



European  
Commission

June 2015

# Yours Directly

The Europe Direct  
network newsletter



## Training seminar for European Documentation Centres

Brussels, 4 to 5 June 2015

### Designing the future of European Documentation Centres

Some 100 representatives of European Documentation Centres from 26 EU member states made their way to Brussels for a training seminar on 4 and 5 June 2015 which provided the EDCs with practical input for their work on the ground and provided the Commission services with feedback on the EDCs activities and challenges. The event was organised by Unit C3 'Citizens Contact', Directorate-General for Communication (DG COMM) – the unit responsible for the network of European Documentation Centres.

“You have a key role in supporting debates on the European Union, debates which are grounded on facts and well-researched information. It is more important than ever to have fact-based discussions, and you contribute strongly to this,” Viviane Hoffmann, Director for ‘Communication with Citizens’ in the Directorate-General for Communication, said in her welcome speech.

The European Commission under President Jean-Claude Juncker is committed to better communication with citizens, with Commissioners called upon to enter into dialogue with citizens across the EU. This makes the EDCs’ role as an education and

communication resource all the more crucial in reducing the gap between the EU and its citizens, some of whom have lost their trust in the EU in recent years.

“You are part of this whole set-up of communication services,” Ms Hoffmann emphasised, thanking the EDCs for their

commitment and enthusiasm in promoting the teaching of – and research on – European matters. “You are an essential part of our job of giving citizens access to relevant and up-to-date information.



Viviane Hoffmann

“We are particularly interested in learning how you see the EDCs operate in the future in a world where information is ever more important and is also characterised by rapidly changing technologies. I would like us to reflect together on the tools and ways to reach out to our target groups and collaborate as partners in the future.

“I hope that this seminar will be interesting and valuable for you,” Ms Hoffmann said in closing. “I am sure that it will increase our own understanding of your environment and your challenges. There will be a follow-up. A pan-European working group will soon be launched to deepen some of the discussions you will have today.”

Echoing Ms Hoffmann, the moderator, Paris BBC correspondent Hugh Schofield, reminded attendees that their active participation was key: “This is very much about your feedback, your contributions. It is very important to get a sense of dialogue going.”

## European Documentation Centres | From past to present



In 1963, the European Commission began setting up the first EDCs. “Europe was a new subject of studies,” special guest Jacqueline Lastenouse, formerly in charge of the EDC network, recalled. “The arrival of Community law was a breath of fresh air. Hence, academia was extremely interested in studying new European subject matters. European integration and the construction of the European Community touched the world of academia directly.”

While a system of legal depositories already existed, this was not what the Commission had in mind. And so the documentation centres – a new concept associated as closely as possible with places of education and research – were born. Their tasks: to build a good relationship with academia, satisfy universities’ need for information, and help academics on the one hand and meet the Commission’s need for scientific input on the other.

Today there are roughly 350 EDCs and their tasks have largely stayed the same despite their heterogeneous nature, Antonis Papacostas, Head of Unit ‘Citizens Contact’ at DG COMM, explained. The Commission’s role in this set-up is to lend support to the EDCs by organising training courses as well as pan-European working groups to help connect individual EDCs with one another and allow an exchange of best practices, Mr Papacostas said.

“A dynamic organisation is constantly evolving,” Mr Papacostas added, stressing the need to adapt to today’s digitised society, which is characterised by a previously unknown surplus of information. “After this seminar, I believe we will have all of the elements to start to reflect on the future of the documentation centres.”

“I think we need to collaborate more closely with academia. We should develop more online materials and courses for students to use and more databases and full text materials for the researchers. And then we should also consider the opportunity of creating networks among scholars and students under the umbrella of the EDCs.”

**PAUL FILIP KRUSE**  
Denmark

## The face of the EU information services

Jacqueline Lastenouse – the ‘founding mother of the EDCs’ – started working in the European institutions in 1962 at the age of 26 as a trainee

in the European Commission’s press and information service. In 1967, she became an EU official and was later put in charge of the EDCs, making her the face of the EU information services to the academic world. Following her retirement from the Commission in 2001, Ms Lastenouse remains Honorary Director to this day.

