words that I have given. I would like to see this service expanded (I would like to give them a more comprehensive list of key words and phrases.)

- The Region III library staff are extremely helpful and save me lots of time finding obscure journal articles and books. Much of my work would not be possible without their services.

- The Region needs a Librarian to operate a Library in our building.

- The regional staff and library resources are, on the whole, terrific. Some of the under-usage on my part is due to my own oversight (I simply forget the library is there!).

- The RTP Library print journal borrowing policy is ridiculous: only those journals > 12 months may be signed out. What prison warden made up that rule ? !!! At the least, one more photocopier would be useful.

- The RTP Library staff is top notch. They've helped me locate information from sources that I would probably have never found. The response time is always good and they're always very professional and courteous.

- The RTP library and its staff--both permanent and students--are very helpful and perform high-quality and fast, critical work for me in my daily research work. I could not do my job effectively or efficiently without their assistance.

- The selection of journals is good for scientific research, but not so good for policy subjects. Access to more on-line journal databases would be useful.

- The services provided by the library are critical. Please do not further cut library services. It would have a significant negative effect on my ability to do my job efficiently.

- The Staff at EPA region is excellent!

- The staff at EPA's Region 3 library is exceptional!

- The staff is very willing to help and friendly.

- The topics my division deals with are not traditional EPA topics specific to certain media (e.g., air, water, pesticides), so I have found that the library does not have materials useful to me. It seems to be good for science and law, but not for policy.

- The two biggest needs the library has provided me help with are 1) gathering information for me so I don't have to do it; and 2) providing me access to technical books, which may cost $50 - $200 and would not otherwise be available to me.

- There are currently no books in the Region 4 Library. This situation is shameful.

- There are many resources online, but too often journal articles, etc. require payment. I don't like to buy them sight unseen. Also, the EPA needs to integrate all its databases on such things as air and water quality so that they can be searched more easily.

- There are many, many people across the Agency who are in some way involved in Human Resources - Strategic planning, succession planning, training and development, etc. There are also many employees who are responsible for the delivery of training to key stakeholders. It would be extremely helpful for those of us in this field if the library would provide resources in this content area, in addition to the scientific and technical resources already being provided.

- There are two things here: First, we need to make our documents and data accessible and understandable to all. Weirdly formatted documents (Superfund 5-Year Reviews) do not help. Second, it is time to stop thinking of librarians (and EPA staff for that matter) as the traditional roles. We are information managers - not data managers or librarians. This goes with the AA's call for operating in a transparent manner.

- There have been surveys regarding the library over the past year. We (the employees) NEVER saw the results of that survey. Will we see the results of this survey? I believe surveys at EPA are only shown if the results are what management WANTS. It's clear to most employees that the library is NOT needed. Why keep pushing to keep them open?

- There is a social capital function that the library provides that is critical to my success. There is a need for a physical space that promotes the learning and digesting of new information. For me that means a reading room atmosphere like a university library. If I have to digest a complex technical document, focus and proofread a publication, or be thoughtful in outline a draft article, I need to relax in a comfortable chair. I need to be respected as a knowledge worker and have access to a creative space to interact with other colleagues and hold a weekly journal club or discussion group. We need a space with some couches and chairs, the ability to watch a multi-media presentation and learn together. It has to be more homey and comfy. This promotes interaction and learning. The current chairs are stiff and uncomfortable to sit on for more than an hour.

- There is no substitute for having a conveniently located collection of useful documents (books, journals, newspapers, reference texts, maps, atlases, etc.) in hard copy form managed by professional librarians.

- They may not be considered needs as much as desires, EPA library should continue having open houses, special programs events (wetlands month, oceans month, women in science, etc.) to include videos, speakers and the great display of books available for lending. Getting people inside the front door is the biggest challenge. Emails have removed us from human interaction another nth degree, phones were 1st degree, as most people today do not even go face to face with a person in the next cubicle over. What about a scavenger hunt inside the library with a simple prize for the winners?

- Things I would like to see if possible: Subscription to SciFinder as a database searching engine; Full-text access to dissertations through Dissertation Abstracts; Subscribe to the "Times Cited" option Current Contents Connect so you can directly link to the citing articles.

- This is a good survey. I hope that it is used and not placed on a shelf.

- This survey is too simplistic. I used the library services up through about 2006, when the hours, staffing, and resources were being cut and there was less and less folks could do (and less folks to do it) who could help me. I have no idea what's available since then, and trouble discerning which intranet services are from the "EPA library". There is so much more that our libraries could and should do; this survey is a start, but a scattershot way to get at it.

- This survey should not ask age. The question invades privacy issues.

- This warrants repeating. It has been raised to the highest levels of OEI without a timely response. EndNote Connectivity for the Regions is a Major Problem. In 2006, EPA purchased an unlimited site license for EndNote version X.

- Though I don't use it all that often, the RTP EPA library staff have always been most helpful when I needed to find a document.

- To add a library to a house is to give that house a soul; Cicero. Please continue to grow our libraries - they are needed and appreciated!

