

Part

1

Data Services Plans and Policies

This section includes practical examples of utilizing "Levels of Service" and the "Data Services Assessment Instrument." Written service plans and policy statements delineate service expectations, which is helpful both for staff and patrons. Establishing the boundaries of what a service provides helps define jobs realistically and assists users in knowing what to expect. Budgets are also instruments for planning and as such play a role in shaping service levels.

An overview of the background of workshop participants along with the following documents illustrates the variety of environments and configurations for data services. Not all data services exist within a single administrative unit in a university and consequently require some form of partnership across units. Examples of proposals for joint support in university settings are included. Additional materials describing various service levels are available on-line.

McMullen, Heather. *Planning the Future of Data Services at MIT*, Revised January 1998. URL: <http://libraries.mit.edu/dewey/hm/DATA-plan.html> (Accessed July 22, 2000).

Statistical Advisory Committee. University of Guelph, *Data Library/Centre (DLC) Proposal*, September 1996, 57 pages. URL: <http://drc.uoguelph.ca/DRC/dlcpro.pdf> (Accessed July 22, 2000).

Data Services Offered at Several Universities (table)

	SUNY-B	Univ. of Alberta	UCSD	U. Fla.
Acquisitions	Data Services	Data Library	Data Services	Library
Process/ store/preserve	Academic Computing & Data Services	Data Library	Data Services	
bibliographic access	Data Services	Library & Data Library	Data Services & Library	Library
physical/logical access	Academic Computing & Data Services	Data Library	Data Services	
information & reference	Library: Reference & Data Services	Data Library & Library	Data Services	Library
data reference	Data Services	Data Library	Data Services	
computing reference	Data Services & Academic Computing	Data Library	Data Services, and Social Science Computing Center	
analytical/ statistical reference	Data Services & Academic Computing	Computing Centre, statistical consultant, and Data Library	Faculty; Social Science Computing Center; & Data Services	Computer Center
subsetting	Data Services & Academic Computing	Data Library	Data Services (primarily as a user self- service)	
archiving		Data Library		
analysis	Academic Computing (for a fee) & Data Services, occasionally	Computing Centre, statistical consultant, and Data Library		

Note: At Binghamton U. and UC San Diego the "Data Services" units are part of the Library. At the University of Alberta, the "Data Library" is part of the Library.

Sample Levels of Service Policies

University of Florida Levels of Reference Service for Census Material

(This University of Florida document is from the early 1990s and is still a useful example.)

All library staff with public service responsibility should be able to provide a minimum level of service to patrons requesting census data. They should be aware of other census services provided by the Libraries and the contact persons for those services.

Level 1. Basic Data Retrieval

All public service staff (hereafter "staff") should be familiar with fundamental census reference sources including the Statistical Abstract of the United States, the County and City Data Book, and a core collection of decennial census reports such as Number of Inhabitants and General Population Characteristics. Through familiarity with these sources, staff should be able to answer basic census questions relating to population and housing characteristics of states and places.

All staff should be aware that census data is received in a variety of formats, including print (paper and microfiche), tapes, CD-ROMs and maps. They should also know that these products are received through a number of sources such as the Depository Library Program (DLP), the State Data Center (SDC), gifts, and purchases. Additionally, staff should be cognizant of our relationship and responsibilities to both the DPL and the SDC. Staff should be aware that the UF libraries have a large retrospective collection of census data and should be able to make appropriate referrals for this material.

As 1990 census data is released, staff should keep abreast of what information is currently available and anticipated release dates for future reports.