[Ms Lastenouse, I have the impression that you are a real star for the people working in the European Documentation Centres. What is that like?](#)

**J. Lastenouse:** It takes me back to the 1960s when there was a real enthusiasm for Europe in the

academic world. Young people were interested, and the documentation centres shared this drive and wanted to meet young people’s expectations.

[What were the biggest challenges then at the beginning of the European documentation centres?](#)

**J. Lastenouse:** It was the academic Establishment. The world of academia did not start to change before the 1970s. In the ‘60s, it was still very traditional. The documentation centres were our instrument at the universities, but the professors, professors’ associations and researchers were the real protagonists.

[How do you think the EDCs can adapt for the future?](#)

**J. Lastenouse:** The documentalists working in the centres are people with an interest in Europe. But the direct connection with the teachers is crucial, because the professor teaching European subject matters trusts these documentalists to maintain a knowledge of Europe and European research in these documentation centres. The documentalist alone cannot mobilise additional financial or intellectual sources, but the academics can. And that’s why the EDCs need to get more involved.



Jacqueline Lastenouse

## World Café | ‘EDCs – from present to the future’



The working world of EDCs – just like any other organisation or sector – has changed drastically over the past 50 years. “We are in a digital era. It’s a totally different way of working,” said DG COMM’s Martina André-Kaut in her introduction to the World Café session. In addition, a change in citizens’ views on the EU has had a noticeable impact, she added.

Designed to kick-start a reflection on the role of EDCs, the World Café was an essential part of the event. “Before we start discussing options internally, we would like to listen to you. You are the experts,” Ms André-Kaut said. “You know best what you are doing, what you are not doing, what you should do, what the new needs and problems are. We very much count on you to help us redefine certain activities and maybe the mission of the EDCs.”

The World Café revolved around two key questions, which participants

had the opportunity to discuss in small groups before presenting their ideas for the future of the EDCs to their colleagues and DG COMM. This exercise, which was highly welcomed by numerous participants, will be complemented by an online survey, in which all EDCs and the network correspondents in the Commission Representations can take part.

The results will be analysed in the autumn and discussed in a pan-European working group composed of one EDC representative per Member State. The working group will also collect best practice examples and propose options for the EDC network’s future mission and activities. Based on these analyses, DG COMM will identify possible further steps to optimise the cooperation between the Commission and the EDC network.

Below are some of the numerous ideas and comments that came out of the World Café session.

### QUESTION 1

**What service does an EDC offer today, and what would you like to offer in the future?**

**The contributions can be clustered in 5 main topics:**

- ✗ Help/support
- ✗ Teaching and Training
- ✗ Cataloguing
- ✗ Organisation of events
- ✗ Cooperation with other EDCs, academic world, other partners

**Some examples:**

- ✗ EDCs as internet cafés for online access and training
- ✗ developing online tutorials and tools for training users
- ✗ maintaining a physical presence and providing a welcoming space
- ✗ organising events for lecturers to present their publications about EU topics
- ✗ organising presentations on EU topics by students for students and the general public
- ✗ integrating EU bookshop metadata in library catalogues
- ✗ creating an association of national EDCs with own juridical personality
- ✗ creating a national catalogue of all EU-related collections for inter-EDC loans
- ✗ sharing university resources via interlibrary loans
- ✗ organising visits to EU institutions for university students
- ✗ organising workshops on EU online resources for children for school teachers
- ✗ researching information needs of EDC users

### QUESTION 2

**What are the main challenges for an EDC?**

**The contributions can be clustered in 6 main topics:**

- ✗ Negative trends in public opinion
- ✗ Human and financial resources
- ✗ Physical/on-line presence and visibility
- ✗ Cooperation with the academic world and other partners
- ✗ Support from the European Commission and Host structures
- ✗ New digital world