- To be effective, libraries need budgets to get the financial resources we need to do our job. More money has been spent on furniture for the "new" Region 5 library than for its collection. Not everything is available online in the information world. Resources, such as the Internet, are an un-vetted mixed bag of information, and need to be used carefully to ensure quality. The Internet is well-suited to certain kinds of searches, such as Federal Register documents.

- To make EPA libraries relevant you must understand how the emerging workforce works and figure out how to help them do their jobs in the ways they are accustomed.

- To provide more info on my other comment - some web sites are blocked that would be useful to access - there are blog sites related to projects that we work on where it would be useful to get the info being posted since it represents opponents positions and concerns. Also, there are a number of casino projects we work on with BIA and these is a block on accessing them sometimes.

- To reiterate...it would be very helpful to have the searching expertise of library staff on a research team or available ad hoc, to, for example, search the literature for effects of a chemical, and to summarize the effects, with investigator-provided guidance on the type of data that are of interest.

- Training on doing searches would be valuable.

- Try to determine which library services are absolutely essential. Make sure all docs are scanned.

- Valuable resources to locate individuals and companies for enforcement purposes that at one time were available are no longer available and have not been replaced with an alternate resource (e.g., Reference USA).

- Vital and important to the research effort, but has been underfunded and lacks vision. Come on, the Bush administration tried to kill the overall system. Looking for a rebound.

- We are at a remote site; the library has been providing us well with necessary information for many years. We are seeing an increased need in our research for literature reviews so the library is all the more important. I think there is a need for help with archiving data and managing data bases. This is something where a well qualified data base manager would greatly help in freeing up technical resources for doing primary research.

- We create indexes, which are very valuable tools in the organization of EPA records. Eventually all the Regions would improve if our indexes had standards enabling us to understand each other's work. Using established practices, etc. Then if we needed to evaluate a company on a national basis, say firm X in 9 states but 3 regions. We could do it much more easily.

- We do not have access to a good online electronic scientific search engine that will search across many available resources, such as ASFA (Aquatic Sciences & Fisheries Abstracts) which also allows direct access to many full text pdfs. ASFA requires a subscription fee but it is (in my opinion) the ultimate resource in our field. Most marine graduate program libraries use ASFA.

- We have a physical library here at MED and it has been very nice to have ever since I have been here starting in 1982 but budget cuts have caused us to cut journals each year and it seems like someone doesn't think it is very important. I think having the physical journals is great. There are times where finding an electronic copy of something and ordering it is very time constraining compared to having the physical journal and immediately being able to read it. Please keep the libraries and build them up.

- We have requested access to many journals over the years without response. There is no way to determine the criteria the library uses to purchase access to new journals.

- We have to move toward centrally maintained, 100% electronic access for all of our reference information. Funds used to maintain separate library facilities at each location are funds that are wasted.

- We in Region 4's Office of Environmental Accountability love our contract librarian!

- We miss having our own research librarian in ORC!

- We must have a library for the Region to be productive.

- We need a librarian.

- We need a librarian that is trained in government service and can provide technical and financial information in a timely manner. We need someone who embraces the Federal Government's policy of fair and equal treatment, who brings marketable job skills to the job, is willing to learn and acquire more job skills on the job and who works cooperatively with people of all races and faiths.

- We need access to more electronic journals.

- We need access to more electronic journals. I appreciate that you are asking us about our information needs.

- We need access to ReferenceUSA on our desktops.

- We need access to Web of Science.

- We need better personal computers, preferably linked to EPA libraries. Our computers slow us down constantly and are ancient.

- We need easier access to conference proceedings from Water Environment Federation. The EPA library has provided me with important information about businesses we regulate. The main thing I miss is having the library be visible on the 12th floor in Region 5. I know we have a smaller library here now, but can't remember where it is. I used to go there to glance through their reference books on wastewater control so I could get expert level information on wastewater control. Now I am not sure where our library is and if they have that. In the past when I had to request an actual book from the Cincinnati EPA library it would take time to get it. This slowed me down. Why not put the library where everyone will see it and think to use it? I think that the changes to the library have caused me to use the EPA internet more.

- We need greater visibility of the library. We need training on what is available and how to use that information.

- We need more digital access to journals and databases. Some training on available search databases is needed. Subscribe to more journals to get full text articles.

- We need more full text electronic scientific journals!!! This is really important, much more important than print collections.

- We need more funding for expanded staffing and hours, and for data acquisition and research.

- We need more Library Funding.

- We need more microbiology journal subscriptions. Electronic subscriptions would be best because they cost less and the journals don't take up space on the shelves.

- We need more online subscriptions, so I can just download the pdfs I need of scientific papers.

- We need more resources for our library to support us in the mission of our work. Let's get the space back to have room for the library. Then we can have room to house the resources we need to do our jobs. We are a scientific based agency and used to have access valuable resources. Let's value the science and provide what people need to do their jobs. Thank you for asking!

- We need on-line access to more scientific journals and access to Web of Science as a search engine.

- We need our libraries and support your efforts to modernize services.

- We need our library to stay here.