Summary (All Public Service Staff)

- 1) Knowledge that census data exists within the libraries
- 2) Understanding of the various formats and sources for current and retrospective census material
- 3) Ability to answer basic inquiries from a core collection of primary census reports
- 4) Familiarity with 1990 census reports currently available and anticipated release dates for additional reports

Level 2. Knowledge and Referrals

In addition to answering basic census questions as described in "Level 1", staff should be familiar with census terminology and census geography. For example, all staff should know the difference between a Census Tract and a Block Group and should be able to refer patrons to the appropriate location or source for retrieving information at these levels. Patrons specifically requesting information in electronic format or information known only to be in electronic format should be referred to Pam Lowe or

Gary Cornwell. The ability to recognize requests that require electronic data files and to make appropriate referrals to them will require an understanding of census terminology such as TIGER Line Files and STF data. Patrons with requests beyond the basic level, but not requiring electronic data files should be referred to the Documents Department. The Documents Department has been designated as the Libraries' primary access point for providing census service.

It is expected that, in addition to providing basic census services, all Documents staff will be familiar with products and reports received through the DLP. This would include all print documents as well as CD-ROMS and their accompanying software.

Summary (All Public Service Staff)

- 1) Familiarity with Census terminology and geographic divisions
- 2) Ability to make appropriate referrals for print and electronic information

Summary (All Documents Department Staff)

- 1) Familiarity with all products and reports received through the Depository Library Program
- 2) Ability to access census data using access software accompanying CD-ROM products

Level 3. Data Retrieval

Once information needs from electronic data files have been identified, a unit consisting of Pam Lowe, Gary Cornwell and specially trained resource persons are responsible for the actual retrieval of the data. Persons charged with data retrieval should maintain fundamental computer skills including a working knowledge of DOS and the ability to zip and unzip files, run canned programs from dBase, SAS and other appropriate software. Unit members should also be able to derive and download data from various Bulletin Boards including those maintained by the Census Bureau and the SDC. Additionally, all persons assigned to data retrieval should have a working knowledge and demonstrated competency level with regard to appropriate technical documentation.

Summary (Data Retrieval Unit)

- 1) Maintain basic computer skills including working knowledge of DOS
- 2) Ability to run canned programs for dBase, SAS, etc
- 3) Ability to download files from Bulletin Boards and to zip and unzip files
- 4) Demonstrated competency and understanding of technical documentation

Level 4. Familiarity with Census Data

While no one within the Libraries is familiar with all aspects of the Census, it is anticipated that through the combined efforts of Pam Lowe, Gary Cornwell and select library staff a comprehensive understanding of the Census can be maintained. Expectations at this level would include an in-depth familiarity with the content and structure of both electronic and print data sources as well as the ability to access the data in the most efficient means possible. An understanding of the structure, format, availability, and comparability of data from previous Censuses is also expected.

Summary (Advanced Census Unit)

- 1) In-depth understanding with all aspects of the Census
- 2) Ability to access census data in the most efficient means possible
- 3) Understanding of structure, format, availability, and comparability of previous Censuses

Level 5. Advanced Data Retrieval

A level of competence that does not currently exist (or has yet been assigned to the retrieval of census data) should be established within the Advanced Census Unit for retrieval of census data. Persons operating at this level would possess the knowledge and skills necessary to access data files (including GIS files) through all means possible. In all likelihood, this position would be filled by a programmer with advanced computer skills rather than a background with census material.

Summary

- 1) Ability to access data files through all possible means

Census Service at UF Libraries:

The following levels of Census services prepared by Gary Cornwell and Pamela Lowe are based on a similar listing of "Levels of Data Service" prepared by Jim Jacobs for the 1990 ICPSR Management of Machine-Readable Social Science Information Workshop. In his paper, Jacobs describes the levels of data service that an organization might provide its constituency. His resulting list is meant to help organizations identify what services are already being provided and to choose which other services to offer.

The following listing of Census services (with an emphasis on electronic files and services) has a very similar scope. Its purposes are to : 1) identify services and procedures that the Libraries already have in place for acquiring and accessing census data, 2) identify computing services and advisory services that the Libraries should provide for census data, 3) identify those services that are best provided by the private sector and that the Libraries should not engage in, and 4) notify staff of services available at the Libraries for census materials.

