



EUROPEAN COMMISSION
DIRECTORATE-GENERAL PRESS AND COMMUNICATION
INTERINSTITUTIONAL RELATIONS, INFORMATION POLICY,
REPRESENTATIONS
Representations: Information Campaigns, Relays and Networks



Brussels, 2.4.2003
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REPORT ON THE 2003- CO-ORDINATION MEETING OF THE EUROPEAN DOCUMENTATION CENTRES

Organiser: DG PRESS AND COMMUNICATION, Unit A2 “Representations: Information Campaigns, Relays and Networks”

Place: Borschette Centre, Room 1B

Date: 28 February – 1 March 2003

Participants: National or Deputy Co-ordinators of EDCs, DG Press central services and EDCs Correspondents in the Member State Representations

National or Deputy Co-ordinators of the EDCs:

Mr. Georg Winter (**Austria**)
Mr. Yves Conrad (**Belgium**)
Ms. Kirsten Kruuse; Ms. Helli Skaerbak (**Denmark**)
Ms. Elvira Aleixandre; Ms. Rosario Martinez Perez (**Spain**)
Ms. Gunilla Häkli; Mr. Karl Pohjola (**Finland**)
Ms. Helene Galland; Ms. Cathy Simon (**France**)
Ms. Kalina Mühlfeld; Mr. Ekkehart Seusing (**Germany**)
Ms. G. Theopanopoulo-Sigala; Mr. Nikolaos Lymouris (**Greece**)
Mr. John Goodwillie; Ms. Valerie Fletcher (**Ireland**)
Ms. Sara Cavelli (**Italy**)
Mr. Henk Zonneveld; Mr. Wauter Marinus Van Veenendaal (**The Netherlands**)
Mr. da Rocha Machado; Ms. Vera Batalha (**Portugal**)
Ms. Anna Bladh (**Sweden**)
Mr. Patrick Overy; Ms. Grace Hudson (**United Kindom**)

DG Press:

Central Services :

Mr. Panayotis Carvounis, Director DG PRESS/A.
Ms. Fabrizia de Rosa, Head of Unit Ms. Marta Múgica Inciarte, EDC coordinator, Mr. Stephan Koppelberg,
Ms. Laurence Amand, Ms. Ana Lucia Gheorghe, Ms. Patricia Robins, Ms. Gabrielle Pirlet, Ms. Eva Peña
Iglesias DG PRESS/A.2
Mr. Henri-Pierre Legros, Advisor Ms. Imbert Olga, DG PRESS/A.1
Mr. Thomas Christensen, DG PRESS/B seconded to Cabinet of Mr. Vitorino.
Mr. William Martin, Advisor DG PRESS/03
Ms. Anne Brandt Dias, DG PRESS/A.3

EDCs Correspondents in the Member State Representations:

Ms. Martinez de Alos Eulalia (**Rome**)
Ms. Friedrich-Mulley Anneliese (**Wien**)
Ms. Wessels Judith (**The Hague**)
Ms. Frontán Teresa (**Madrid**)
Ms. de Vallois Fée (**Paris**)

PROGRAMME

Thursday, February the 27th

Arrival of participants

*Hotel: Euroflat
50, Boulevard Charlemagne 1000 Brussels*

Friday, February the 28th

9:00 Registration at Borschette Conference Centre, Rue Froissart 36

9:30 **Welcome address**

Panayotis Carvounis, Director DG PRESS/A “Interinstitutional Relations, Information Policy, Representations”

9.50 **Opening of the meeting and presentation of its objectives** Fabrizia de Rosa, Head of Unit and Marta Múgica, Principal Administrator, PRESS/A.2 "Representations: Information Campaigns, Relays and Networks"

10.10 **The Communication of the European Commission on the new Information and Communication Strategy of the European Union**
Henri-Pierre Legros, Advisor PRESS/A.1 “Relations with the European Parliament and other Institutions and Information policy”

Questions and contributions by the audience

10:45 *Coffee break*

11:00 **EDCs Central Support Services provided by Unit Press/A2**

Marta Múgica, Unit Press/A.2

Followed by presentation of the relays' intranet

Questions and contributions by the audience

11.40 **The European Commission's Communication Instruments**

Mr. Thomas Christensen, Member of the Cabinet of Mr. Vitorino, Member of the Commission