- We NEED the EPA libraries!

- We need the library services. When we did not have library services, the agency suffered. My job was less up to speed on the latest information.

- We need to keep our regional libraries staffed and stocked. Please keep them open. Thanks.

- We need up-to-date info for our decision-making process. Nothing is more embarrassing when our regulating community found more info on the subject matter than us, especially the info generated by EPA.

- We should be able to search EPA's intranet by document category (e.g., guidance document, regs, memos) instead of ending up w/ a bunch of obscure entries.

- We still need our libraries and they should consider doing a little advertising. I'd hate for us not to realize the resources that we have until we lose them.

- We used to have a good library - now it is a joke. Give us back a real library where people can go to work with plenty of space and tables. The library is terrible in its content and as a location to facilitate work. There is no place to sit or spread out.

- We used to receive more info and updates about new EPA library materials and EPA library news. That ended at some point, and the visibility went way down. It probably would save me research time to use the EPA library more. As it is, I tend to go to the EPA library for technical information rather than assistance locating obscure appropriations language or out-of-date documents.

- Web of Science is needed by researchers.

- Westlaw contract needs improvement: add more secondary sources; add regulations annotated.

- When EPA publications went totally on-line, we lost legibility of documents. If a poor quality document was scanned, we're stuck with poor legibility.

- When I am researching a new topic, the first thing I want to look for is what EPA has published previously about this topic. It is often difficult to find copies of all of EPA's published documents (e.g., old rules, guidances, fact sheets, etc.).

- When I have really needed the library services on a short time frame they have been wonderful and extremely helpful. Thank you.

- When I search on EPA Reg. 3 intranet it kicks back too many answers and takes too long. Also you never know if what you found is the most current update to a specific regulation etc.

- When we had a real library, there were useful print references that don't seem to be available in any form now. Plus, we had staff who could help us with a search. Now the useful print material is gone and we don't seem to have much live support locally.

- Whenever I try to use the EPA Intranet to search for EPA related documents or actions, the search engine always fails to produce legitimate results. The search results are never related to the topic I am searching.

- Where is the library? Is it accessible online? I believe there are staff that log on in the morning when they get to work, but does not pay attention to taking this survey. Could it be sent to staff as a mass mailer?

- While I do not use the library regularly in my current position, I have found that when I do use the library, the staff has been very courteous and willing to help.

- While I don't use the services of the library on any regular basis, I do appreciate the services that are available if needed.

- While I know that Region 9's library is managed by excellent staff who are dedicated to its quality and efficiency, I do not require its resources for my job.

- While I might not use the library on a daily basis, I find it very valuable to have it available as a resource. I have been able to do an interlibrary loan through them--great; they have been able to do Dun & Bradstreet searches for me--excellent.

- While I'm not a frequent user of the physical library, the staff is always helpful and the information provided is invaluable.

- Working in the Central Record Center means that most of my information requirements are dealt with in-house. But the library is a great place to help FOIA walk-ins or browse and the staff are wonderful to be around.

- Would be interested in a national or regional library email newsletter letting me know about new resources in my area, plans for new acquisitions or how others in EPA use library resources. Also would like to be able to suggest titles for acquisition during the year, perhaps thru a web or email tool.

- Would be interested in having access to LexisNexis.

- Would be nice to have easier access to archival EPA documents and to legal/legislative documents.

- Would like access to costly management journals such as the Harvard Business Review, etc. Not sure if we could read online; also would like more current management-related books or journals -- in hard-copy, so we could take them with us to read -- not on computer because we are already on computer all day at work. Tiring on older eyes.

- Would like to see a new Region 5 library opened in the future.

- Would like to see more info on what is offered...I would use more if I knew more.

- Would like to see the library used more by staff. Would like to see library have a healthy purchasing budget for books, periodicals, and proprietary online databases.

- Would like to see more interaction between articles and ENDNOTES.

- Would like training on how to use the Library, and the process it takes when requesting information.

- Yes the EPA uses ScienceDirect as a search engine for literature searches. This is adequate sometimes but when I asked the library to do an additional search(es) with different collection of databases such as Webspirs Silverplatter (what we used to have), they were unable to provide that service. We should at least have the capability to do thorough searches if the need arises.

- Yes, would like to request access to either Scopus or SciFinder (even through the library) that will be highly helpful for most of the researchers for gathering information about any research topic. And access to some of the journals in materials science.

- Yes, more electronic journal access is needed, but also more archival access. With ScienceDirect, for example, our access only goes back to 1995. We need greater coverage or more years available to us.

Appendix: Quantitative Questionnaire

Title: "EPA Information Needs Survey"
ENVIRONMENTAL PROTECTION AGENCY (EPA)
INFORMATION NEEDS ASSESSMENT
May 11, 2009 – FINAL

Thank you for taking the time to complete this needs assessment. Please answer the following questions as completely and accurately as possible. Your responses will be aggregated so complete confidentiality will be maintained. This survey will take approximately 15 minutes. Your input is greatly valued.