**Some examples:**

- ✗ finding a better way to share academic research on EU topics
- ✗ reconciling the numerous different tasks and roles of an EDC
- ✗ the need to adapt to the digital environment
- ✗ giving EDCs a fresher image
- ✗ providing greater user-orientation
- ✗ respecting the freedom of the host institutions
- ✗ making clear distinction between the roles of EDCs and EDICs
- ✗ maintaining a web presence, day-to-day maintenance
- ✗ integrating EU topics in academic curricula
- ✗ redefining/broadening client base
- ✗ making the EDCs one-stop shops for information on EU, e.g. work opportunities, internships





**IAN THOMSON**

*United Kingdom*

“The main point probably is that the EDC network – and I’ve felt that for many years – does need to re-examine its objectives and how it should evolve in the future. Therefore, I welcomed the opportunity to really go back to basics and ask some really important questions during the World Café session.”

## A Digital Single Market for Europe

The single market has been a reality in the ‘analogue world’ since 1992. It is now time to bring the single market to the digital realm, David Ringrose, Acting Director for ‘Cooperation’ at the Directorate-General for Communication Networks, pointed out during his presentation.

The internet has become virtually ubiquitous across Europe: some 75% of EU citizens use it on a regular basis, and doing business without ICT and the internet is nearly impossible these days. Business-to-consumer eCommerce led to a EUR 276.5 million turnover in the EU in 2012, but only 15% of EU SMEs sell online.

The Digital Single Market plan, which was launched on 6 May 2015, rests on three basic pillars: better access for consumers and businesses to digital goods and services across Europe, creating the right conditions for digital networks and services to flourish, and enhancing the digital economy’s growth potential.

[http://ec.europa.eu/priorities/digital-single-market/index\\_en.htm](http://ec.europa.eu/priorities/digital-single-market/index_en.htm)

<https://ec.europa.eu/futurium/digital4eu>



*David Ringrose*



**CAROLINA ENGFELT**

*Sweden*

“I think that EDCs all over Europe are actually struggling with the same problems: there is more and more material on the internet, but it is getting increasingly difficult to keep up to date, because it is in different places and is not as easy to find when you do not have the collections in the libraries and documentation centres in the same way.”

## The Historical Archives of the EU – collaboration with the EDC network

The Historical Archives of the European Union (HAEU) were established in Florence in the 1980s. “The idea of the European Communities at the time was to move the archives to where research is,” explained Dieter Schlenker, Director of the HAEU. “The concept is that we maintain and publish internal documents that were not meant for the public when they were created.”

These documents, including files from the European Commission, the European Parliament, the

Council of the EU, are by default made accessible to the public after 30 years – with some variation depending on the kind of document. The contents of the archives are currently being digitised and it is possible for the HAEU to make bibliographical records of archival holdings available for import into EDC catalogues.

Besides collecting and preserving official documents, the HAEU also collects private deposits. “Many former members of EU institutions take a lot of documents



Dieter Schlenker

with them at the end of their career. We invite in particular EU officials to transfer their archives to us, because they enrich our main collection,” Mr Schlenker said. He added that academic initiatives to interview citizens about the EU could also produce interesting material, and that this could be a potential area of collaboration with the EDCs.

Conferences and events as well as the development and dissemination of teaching and information material could also be mutually beneficial, Mr Schlenker said. This invitation was welcomed by many of the attendees, who indicated a lot of interest in collaborating with the HAEU.

<http://www.eui.eu/Research/HistoricalArchivesOfEU/Index.aspx>

## What’s new in the Eurobarometer?



Ilan Barber

“I am sure that when you are in the cities where you live, you often have people say ‘do those people in Brussels ever understand what real people think?’,” said Ilan Barber, Head of Unit ‘Strategy, Corporate Communication Actions and Eurobarometer’ at DG COMM.

“Eurobarometer asks real people real questions.”

In order to find out more about these ‘real people’, the Eurobarometer team employs various polling methods, from traditional face-to-face to telephone surveys, and more recently, online polls. While the standard sample size of 1 000 respondents per country is relatively low, Eurobarometer’s random sampling technique ensures statistical validity, corroborated by the slender error margin of just 2.5 to 3% on the result.

Alongside general topics at national or occasionally regional level, the Eurobarometer also covers more policy-oriented questions, such as the priorities set out by the Juncker Commission.