Questions and contributions by the audience

12:30 *Lunch at the Borschette Conference Center*

14:00 **Visit to the Central Library of the European Commission**

Rue Van Merlant 18

Welcome by Mrs. Benoît and Mrs. Bechsgaard, DG EAC

15.00 **The 2003 Stocktaking Evaluation exercise**

Stephan Koppelberg, Administrator, Unit Press/A.2

Questions and contributions by the audience

16.00-16.45 **Debate: relations between EDCs and Representations**

Chair: Mr. William Martin, Adviser Press/03

20.30 *Dinner at Hotel Euroflat*

Saturday, March 1st

9:30 **Update on recent development of the EDC network at national level -**
 Presentations by the national co-ordinators (max 10 minutes per country)
 Chair: Marta Múgica, Unit Press/A.2

10.30 *Coffee break*

10.45 Continuation of the presentations

11.45 Questions and answers

12.00 **Conclusions of the meeting by the Commission**

13.00 End of the meeting

Afternoon: free

20.30 *Dinner at Hotel Euroflat*

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Development of the meeting

Friday, 28 February 2003

Mr. Panayotis Carvounis, Director of DG Press/A “Interinstitutional Relations, Information Policy, Representations”

Mr. Carvounis welcomed participants. He said that this meeting, which was an excellent initiative, represented his first direct contact with the EDC. He mentioned the fact that the last few years had been very difficult for the relays because of the transfer of responsibility from one DG to another.

He also spoke about the new Information and Communication Strategy for the European Union, adopted in July 2002 in which the relays are mentioned as an important part of the communication network

He stressed the idea of good co-operation between the Member States and the relays on one hand and between the member states and European Institutions, on the other. In this connection, he announced that as far as relays are concerned, new memoranda and financial agreements between the European Commission and Member States would be soon signed. He gave as examples of good co-operation between Member States and European Institutions the public information campaigns on Enlargement or the Future of Europe.

Another point raised by Mr Carvounis was the Stocktaking Evaluation for the Information Relays and Networks the result of which is expected to give a clear picture of the entire network and its potential.

Mr Carvounis mentioned enlargement and the need to create a synergy and to increase the co-operation between the EDCs from present and future European Member States. He also spoke about the need to discuss with DG RELEX the management and co-ordination of the EDCs in third countries that are not candidates for the European Union membership.

Finally, Mr Carvounis stressed the importance of the meeting and the role that national co-ordinators should play in spreading the relevant information among the EDCs in their countries.

Ms. Fabrizia de Rosa, Head of Unit A2 “Representations: Information Campaigns, Relays and Networks”

Ms. de Rosa thanked Mr. Carvounis for his participation at the meeting and especially for his fully support and commitment in strengthening the EDC network. She also thanked participants for their presence at the meeting.

In her introduction, Ms. de Rosa said that Unit A2 “Representations: Information Campaigns, Relays and Networks” was a new unit and that one of the objectives of the meeting was to find out more about each other and about the entire network.

She stressed the importance of the July 2002 “Information and Communication Strategy” which gives full recognition to the EDCs network.

Another objective of Unit A2 was to reactivate the training programme for the EDCs according to the new financial regulations, but this would be possible only in the second part of 2003.

She also mentioned the evaluation procedure as the first step towards a comprehensive stocktaking of the network and as a way of getting to know its potential. She thanked Ian Mayfield for his contribution in the working group set up to draft the questionnaires on a consultative basis.

**Ms. Marta Música Inciarte , Pricipal Administrator Unit A2
“Representations: Information Campaigns, Relays and Networks”**

Ms. Música Inciarte again welcomed participants. She expressed her satisfaction at meeting them in Brussels on this occasion because it was the first time she had been able to meet directly with representatives of the whole

European network of EDC librarians since she took over responsibility for it in mid April 2002.

Ms. Múgica Inciarte stressed that EDC were a highly valuable network, which should also have a very important role in the new member States. Their presence at that meeting was a proof of their interest and commitment in keeping the European citizen informed and updated of the important decisions and developments at European level.

She went on to say that she accepted this mandate with pleasure but she also realised the challenge it represented, not least because of the absence of her predecessor who had been an excellent manager- for almost a year and the need to fully assess the whole situation of the network after a period of transition and transfer of responsibilities for this dossier within the Commission. She also said that they had more or less completed their “reconstruction” exercise about the situation of the network and hopefully they would be able to provide better support in the near future.