JOB & LOCALE

1	In which of the following EPA organizations/locations do you work? *Please select only one response*	
U.S. EPA – Headquarters		1
Region 1		2
Region 2		3
Region 3		4
Region 4		5
Region 5		6
Region 6		7
Region 7		8
Region 8		9
Region 9		10
Region 10		11
U.S. EPA – Cincinnati, OH		12
U.S. EPA – Research Triangle Park, NC		13
Environmental Science Center – Ft. Meade, MD		14
National Air and Radiation Environmental Laboratory (NAREL)		15
National Enforcement Investigations Center Laboratory (NEIC)		16
National Exposure Research Laboratory (NERL) – Athens, GA		17
National Exposure Research Laboratory (NERL) – Las Vegas, NV		18
National Health and Environmental Effects Research Laboratory (NHEERL) – Atlantic Ecology Division		19
National Health and Environmental Effects Research Laboratory (NHEERL) – Gulf Ecology Division		20
National Health and Environmental Effects Research Laboratory (NHEERL) – Mid-continent Ecology Division		21
National Health and Environmental Effects Research Laboratory (NHEERL) – Western Ecology Division		22
National Risk Management Research Laboratory (NRMRL) – Subsurface Protection and Remediation Division – Ada, OK		23
National Risk Management Research Laboratory (NRMRL) – Edison, NJ		24
National Vehicle and Fuel Emissions Laboratory (NVFEL)		25
Radiation and Indoor Environments National Laboratory		26
OTHER [PLEASE SPECIFY]: _____		99

1a	In which headquarters office do you work? *Please select only one response*	
OA – Office of the Administrator		1
OAR – Office of Air and Radiation		2
OARM – Office of Administration and Resources Management		3
OCFO – Office of the Chief Financial Officer		4
OECA – Office of Enforcement and Compliance Assurance		5
OEI – Office of Environmental Information		6
OGC – Office of General Counsel		7
OIA – Office of International Affairs		8
OIG – Office of Inspector General		9
OPPTS – Office of Prevention, Pesticides, and Toxic Substances		10
ORD – Office of Research and Development		11
OSWER – Office of Solid Waste and Emergency Response		12
OW – Office of Water		13
NCEA – National Center for Environmental Assessment		14
OTHER [PLEASE SPECIFY]: _____		99

2	From the following list, please indicate the one that best describes your <u>primary functional area or department</u> at EPA. *Please select only one response*	
Administration/Strategic Planning		1
Finance/Budgets		2
Policy		3
R&D/Science		4
Engineering		5
Communications/Public Affairs		6
Outreach/Training		7
Partnerships		8
International Affairs		9
Purchasing/Acquisition		10
Grants		11
Information Systems, IT		12
Information Management (including library)		13
Human Resources		14
Regulation Development		15
Enforcement and Compliance		16
Emergency Response/Cleanup		17
General/Regional Counsel		18
Audit/Investigations		19
Other [PLEASE SPECIFY]: _____		99

3	Please indicate your employee status. *Please select only one response*	
EPA Employee		1
Onsite Contractor		2
Grantee		3
Intern		4
OTHER [PLEASE SPECIFY]: _____		99

3a	Please indicate the level of your job. *Please select only one response*	
Administrator (including Associate/Regional/Deputy/Assistant)		1
Director (including Associate/Deputy/Division/Office)		2
Chief (including Branch/Section)		3
EPA staff		4

INFORMATION USE HABIT

4	**Thinking of your primary job responsibilities, what are the** top five types of information **on which you rely most often? If you do not use information for your job, please indicate as such. SELECT UP TO FIVE INFORMATION TYPES BELOW OR INDICATE THAT YOU DO NOT USE INFORMATION**	
Books		1
Print journals		2
Electronic journals		3
EPA publications/reports		4
Agency policies and guidance		5
Other EPA-generated information/data		6
Reference sources (i.e., encyclopedias, directories, bibliographies, dictionaries)		7
Maps and atlases		8
News/alerting services		9
Conference proceedings and papers		10
Scientific and technical information		11
Scientific datasets		12
Medical/toxicological information		13
Local environmental conditions		14
Patents		15
Standards and specifications		16
Regulatory information		17
Compliance/Enforcement information		18
Legal Information/Case Law/Public records		19
Demographic data/statistics		20
Market information		21
Company, credit and financial information		22
Expertise and people profiles		23
Personnel information		24
Instructional materials (i.e., videos, software guides)		25
OTHER, SPECIFY: _____		99
OTHER, SPECIFY: _____		98
OTHER, SPECIFY: _____		97
I do not use information in support of my job [THANK & EXIT]		-9

Q4-verification: The topic of this survey is information usage. You've just indicated that you do not use information to assist you in your job. If this is correct, we thank you for your willingness to participate, but regret that you will not have the experiences and opinions that we are looking for – please select the Exit button below to exit this survey.
If you do use information on a regular basis and want to edit your answer regarding the types of information, select the Resume button below to go back to the previous question.