Since the beginning of 2015, Eurobarometer’s datasets are being made available on the EU Open Data Portal. Mr Barber believes that this may be particularly useful to EDCs, with whom Eurobarometer collaborates very closely. He stated that the Eurobarometer team takes the EDCs’ enquiries particularly seriously, as they “go more in depth, looking to help researchers or students see through the matrix of all this data”.

[http://ec.europa.eu/public\\_opinion/index\\_en.htm](http://ec.europa.eu/public_opinion/index_en.htm)

## ORBIS – Open Repository Base on International Strategic Studies



The Open Repository Base on International Strategic Studies (ORBIS) is a new tool under the aegis of the European Strategy and Policy Analysis System (ESPAS), an inter-institutional project to strengthen foresight planning. ESPAS is managed by the new European Political Strategy Centre (EPSC).

“ORBIS is an extremely powerful hub for foresight studies,” the EPSC’s Erik Dale explained, emphasising that anybody may register as a user

on the ORBIS website, but will have to be approved as a contributor by the Commission.

Focusing exclusively on prospective studies, ORBIS aims to identify the key long-term trends and challenges that will shape society in Europe and the world, and the resulting policy choices in the decades ahead.

“We hope to expand this and increase the added value for contributors, i.e. increase the visibility of their studies, make sure that when they publish with us, it is being disseminated to valuable contacts.”

One attendee pointed out that ORBIS should also be harvesting studies from existing institutional repositories at universities, for example, so that researchers would not have to post their studies to individual databases time and again. Mr Dale agreed and said he was looking into the kinds of data source that ORBIS could plug and feed into to simplify the submission process.

<http://espas.eu/orbis/>

### VERA BATALHA

Portugal

“I think the future of the EDCs rests on us being information mediators. The aspect of developing digital literacy is also very important. We need a new model for the EDCs concerning not only the way the centres are organised, but also the way we face the user and the services we provide for the users.”



## EUR-Lex – make your search for EU law a successMarket



<http://eur-lex.europa.eu/home-page.html?locale=en>

<http://eur-lex.europa.eu/contact.html>

The EU law online portal EUR-Lex – well known as it is with over 100 000 daily visits on weekdays – has numerous lesser-known functionalities that can help users search for information, especially professional users such as EDCs.

EUR-Lex can be searched using a variety of parameters. These include all old Official Journals, which have now been scanned and integrated into the system, specified Els Breedstraet of the EU Publications Office, when asked by an attendee whether the programme to digitise older legislative material had been

completed – an important question for many EDCs.

Older COM documents are now being scanned under a new project, although quite a few documents from the 1980s and 1990s still need to be made searchable, Ms Breedstraet added.

People using EUR-Lex are not usually looking for specific documents, but rather those pertaining to a specific area, said Ms Breedstraet. Here, the advanced search comes in handy, allowing the user to filter the search in many ways, including

EuroVoc codes.

Most website functionalities do not require a user to sign in. But signing in (via the ECAS system) has its advantages such as the option to save searches and results, and to share and e-mail folders or documents directly from the system. In addition, an RSS feed can be set up to keep a user up to date on a particular search. Language preferences can be specified, and the user may opt for a multilingual display of search results – a new feature on the EUR-Lex website.

# The Workshops

Six workshops gave the EDC representatives a chance to delve even deeper into the world of EU funding, information portals and publications.

## Access to European statistics – new developments

WORKSHOP



Building a dissemination and communication strategy in an era of a data deluge, rapidly evolving information technology and continuously changing user behaviour is not an easy task. To make its statistics more understandable and appealing to old and new users alike, Eurostat continuously communicates with its users in a quest to establish what users want, and to develop a range of products and services responding to their needs.

There are various ways to navigate the Eurostat website, which contains more than 300 million figures. It offers statistics categorised by theme – from industry, trade and the services to science and technology – and a range of different tools such as infographics, smartphone apps and widgets.

Asked by a workshop participant how best to explain the difference between Eurostat data and open data statistics, Henric Anselm, Team Leader 'External User Support' at Eurostat, replied: "The data we have on our website are pre-defined and delivered in certain formats. With open data statistics, on the other hand, you have more possibilities to tailor them to your needs in your own databases and formats."