Level 1. Pre-Acquisition of Census Material

The primary goal of activities at this level is to gather background information and make the administrative decisions necessary before acquiring census data. The UF Libraries have a long-standing commitment to acquisition of census material and consequently many of these decisions have already been made. However, the introduction of new electronic formats for the 1990 Census have raised questions such as "Who else is providing census services?", "What computers and software are required to access these new electronic products" and "How much and what level of staff is necessary to service these products." The Libraries are currently working with other agencies within the State to identify the level of census services that are being offered elsewhere. At the same time, the Libraries have reaffirmed their commitment to acquiring census data by the purchase of computer hardware, through the centralization of census activities within the Documents Department, and by the reassignment of staff to work with census files.

Level 2. Acquisition of Data

The Libraries have a well-established mechanism for the acquisition, processing, and preservation of data tapes and accompanying technical documentation. Many of these products are received through the State Data Center, while others are the result of special purchases. Beginning with the 1990 Census, the Libraries will receive a wide range of information on CD-ROM via the Depository Library Program. Additionally, many data files from the 1990 Census are available through the Census-BEA Bulletin Board.

Level 3. Distribute Access to Data

All data files and accompanying technical documentation received by the Libraries are cataloged and listed in the Library's online catalog, LUIS (Library Information System). As a result, all State University System (SUS) faculty, staff and students (as well as

anyone with dial-up access to LUIS) can easily learn what products are available at the UF libraries. Additionally, due to the Libraries' long standing commitment to servicing census data numerous referrals and requests are made to the Libraries for census information each month.

Level 4. Computing Services

The library provides layers of computing services, allowing multiple access avenues. The following options are a combination of services already in place and recommendations for the future.

- A) Patrons may access the Census CD-ROMS themselves utilizing the Libraries' equipment. The Main Library maintains equipment in the public area of the Documents and Reference Departments. Equipment in non-public areas of both departments may be used via an appointment. Patrons who access census CD-ROMs may use the GO software provided by the Census Bureau or dBase provided by the library. TIGER/Line files may be accessed via various software packages provided by the Documents Department.
- B) Census unit staff may create machine-readable subsets on disk from the CD-ROMs for patrons. The patron must supply their own floppy disks or reimburse the Libraries at a later time. TIGER/Line data for single counties may be downloaded to floppy disks in ASCII format. PL94-171 data as well as 100% data (when released on CD-ROM) may be subsetted and downloaded to floppy disk in either dBase, ASCII delimited with blank, or Lotus 123 wks format. The patron may request data for any geographic level (county, tract, place, block group or block), however, all data fields for the requested area will be given. The census unit will not provide specialized subsets by limiting the number of fields or searching for specific data values. Data extracts created from a CD-ROM will be free to the patrons, however census unit staff are under no obligation to provide the data within any specified time period.
- C) Current census data can be downloaded or printed using the GO software with the CD-ROMs or from the Census-BEA Bulletin Board in a rapid, straightforward manner. Similarly, 1980 census data can be retrieved via the Florida State University's (FSU) 1980 Online Census Bulletin Board. In most cases, these sources are used for data requests requiring only one or two numbers. Information obtained from Bulletin Boards or printed copies of tables from CD-ROMs are usually mailed to the patron free of charge.
- D) In addition to procurement of CD-ROMs, the Libraries archive census material on magnetic tapes in the Libraries' Systems Office. Patrons may request usage of magnetic tapes at the Reference Desk. If the use of machine-readable datasets are appropriate, a referral form is completed. The patron takes the referral form to the Systems Office where the patron will be given the volume and serial numbers needed to access the tapes at the North East Regional Data Center (NERDC). The Systems Office is responsible for transporting magnetic media to and from NERDC.
- E) Retrieval of census data from magnetic tapes is provided on a cost-recovery basis by the census unit. Printouts of data tables for any geographic level can be produced via SAS batch files. Additionally, Florida census data can be downloaded from magnetic tapes in an ASCII format for any geographic level.