RESUME	RE-ASK Q4
EXIT	END SURVEY

	Top 3	Specific Resource *(Optional)*
6	What information resources do you need for your work that you currently can't find or don't have access to? ***Please select up to three responses or indicate 'None'*** For each resource you selected, if there is a specific source that you need frequently (e.g., a specific journal title or database or application), please list them in the space provided.	

	Top 3	Specific Resource *(Optional)*
Books	1	<insert text>
Print journals	2	<insert text>
Electronic journals	3	<insert text>
EPA publications/reports	4	<insert text>
Agency policies and guidance	5	<insert text>
Other EPA-generated information/data	6	<insert text>
Reference sources (i.e., encyclopedias, directories, bibliographies, dictionaries)	7	<insert text>
Maps and atlases	8	<insert text>
News/alerting services	9	<insert text>
Conference proceedings and papers	10	<insert text>
Scientific and technical information	11	<insert text>
Scientific datasets	12	<insert text>
Medical/toxicological information	13	<insert text>
Local environmental conditions	14	<insert text>
Patents	15	<insert text>
Standards and specifications	16	<insert text>
Regulatory information	17	<insert text>
Compliance/Enforcement information	18	<insert text>
Legal Information/Case Law/Public records	19	<insert text>
Demographic data/statistics	20	<insert text>
Market information	21	<insert text>
Company, credit and financial information	22	<insert text>
Expertise and people profiles	23	<insert text>
Personnel information	24	<insert text>
Instructional materials (i.e., videos, software guides)	25	<insert text>
OTHER, SPECIFY: _____	99	<insert text>
OTHER, SPECIFY: _____	98	<insert text>
OTHER, SPECIFY: _____	97	<insert text>
None [MUTUALLY EXCLUSIVE]	-9	

7	For the information you use for your work, what percent of the time do you seek it out yourself vs. having someone else find it for you?
Seek it out myself	|__|__|__| % [RANGE = 0 – 100]
Have someone else find the information	|__|__|__| % [RANGE = 0 – 100]

[PROGRAMMER: RESPONSES SHOULD TOTAL TO 100%]

8	When you seek out the information yourself for your job, how often do you turn to each of the following? *Please select one response on each row*				
		Frequently	**Occasionally**	**Seldom**	**Never**
Internet search engine (i.e., Google)		4	3	2	1
Internet (profession-specific portal or resource)					
EPA Intranet					
EPA's library services (in person, by phone, by email, and/or via the Web)					
Library services outside of EPA (public, university, and/or academic)					
My personal collection of information resources					
Colleagues or experts at EPA					
Colleagues or experts outside of EPA					
A bookstore					
OTHER [PLEASE SPECIFY]: _____					

9	How do you usually find out about a new information source related to your work? *Select the one response that represents how you learn about new information most frequently*	
EPA library services *(library visit, library newsletter, library Web site, library training, library alert service)*	1
Professional association service (training, publication, alert service)	2
Word of mouth	3
Mass media *(television, radio, newspapers)*	4
Blog(s)	5
Internet search engine *(i.e., Google)*	6
Serendipity/by chance	7
OTHER [PLEASE SPECIFY]: _____	99

10	On average, about how many hours do you, yourself, spend each week obtaining, reviewing and analyzing information from all sources to assist you in your job?	
<input number> Hours each week	OT
<input check box> Don't know	-9

11	How many of those [INSERT RESPONSE FROM Q10] hours are spent obtaining, reviewing and analyzing information that is obtained from sources that are:	
Internal to EPA	<input number> Hours
External to EPA	<input number> Hours

12	And how do those [INSERT RESPONSE FROM Q10] hours break out across the following:	
Gathering the information	<input number> Hours
Analyzing and applying the information	<input number> Hours

13	How often do you use the following information sources for your job?				
		Use Regularly for Work	Use Occasionally for Work	Heard of, but Never Use for Work	Never Heard Of
EPA Internet site (www.epa.gov)		4	3	2	1
EPA Intranet site					
EPA library reference/research services					
EPA library interlibrary loan/document delivery services					
Print materials from EPA library collections					
Electronic resources from EPA library collections					
EPA Online Library System *(online catalog)*					
EPA National Environmental Publications Internet Site (NEPIS) *(digital archive of EPA publications)*					
EPA Desktop Library electronic journals					
EPA Desktop Library e-mail alert services					
ScienceDirect					
Hein Online (Federal Register)					
Greenwire					
BNA Daily Environment Report					
Inside EPA					
NewsBank					
Dialog database searches					
Current Contents *(Dialog table of contents service)*					
ASTM Standards					
PubMed *(National Library of Medicine)*					
ToxNet *(National Library of Medicine)*					
National Technical Information Service (NTIS)					
Government Printing Office (GPO)					
Internet Search Engine *(i.e. Google)*					
Wikipedia					
Blogs					
RSS feeds/News feeds					
Podcasts					
Social Networking Sites *(i.e. Facebook)*					

14	Which of the following best describes your success in finding information? *Please select only one response*	
I find the information I need **all or most** of the time		1
I find the information I need **some** of the time		2
I find the information I need only **occasionally**		3