Next, Ms. Múgica Inciarte presented the three main objectives of the meeting:

- 1) To exchange information, from the EDCs side and from the Commission’s side, including the Representations’ correspondents.
- 2) To listen to the contributions concerning every national network of EDCs.
- 3) To create and facilitate synergies between the EDCs and also with the national correspondents.

Mr. Henri-Pierre Legros, Advisor PRESS/A.1 “Relations with the European Parliament and other Institutions and Information policy”

The main topic of Mr Legros’ presentation was the Information and Communication Strategy for the European Union.

He started his presentation by saying that when he was a student in Paris he used to go very often to the EDCs.

He mentioned the two Communications on information policy adopted by the European Commission, one in 2001 and the other in July 2002. The first one came as an institutional request of the Helsinki Summit and European Parliament, but also to fulfil citizens’ expectations. A paradox was noticed in this respect: people were ignorant and sometimes disappointed about the European Union but they were supportive of the process of European integration.

As far as the institutional framework was concerned the Information and Communication Strategy aimed to build solidarity between European Institutions and Member States which had never been done before.

In the Second Communication the EDCs were recognised as an important instrument of a decentralised information and communication network.

Another issue mentioned in the Information and Communication Strategy was the evaluation exercise of the relays and networks including the EDCs. It was not meant to be an investigation but a means of updating the information and improve the communication towards the citizens.

The key words of the second Information and Communication Strategy were joint responsibility, decentralisation, proximity to European citizens, and public aspirations. At the same time, Mr Legros said that it was difficult to apply the same method of information and communication for all the European citizens, so the solution is to find a common denominator.

In agreement with its partners, the Commission identified four priority information topics:

- Enlargement;
- The future of the European Union;
- Justice and home affairs;
- The role of the European Union in the world.

Another important message of this strategy is sharing responsibility between the Union and the Member States in the framework of greater decentralisation. Mr Legros also mentioned the importance of the Committee of Regions and of the Social and Economic Committee in bringing the message closer to the citizens.

The evaluation of the second Information and Communication Strategy will take place in 2005.

Ms. Marta Múgica Inciarte, Principal Administrator Unit A2
“Representations: Information Campaigns, Relays and Networks”

Ms. Múgica Inciarte spoke about the support that Unit Press A2 is giving to the EDCs. Her speech was followed by a presentation of the relay's Intranet – the www.tecis.be site –by Mr. Gunnar Matthiesen, member of the Relay's Help Desk.

Ms Múgica Inciarte started by presenting the entire network of EDCs, Carrefours, Info Points, and Team Europe members and gave figures for the number of EDCs and European Depository Libraries existing around the world and specially in EU Member States.

She went on to speak about the key points -as they related to the relays and networks -of the second Information and Communication Strategy and about the Stocktaking evaluation process.

Following this, Ms. Múgica Inciarte outlined the short-, medium- and long-term DG Press strategy for the EDCs. The objectives for the short-term strategy (2002/2003) were to evaluate them, manage their historical legacies, reactivate support for them, relaunch co-operation with Representations, streamline the dispatch of documentation and to favour electronic distribution of information, so avoiding duplication and maintaining at least an equivalent level of service.

For the medium-term strategy (2003-2004), the objectives were to re-examine the number and geographical distribution of EDCs, revise the agreements, complete the evaluation, reactivate the specialised training and to expand technical support via the existing or a new help desk.

The long-term objective was to establish an integrated system of information centres.

(Slides attached)

**Mr. Thomas Christensen, member of the Cabinet of Mr. Vitorino
Commissioner**

Mr. Christensen presented the European Commission's Communication Instruments. He started his presentation by showing the results of the last Eurobarometer.

One of the most important communication instruments was the Europa web site where people could find all the information related to European Union.

Mr. Christensen presented other important Communication instruments such as Europe Direct, Europe by Satellite, Publications (printed and electronic), Opinion Monitoring (Eurobarometer), Media Monitoring, visits service and of course the Representations/ Delegations and the Relays (see the slides attached).

Mr. Stephan Koppelberg, Administrator, Unit Press/A.2

Mr. Koppelberg presented the 2003 Stocktaking Evaluation Exercise as one of the demands of the 2002 Information and Communication Strategy.

The purpose of the Stocktaking Evaluation Exercise was to assess the current situation and experience. It would produce information from which a new framework for action was to be drawn up for the information relays and networks that corresponds to the new strategy and priorities set out in the Communication.