Eurostat data, graphs, charts and infographics can be used free of charge as long as Eurostat is quoted as the source. In addition, Eurostat offers free support in more than 20 languages.

<http://ec.europa.eu/eurostat>

### KATRIN LUECK

Germany

“Because of our experience and our well-functioning network, we are a great point of contact to access information about the EU through modern means, including databases. We are hoping that we will receive sufficient support from the Commission to stay ahead of the game. We are on the way to becoming very modern information centres in the age of digitalisation. And as such, we are needed and not replaceable.”



## Horizon 2020 WORKSHOP



Christos Angelopoulos

around three priorities: excellent science, industrial leadership and societal challenges.

“It has been proven repeatedly that investment in research, development and innovation is one of the best ways to create the conditions for exiting from economic crises,” said Christos Angelopoulos, Policy Officer in the ‘Horizon 2020 policy’ unit of the European Commission’s Directorate-General for Research and Innovation. “The idea is: if you invest one euro in innovation, you get many more out of the jobs and growth that are created as a result.”

Endowed with a total budget of EUR 79 billion, Horizon 2020 is the main European Union funding instrument for research and innovation for 2014 to 2020. Broadly speaking, it revolves

The main novelty in Horizon 2020 as compared to previous research funding programmes is that it brings together research and innovation activities that used to be scattered across different instruments in one single programme with a stronger focus on ‘lab-to-market’ activities.

Horizon 2020 also came with major simplification for the benefit of applicants. This includes a single set of funding rules, simpler reimbursement, faster time-to-grant (within eight months of the call deadline), fewer, better targeted controls and audits, coherent implementation and simpler grant agreements.

Over the first two years of the programme, EUR 15 billion has been allocated. More than 40 000 proposals have been submitted so far. On average, one out of six project proposals is successful.

<http://ec.europa.eu/programmes/horizon2020/>

A single entry point – from calls to electronic submission of proposals: <http://ec.europa.eu/research/participants/portal/desktop/en/home.html>

Expert evaluator application: <http://ec.europa.eu/research/participants/portal/desktop/en/experts/index.html>



Petr Mooz

## EU budget focused on results, simplification and transparency WORKSHOP

The Juncker Commission puts clear emphasis on delivery of concrete and measurable results. The new generation of EU programmes under the Multiannual Financial Framework 2014-2020 focuses on the performance and the added-value they should deliver to EU citizens.

To help get the message about the EU budget across to all those who might benefit from funding, the Commission produces a

variety of publications answering different information needs. These range from the beginners’ guide to EU funding, which explains the facts and figures in very simple terms, to more specialised brochures and reports, explained Petr Mooz, Head of Unit ‘Information and Communication’ at the Directorate-General for Budget.

When asked about the relative size of the EU budget by one EDC representative, Mr Mooz said that

it was somewhere in the range of EUR 140 billion, the equivalent of 1% of the gross national income (GNI) of all member states together. He added that further details could be found in the annual financial report.

The ultimate aim of all these information efforts is to attract more and better project proposals to stimulate competition. The EDCs, as the go-to places for EU information, can help raise applicants’ awareness and therefore ensure better quality, Mr Mooz added, calling on the EDCs to spread the information, for instance by organising an event on the EU budget and funding opportunities.

Information on how much each member state gets in each expenditure category:

[http://ec.europa.eu/budget/figures/interactive/index\\_en.cfm](http://ec.europa.eu/budget/figures/interactive/index_en.cfm)

Beginners’ guide to EU funding: <https://ec.europa.eu/budget/funding>

Share your experience and questions regarding EU budget/EU funding:

[BDUG-INFORMATION-OFFICER@ec.europa.eu](mailto:BDUG-INFORMATION-OFFICER@ec.europa.eu)



## The EU Open Data Portal access to EU open data

### WORKSHOP

Open data is becoming a global phenomenon – and with its Open Data Portal, the EU is a part of it. The EU has set up its own open data portal as a single point of access to its structured data. The data is freely available in a machine-readable format to facilitate linking and reuse for commercial and non-commercial purposes.