15	To what extent do you consider the following factors to be problems or obstacles in finding and using information for your work?				
		Major Problem	**Minor Problem**	**Not a Problem**	**Don't Know**
Information is too hard to find		3	2	1	-9
Information is too hard to access once I find it					
Hard to determine the quality/credibility/accuracy of information					
Not knowing what's available					
Not being able to compare across information alternatives					
Insufficient training on how to search for and use information					
Information is not timely/not updated often enough					
Information is not comprehensive enough					
Full text is not always available					
Budget for electronic resources is insufficient					
Information overload					
***Library operating hours are not convenient					
***Lack of online access from offsite location					
Insufficient search features and options					
***Response times for library services are too long					
Lack of funding for library services					
OTHER PROBLEMS [PLEASE SPECIFY]: _____					

PROGRAMMER: ROTATE LIST; DO NOT SHOW ASTERISKS

IF Q15 "LIBRARY OPERATING HOURS ARE NOT CONVENIENT" OR "LACK OF ONLINE ACCESS FROM OFFSITE LOCATION" OR "RESPONSE TIMES FOR LIBRARY SERVICES ARE TOO LONG" = 'MAJOR PROBLEM', ASK:

15a	You mentioned that the following are major problems for you in finding or using information. Please share any specific examples of how these problems have impacted your work and offer any suggestions you have for solving the problem. Please be as specific as possible.
[ONLY DISPLAY THOSE SELECTED AS MAJOR PROBLEMS]	**Examples & Suggestions:**
Library operating hours are inconvenient *(e.g., need librarian on call, extended hours, etc.)*	<input long text>
Lack of online access from offsite location *(i.e., field location, telecommuting)*	<input long text>
Response times for library services are too long *(indicate which services, expected turnaround times, etc.)*	<input long text>

15b	If you ever need remote access to information resources or services (e.g., from a field location, when telecommuting, etc.), please indicate your preferred information delivery method below. *Please select only one response*	
Mobile Internet access on your laptop		1
BlackBerry device		2
Instant messaging		3
OTHER [PLEASE SPECIFY]: _____		99
Don't know / Not applicable for me		-9

LIBRARY USE

16	On average, in the past 12 months how often have you used an EPA library (either in person, by telephone, by email, or via the Web) to help you obtain information?	
Daily		1
Several times a week		2
Once a week		3
Several times a month		4
Once a month		5
Less than once a month		6
Haven't used in past 12 months		7

17	Why have you not used an EPA library in the past 12 months? *Please select all that apply*	
Not previously aware of EPA library services		1
Location of/access to library is not convenient		2
The library does not have the sources I need		3
It never occurred to me to use the library		4
I don't know how to request services or contact the library		5
I don't know what services the library offers		7
I get my information from other sources		8
My job does not require library information		9
It takes too long to use library services		10
I prefer to do my own research		11
OTHER [PLEASE SPECIFY]: _____		99

PROGRAMMER: ROTATE LIST

18	How did you first learn about EPA library services? *Please select one response*	
Library marketing materials (print)		1
Library marketing materials (electronic, including Intranet, e-mail, etc.)		2
Library tours, orientations, and open houses		3
Word of mouth		4
Internet search engine (i.e., Google)		5
Serendipity/by chance		6
OTHER [PLEASE SPECIFY]: _____		99

PROGRAMMER: ROTATE LIST

19	Please rate EPA libraries on the following characteristics relative to information content and interaction.						
RANDOMIZE LIST (except "Overall Quality" which is always at the bottom)	**Excellent**	**Very Good**	**Good**	**Fair**	**Poor**	**Don't Know**
Accuracy of the information provided	5	4	3	2	1	-9
Comprehensiveness of the information provided						
Response time for information delivery						
Professional demeanor of the library staff						
The library staff's understanding of my information requests						
The availability of library staff						
Convenience of operating hours						
The method of information delivery (e.g., phone/e-mail)						
Currency of the information provided						
Availability of training sessions						
Effectiveness of training sessions delivered						
Overall quality of the information provided						

20	Please explain why you gave EPA's Library Network a "Fair" or "Poor" rating on the following characteristics: [INSERT FROM Q19 ANY ITEM RATED 'FAIR' OR 'POOR']	
<input long text>		OT

21	What have been the three main benefits of using an EPA library? *Please select up to 3 responses*	
Saves me time in finding information		1
Provides me with information that I otherwise would not have found		2
Allows me to spend my time analyzing the information rather than gathering it		3
Helps me analyze the information		4
Allows me to be more efficient in my information gathering		5
Helps support my decision-making process		6
Helps me navigate through too much information		7
Brings new resources to my attention		8
OTHER [PLEASE SPECIFY]: _____		99