F) Additional data services such as searching for user-specified values (eg. geographic areas that have a black population greater or less than 50% of the total population for that area) or comparison of 1990 machine-readable data with machine-readable data products from previous censuses are not currently available within the Libraries. this service is recommended and is dependent upon hiring staff with the requisite computing skills.

Level 5. (Data) Advisory Service

Once data has been acquired staff should be available within the library to offer consultation with regards to the data. This service is limited to assisting patrons with technical documentation/code books and to helping users interpret data structures.

Level 6. Advisory Services (Analysis)

This level of services is designed to advise users in such areas as appropriate statistical procedures for analysis of data or writing statistical programs. Services such as interpreting results of statistical analysis fall into this category. This service is handled within the university environment by the computing facilities or by individual colleges and departments.

Level 7. Analytical Services

This level of service does everything for the user. Staff would analyze data as requested and deliver finished output to users requesting products such as charts, graphs, measures of significance, and cross-tabulation of variables. This service is best handled by individual consultants or businesses.

Libraries
Information and Research Services

Service Plan for Government Documents on CD-ROM

REFERENCE SERVICE

Level 1 Identification At this level of service all librarians at all reference desks should be able to answer patrons' questions on, " Do you have...?" and, "Where is...? Answers can come from the inventory sheets and from using ELIXIR.

From this point on, reference assistance will begin to fall into the domain of subject specialists or those librarians, staff or service points identified as having skills or subject expertise.

Level Two Basic Reference At this level of service librarians will be assisting patrons with reference questions that require use of data that will be contained on CD-ROM disks. Patrons will be offered the option of using the disks or guided to the disks that contain their data, with brief instructions for start up and use. Librarians will use documentation or information sheets located next to the Workstation.

Level Three Intermediate Reference Service At this level of reference patrons can be given advice on choices among titles that present similar types of data, brief introduction to the files, and instruction on using the software to download or copy data. Librarians will use technical documentation, information sheets, and manuals to assist patrons at this level.

Level Four Advanced Reference Service Designated librarians who assist patrons at this level will be knowledgeable about these titles, their structures and software to access and download. Patrons will be given guidance in developing tables and sets tailored to their needs. This service level will develop as expertise with various titles develops. Service at this level will be by appointment with knowledgeable librarians.

INFORMATION/EDUCATION SERVICES

Levels of service for information/education will exist simultaneously for users and for library staff. The same efforts and products that serve to inform and instruct patrons can serve the same purpose for library staff.

Level One Awareness Through the ELIXIR Newsletter, and to and through appropriate bibliographers by routing inventory sheets and handouts.

Level Two Point of Use Education Will be achieved through signage, information sheets, manuals, technical documentation, instruction programs from the workstation menu, etc.

Level Three demonstrations For staff and other groups such as classes, demonstrations can be effective in giving users a sense of the type of data contained in a product and how the software works.

Level Four Workshops and Seminars Will be in-depth, lengthy instruction sessions that will describe many features of the titles and their software access.

PHYSICAL ACCESS

Physical access describes where the disks will be located and whether or not patrons with their own equipment can check out the disks. This is a necessarily brief description of potential categories of physical access to titles. As service develops and as new titles arrive we may need to develop descriptions of physical access for classes of products--all Census titles--or all products accessible by one program--EXTRACT.

Category One Those CD-ROMs acquired through the depository program that we are equipped to service will be stored with their documentation next to the Government Documents Workstation and the ICPSR Workstation.

Category Two CD-ROMs identified as having potential for high use, and accompanied with page-turning or EXTRACT-like software, will be mounted on the Government Documents Workstation. CD-ROMs with potential for high use that have unique software requirements will be installed on the ICPSR Workstation.

Category Three CD-ROMs for which we do not have necessary hardware or software will be housed in the Government Documents workroom. These CD-ROMs may be checked out for use by members of the university community through the Government Documents Librarian.

BIBLIOGRAPHIC ACCESS/CONTROL

The purpose of bibliographic control will be to make both patrons and librarians aware of the CD-ROM titles that have received and titles that are available for use in our Libraries.