The four principles that were guiding the exercise were:

- Homogeneity and coherence in terms of level (national, regional or interregional, local) and image;
- Cost-effectiveness, to be achieved through rationalisation and decentralisation of management;
- Shared responsibility and partnership with the Member States; and
- Extension of interinstitutional co-operation beyond the national level to the interregional and local levels.

The respondents to the evaluation would be all the information relays and networks established in the Member States, which were currently managed by Unit PRESS/A.2 in co-operation with the Commission Representations i.e:

- Interregional Centres (and their host structures)
- Rural Information and Promotion Carrefours (and their host structures)
- Info Points Europe (IPEs) (and their host structures)
- European Documentation Centres (EDCs) (and their host structures)
- Team Europe Conference speakers.

There will be 5 specific questionnaires for the following categories:

- EDCs (and their host structures)
- Information Relays (Carrefours, IPEs, and Interregional Centres)
- Host structures of these information relays
- Team Europe Conference speakers
- Representations of the Commission in the Member States.

The stocktaking evaluation would be launched with the publication of these 5 questionnaires on-line on 24 March. Respondents would have four weeks to complete the questionnaires.

Mr. William Martin, Adviser Press/03

Mr. Martin chaired a debate on relations between EDCs and Representations.

The main conclusion was that in general relations between EDCs and Representations were good except in countries such as Belgium, France and Ireland where there had been either a lack of contact and follow-up or of help for organising their annual meetings. In the case of France the meetings were going to restart soon in 2003 (20.03.03).

The Representations usually involved themselves in organising the Annual General Meeting both of the EDCs and of all the relays and networks.

It was stressed that Representations should take an active role and continue offering training courses for the librarians (as in the case of Italy) and visits to Brussels (Sweden, Netherlands).

Saturday, 1 March 2003

The morning session was dedicated to the individual presentation of the state of play in every national network. The national or deputy co-ordinator presented recent developments in his or her respective country, for about 10 minutes. (See all national contributions documents)

The major themes addressed were:

- general information on the network in each country;
- the staff;
- equipment and internet access;
- relation with other relays, with the Representations and between EDCs themselves;
- the training programmes;
- general problems faced by EDCs
- presentation of useful links developed by EDCs (ex. Université Catholique de Louvain <http://www.eulisnet.be/>)

- Other links of **websites** of the **EDC national networks** were provided:
 - <http://www.ubka.uni-karlsruhe.de/hylib/en/kvk.html> (Germany)
 - <http://www.ub.uni-bielefeld.de/abisz/> (Germany)
 - <http://www.euro.ucl.ac.be/ebed/> (Belgium)
 - <http://www.eulisnet.be/> (Belgium)
 - <http://www.heal-link.gr> (Greece)
 - <http://www.edcni.nl> (Holland)
 - www.cdeita.it (Italy)
 - <http://rpcde.lis.ulusiada.pt> (Portugal)
 - <http://www.eukomm.se/ie.htm> (Sweden)
 - <http://www.libris.kb.se> (Sweden)
 - <http://copac.ac.uk/copac/> (United Kingdom)
 - <http://www.europe.org.uk> (United Kingdom)
 - <http://www.europe.org.uk/info/documents/453.doc> (United Kingdom).
- Also, Mr. W. M. van Veenendaal, Netherlands Vice-coordinator presented the results of the working group that designed a web page for the European Documentation Centres <http://edceu.ubvu.vu.nl> This site was an initiative of the European representatives of the EDC meeting held in Sardinia in 2001. Its aim is to provide the users of the EDCs the information of the institutions of the European Union.

This EDCs homepage is the first version made by the EDCs homepage working group which was constituted in Sardinia (EDCs co-ordination meeting 2001). The working group consists of the following members:

Denmark:	Kirsten Kruuse Henk Zonneveld, Marjan Ydema,
The Netherlands:	Mirelle Herlftenkamp, Wilma van den Brink, Wouter van Veenendaal
Portugal:	Helder Machado
Spain:	Elvira Aleixandre
United Kingdom:	Patrick Overy

Summary of main issues raised by national co-ordinators of European Documentation Centres during the Meeting

- 1) In some countries, like Belgium, France, and Ireland the EDCs don't have annual co-ordination meetings and don't have a regular or a permanent relationship with the Commission Representations in the Member States.
- 2) Lack of free access to certain categories of expensive materials (statistics database) produced by Eurostat (issue raised by almost everybody);
- 3) Announcement by DG Admin printshop that they will stop printing COM/SEC documents;
- 4) No financial support from the Commission to improve the IT system;
- 5) Less response from the Commission central services over a certain period;
- 6) No access to the relays' website (Greece);
- 7) Lack of training for the librarians.
- 8) Regarding evaluation exercise and questionnaires, the need to open a space to write specific comments or describe specific situations (e.g. exchanges between French EDC documentalists).
- 9) Proposal to use the web page created by 2001 working group as a home page for all EDCs.