PROGRAMMER: ROTATE LIST

22	Looking to the future, please indicate which roles offered by EPA libraries would be most valuable to you. *Please select up to three responses*	
Providing access to EPA documents		1
Making electronic resources (e.g., journals, databases, etc.) available to the desktop		2
Conducting research on my behalf		3
Analyzing research results on my behalf		4
Providing training and advice on searching for information		5
Managing a physical library and print collections (books, journals, videos, microforms)		6
Accepting donated materials from EPA staff		7
Providing an alerting service on selected topics		8
Evaluating and purchasing new content (e.g., journals, online services, books, etc.)		9
Having library staff join research project teams		10
Helping to locate information		11
Locating and providing referral to experts		12
Offering Interlibrary loan/document delivery		13
Cataloging library resources to make information more accessible		14
Facilitating document number assignment for EPA publications		15
Preserving environmental datasets		16
Pointing to authoritative Web sites		17
OTHER [PLEASE SPECIFY]: _____		99

PROGRAMMER: ROTATE LIST

23	Which of the following types of training opportunities would you be interested in having EPA libraries provide? *Please select all that apply*	
Training on demand (reference desk, call line)		1
Tailored training programs for my department		2
One-on-one training by appointment		3
Classroom training		4
Self-paced computer training modules		5
Real-time Web conferencing training		6
Online audio/video training tutorials		7
Contextual training (i.e., online pop-up suggestions, on-screen contextual directions, etc.)		8
Product documentation (i.e., FAQs, help screens, tips)		9
OTHER [PLEASE SPECIFY]: _____		99

None [MUTUALLY EXCLUSIVE]	-9

24	Please indicate below your level of agreement that each of the following statements describes EPA libraries. EPA libraries …

RANDOMIZE LIST	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
Provide access to the most current information available	5	4	3	2	1
Provide easy access to library services					
Provide services that I recommend (or would recommend) to others					
Provide services that I will use the next time I need information					
Succeed at integrating new technologies for the delivery of information					
Are visible in the organization					
Effectively support decision making by providing the 'right information'					
Help me share information more easily with others					
Help me get my work done more efficiently					
Provide valuable training on information resources					

25	Indicate below the extent that you agree or disagree with each of the following statements regarding the EPA's electronic library resources (including Desktop Library, OLS, and NEPIS).

RANDOMIZE LIST	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
Overall, EPA's library resources have high quality content	5	4	3	2	1
I avoid EPA's library resources because they are too difficult to search					
EPA's library resources provide information that I use to make daily decisions					
EPA's library resources provide information that I use to make high-risk or mission-critical decisions					
EPA's library resources contain information from credible and known sources					

26	Regardless of whether you use the Internet (free Web) to search for information or not, please indicate below the extent that you agree or disagree with the following statements regarding the Internet.					
RANDOMIZE LIST		**Strongly Agree**	**Somewhat Agree**	**Neither Agree nor Disagree**	**Somewhat Disagree**	**Strongly Disagree**
Overall, the Internet has high quality content		5	4	3	2	1
I avoid the Internet because it's too difficult to search						
The Internet provides information that I use to make daily decisions						
The Internet provides information that I use to make high-risk or mission-critical decisions						
The Internet contains information from credible and known sources						

CLOSING

27	Which of the following categories includes your age?	
18 to 24		1
25 to 34		2
35 to 44		3
45 to 54		4
55 to 64		5
65 or over		6

28	How long have you been working with the EPA?	
Less than one year		1
1 to 2 years		2
3 to 5 years		3
6 to 10 years		4
11 to 15 years		5
16 to 20 years		6
Over 20 years		7

29	Are there any other comments you'd like to share regarding your information needs?	
<input long text>		OT
None		-9

This concludes our survey. Thank you for participating!

Please click on the "EXIT" button below.

EXIT

Exit URL: http://www.epa.gov/libraries

Appendix: Qualitative Focus Group Discussion Guide

Introduction

To set the context for our discussion today, we'd like to review the purpose of the study that the EPA Library has retained Outsell to conduct. Outsell is a research and advisory firm that focuses on information and how it's used within organizations. *Introduce facilitator and any observers in the room.* This focus group seeks to understand the essential and most important information requirements of EPA employees in order to make those decisions.

Outsell has developed a research plan to garner qualitative feedback from EPA employees. You're participating in one of a series of focus groups and executive interviews to explore your preferences for information services in more detail. Results of this research will be provided to EPA Library in a report with specific recommendations about the structure and services that the EPA Library provides.

Your participation is appreciated, and we want you to know that our discussion here today is confidential. I am using an audio recorder solely so that I can actively participate in the discussion rather than taking notes. We have scheduled this discussion group for one hour and I want to confirm that you will be able to participate for that time frame. Again, thank you for your willingness to share your insights, experience and opinions.

OBTAIN: Brief introductions of all participants, with key responsibilities.

We'll begin the discussion with an exploration of the information you use on the job and your experiences, problems and preferences. For the purpose of our discussion, we'd like to focus on both external information, which is created outside of EPA (for example, information you obtain from subscription services or databases, or from scientific journals or from other companies' web sites), as well as internal information which is generated inside EPA (for example, agency publications or policies).

Section 1: Information requirements and value.

1a. Let's start by discussing your key job responsibilities and the EPA business objectives that drive your work to frame our discussion about the information you use.