The reasoning behind the initiative is that, in the context of public institutions, open data can enhance openness and transparency, for instance, when it comes to public spending. It can lead to better governance and more civic participation and can foster economic activity, jobs and growth.

A Pan-European Open Data Portal will also be launched at the end of 2015 as a single gateway to public data from national and regional open data portals in all of the EU member states.

The actual data is not stored directly on these portals, explained Valentina Fratto of the EU Publications Office. The portals are catalogues, containing a description of the data with a link to the data provider's website. In this way, a search on the EU Open Data Portal will also give an overview of which institutions and directorate-generals have dealt with a specific topic.

A survey conducted last year showed that most users are from

academia, Ms Fratto said. She called on the EDCs to spread the word about the portal, give feedback and suggestions and propose datasets.

<http://open-data.europa.eu/en/data/>

Feedback and suggestions:  
[op-odp-contact@publications.europa.eu](mailto:op-odp-contact@publications.europa.eu)



## Multiple ways to access EU publication

### WORKSHOP



Carol Riccalton

identifiers (ISSN, ISBN, DOI).

“We use the MARC21 format, because that's an easy, pivotal format, which many libraries and information centres still use. And even if you don't use MARC21, you can adapt your system to map between MARC21 and your system,” Carol Riccalton of the EU Publications Office explained.

“We want to make our metadata available for you to reuse,” Ms Riccalton stressed. “It is there for you to use as you want. The only proviso is that you have to refer back to us.” The metadata is offered in three ways, including a self-service Online Public access catalogue (OPAC), customised export and via several metadata aggregators.

Database host EBSCO Information Services currently consider that the EU system is “too much hard work,” Ms Riccalton replied to a comment from a participant. “They would require development to take our records. But we will get back to them, and so should you. If they knew that ProQuest and Ex Libris are working with us, they might decide that it is worth the investment.”

All publications received by the team are catalogued within 24 hours and will usually be available in the EU Bookshop two to three days later, from where EDCs as privileged users can also order physical copies in bulk. While the content of most publications may freely be reused as long as the source is stated, some may be

subject to copyright limitations, the Publication Office's Marina Tătărâm said.

<https://bookshop.europa.eu/en/home/>

Contact the cataloguing team:  
[OPDL-CATALOGUING-TEAM@publications.europa.eu](mailto:OPDL-CATALOGUING-TEAM@publications.europa.eu)



Marina Tătărâm

**VERONIKA STOILOVA**

Bulgaria

“EDCs should be more open for the public. Up until now, EDCs are more or less encapsulated in their universities. But we think that EDCs should be open for everybody, citizens and school students alike, in order to share more information with a broader public.”



## CORDIS: Dissemination of research results

WORKSHOP



Baya Remaoun

First launched in 1990, CORDIS is the European Commission’s primary public repository and portal to disseminate information on EU-funded research projects and their results in the broadest sense. Baya Remaoun, web and data manager for the CORDIS content sector from the EU Publications Office, presented CORDIS in one of the final seminar workshops.

The information is made available in various forms and formats, including Research\*eu,

the EU magazine that presents research results and exploitable outcomes of EU-funded projects 10 times per year. Focus magazine, more specifically targeted at the general public, addresses EU research in thematic issues. Both magazines can be found in the EU Bookshop, where the EDCs can access them as privileged users.

In addition, the CORDIS website also offers ‘Results in brief’, report summaries, project fact sheets and news as well as a research

partner search option and many other functionalities.

“We do not accept results from everybody,” replied Ms Remaoun to an attendee’s question on whether any researcher was allowed to post on the CORDIS website. “They have to go through the official channels.” A committee will then validate the material before it is published on CORDIS.

[http://cordis.europa.eu/home\\_en.html](http://cordis.europa.eu/home_en.html)



The organising team from the Commission (from left to right): Magda Pokojnska, Sandra Schönewolf, Mauno Hanninen, Lena De Visscher, Martina André-Kaut, Monika Ratynska, Giacomo Manca, Linda Cain