DG PRESS/A.2 would take follow-up action on this issues and would elaborate a follow-up paper as a result of the meeting

**Follow-up of the European Documentation Centres
Co-ordination Meeting,
Brussels, 28 February-1 March 2003**

Issues raised by the EDC co-ordinators

1) In some countries, like Belgium, France, and Ireland the European Documentation Centres don't have annual co-ordination meetings and don't have a regular or a permanent relationship with the Commission Representations in the Member States.

After the European Documentation Centres co-ordinators meeting in Brussels, on 20 March the French National European Documentation Centres Annual Meeting took place in Paris, organised by the Commission Representation. A national meeting for Italian EDCs took place on 31 March and 1 April 2003 in Milano organised by the Italian Representations. Mrs. Múgica attended both meetings and talked about the central support by Unit Press/A.2 to EDCs. Other meetings will be organised by other Representations over the year 2003. Unit Press/A.2 encourages and welcomes a regular contact of the Representations with national EDCs involving the organisation of annual co-ordination and training meetings.

2) Lack of free access to certain categories of expensive materials (statistics databases) produced by Eurostat (issue raised by almost everybody);

- *Unit A2 (DGPress) has contacted OPOCE and received the list of all the materials that EDCs and DEPs receive from EUROSTAT:
-the EEL CD-ROM, which also gives them free access to EUROSTAT-Internet site*

-some monographs on paper

-some free publications such as Sygma and Statistical References.

- *Unit Press/A.2 intends also to contact centrally Eurostat to explore the possibilities of extending their support of materials for EDCs*

3) Announcement by DG ADMIN printshop that they will stop printing COM/SEC documents.

- *Unit PRESS/A.2 replied to a note from DG Admin and expressed the need for alternative sources to be kept updated and easily accessible, in order to guarantee a level of service at least equivalent to the current one.*
- *Unit Press/A.2 will contact the Commission's Secretariat General to further discuss this matter.*

4) No financial support from the Commission to improve the IT system

- *The central support provided by Unit Press/A.2 doesn't involve direct financial support but the purpose of the Unit is to further enhance the quality of its technical, information and documentation support in all areas.*

5) Less response from the Commission central services over a certain period

- *This problem has been addressed now: coordination meetings have started again; Unit PRESS/A.2 is attending national meetings; the relays intranet has been accessible to EDCs.*
- *It continues being addressed: on the relays intranet there is now a list of all the European Documentation Centres, a record of the European Documentation Centres co-ordination meeting in Brussels including all the national contributions has been published on the relays intranet providing also the link to the new European Documentation Centres site.*
- *There will be another co-ordination meeting at the end of the 2003 or the beginning of 2004 to which other centres located outside the EU 15 will be invited.*

6) No access to the relays' website (Greece);

- *All the EDC have been or will be connected to the relays Intranet – all they have to do is to ask for a user name and password*

7) Lack of training for the librarians.

- *In the framework of the new Financial Regulation in the second part of 2003, the training programme for the librarians will be relaunched.*

8) Regarding the stocktaking evaluation exercise and questionnaires, the need was mentioned to open a space to write specific comments or describe specific situations (e.g. exchanges between French EDC documentalists).

- *This problem was solved by adding an open space to the introductory page of the evaluation questionnaire, where all the relays can describe their specific situation.*

9) Issue raised by PRESS/A.2: *in 2003, the **exchange programme**, which is already available to other information relays, will be made available, on a pilot basis to the EDCs.*

10) Proposal to use the web page created by the 2001-working group as a home page for all EDCs.

- *Unit PRESS/A.2 (Ms Múgica) has received the link provided by Mr. Van Veenendaal and she has no objection that this link is provided in the relays' intranet www.tecis.be*

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