1b. Now we'd like to discuss the specific types of information you use in support of your key responsibilities – for example, scientific & technical, compliance and enforcement information, news, etc. Also, what sources of information do you use on the job – what are the names of the external sources you use and why do you choose those sources? For example, if you're using the Web, do you have specific sites you go to? Do you use the databases available through the intranet, and if so, which ones? If you rely on print or electronic journals, what are the most important titles?

1c. How important are these sources and methods of access in helping you make decisions? What kind of value do you derive from the sources you rely on? Do these sources save you time, support decisions, etc.?

1d. Now think about problems you have in obtaining the information you need to support you in your key responsibilities. What are the major problems you encounter? *(Probe for lack of budget, full-text availability, not knowing what's available, lack of training on information resources, lack of remote access, long turnaround times, etc.)*

1e. What is your comfort level with using information? Do you feel you are very adept at searching for information and finding what you need most or all of the time? Are you a novice searcher, finding what you need only occasionally? Or somewhere in between? *(Probe on needs for training and preferred methods for receiving training)*

1f. Are there specific types or sources of information that you need but do not currently have access to? Please indicate the type(s) of information you would like and what kind of impact it would have on your work (i.e., save time; better decision support with examples of what went wrong without needed information).

Section 2: Explore organizational information habits.

Now we'd like to discuss your habits and preferences for using information.

2a. Where do you usually go to get your information? Why? *(PROBE: Internet, Intranet, relying on someone to get information vs. self-sufficiency, print vs. electronic; personal or department physical files; phone calls to colleagues).* Explore benefits and drawbacks to key "go-to" points such as the Intranet, the open Internet, colleagues, etc.

Section 3: Explore perceptions/value drivers for the EPA.

3a. Share your experience in working with the EPA Library, either by interacting with the librarians, using the physical Library, accessing Library resources through the EPA Desktop Library, requesting searches or document delivery. How satisfied have you been? What kind of value have you received?

3b. What services do you need the EPA Library to provide that are not currently offered? *Probe for training on information resources, better library hours, information sharing and collaboration tools, etc.*

3c. If you have not used the library, why not? Where do you go instead? *Listen for 'long turnaround times' as an issue.*

Section 4: Explore the ideal information environment and services

4a. In thinking about an ideal information environment for your information needs, what would enable you to obtain, review and analyze the information you need to do your job, what would it look like? How would it work? How would it be organized/categorized? What are your preferred delivery media; software applications?

4b. In closing, are there any other comments or suggestions you'd like to share regarding your information needs and the services provided by the EPA Library?

THANK participants for their time.

Appendix: Qualitative Executive Interview Guide

Interviewer introduces self, affiliation, and brief context for the EPA Information Needs Assessment Project. The EPA National Library Network wants to evaluate its current level of information products and services, and by conducting this study, ensure that its future services and roles are effectively linked to the objectives of the EPA. Your input as a leader for a functional area is a vital part of providing a framework for the recommendations for information management moving forward.

1. Let's start by discussing your organization and the key business objectives you're responsible for.

2. How do you use information (such as journals, databases, regulations, internal reports, etc.) to support your business decisions and processes? How is it used more generally across your business function? How do you usually obtain this information? *Probe for Internet, internal websites, EPA library, colleagues, university libraries, etc.*

3. What kind of value do you derive from the information sources and tools that you and the staff in your organization rely on? Do these sources save you time, money, improve quality, etc.?

4. Now think about problems you have in obtaining and analyzing the information you need to support your key responsibilities. What are the major problems you encounter? *Probe for budget, technology, remote access, library staff assistance, information overload, etc.*

5. Are there specific types or sources of information that you need but do not currently have access to? Please indicate the type(s) of information you would like and what kind of impact it would have on your work (i.e., save time; improve quality, support decision-making, etc. with examples of what went wrong without needed information).

6. Equally, are there specific types or sources of information that you have found useful in the past but which are no longer required? Are there any information sources that you can now do without?

7. Please share your perceptions of the products and services the EPA library network provides. What kind of value does it provide in supporting your business goals? *Probe for successes and problems/gaps/unaddressed needs in working with the library.*

8. What do you think is the library's most important function within the EPA**?**

9. What do you think the library will need to do in the future to provide additional value in support of your business goals? *Probe for key services, value-added roles, and staff competencies required to meet objectives, etc.*

10. Outside of the products and services the library is responsible for, what other information resources does your department make available to your staff? How valuable are these services to meeting your objectives? *Probe for experts, contacts, Internet, electronic resources available to/through their department only.* Do you envision a role for the information center in partnering with other information providers within your organization?

11. If you were designing an information service to support your information needs from the ground up, what would be the key attributes? What's critical vs. nice-to-have? (*Probe for attributes such as service, support, delivery, packaging)*

12. In your ideal information environment, how would the library be aligned with business objectives, accountabilities, and metrics? *Probe for reporting structure, etc.*

13. Finally, thinking outside your own department, what do you perceive as the key imperatives for the EPA this year? What areas within the EPA are most "on the hook" for these imperatives? Are there any that strike you as where the library should prioritize its services and offerings?

Thank you for your time and participation!