Bibliographic access and control will build on the level that precedes it. The Government Documents Librarian will initiate bibliographic access and control as each new CD-ROM arrives in Government Documents through the Depository Program. Each CD-ROM will receive "identification" treatment by placement on the inventory sheets. When librarians or patrons wish to learn more about a title they have read about on the inventory sheet, a summary sheet will be created for review. Titles that are identified as being usable on our equipment and as of potential for high use will be installed on the Government Documents Workstation or the ICPSR Workstation, with cataloging in ELIXIR.

Over time, bibliographic control will likely change for many of the CD-ROMs we received. Titles may move up through the categories to being installed on workstations with full cataloging only to be replaced by a cumulative or succeeding title. Others might be identified for immediate installation but may find a dramatic drop in use with changes in course requirements or faculty needs.

Level One Identification All CD-ROMs acquired will be listed on an inventory sheet that will be routed to I&RS librarians and reference desks. Each CD-ROM will be identified by title, issuing agency, software to access, and status. This inventory sheet will be continuously updated and will act as a notification to librarians and serve as a reference sheet for patrons.

Level Two Description CD-ROMs identified for potential use by librarians or patrons will have summary sheets created. Summary sheets will have brief statements of contents, purpose, file structure, and documentation or manuals available for use. In addition, descriptions of known software to access, location of software, memory requirements for both software and auxiliary files, and downloading capabilities. Hardware requirements, when beyond the norm of the Government Documents Workstation, will be listed. Included in these summary sheets will be any editorial comments that will assist in making a decision to use/not use, install/not install.

Level Three Cataloging All titles that are available for use on the Libraries' workstations will be fully cataloged on ELIXIR.

UC Data Services Policy (UC Berkeley)

UC DATA

SERVICES POLICY

DATA SET IDENTIFICATION

UC DATA offers free consulting regarding content and format of the holdings of the Data Archive. UC DATA staff also help UC Berkeley users identify data files not held by the archive.

DATA SET ACCESS INFORMATION

UC Berkeley students, faculty and staff:

UC DATA will provide access and tape information free of charge.

Other clients:

Non-University clients, including organizations or individuals under contract with the university, will reimburse UC DATA for the staff time involved in preparing for access any dataset in the archive.

DATA SET ACQUISITION

UC Berkeley students, faculty and staff:

Data sets will be acquired for UC Berkeley students, faculty or staff and the Office of the President. The archive will acquire data sets as requested under consortium memberships. Other data sets not available through consortium memberships will be purchased when funding is provided. UC DATA will own the master copies of such data sets.

Other clients:

Archive staff will provide information about ordering data sets for other clients, but will not order data sets unless reimbursed for staff time and costs. UC DATA will own the master copies of such data sets.

PREPARING CUSTOM DATA SETS FOR USE

UC DATA will produce custom data sets for the Office of the president, UC Berkeley faculty, visiting scholars, staff, and students unable to do so themselves according to the following guidelines. Data sets may be prepared for other clients on a recharge basis. Written estimates will be provided for all recharge jobs.

Classroom, instruction:

UC DATA staff will work with a class TA or departmental consultant to produce subsets of data sets on tape, CMS disk, or floppy disk for classroom use. UC DATA will assist in the production of CSA, SAS OR SPSS-X system files or "raw" data sets for use on CMS, UNIX, or on micros. UC DATA staff will spend up to 2 hours providing this assistance. If the task will take more than 2 hours, UC DATA will explore a billing arrangement with the faculty member.

The faculty member, departmental computing consultant, or TA will establish the class

computer accounts; UC DATA will use these accounts for data processing.

UC Berkeley student research:

UC DATA staff will spend up to 2 hours preparing a dataset for analysis for individual students, doing class assignments, unable to do so themselves. Projects requiring more than 2 hours of work will be done on a recharge basis. Written estimates will be provided for all recharge jobs. Students requiring computing and statistical consulting, see policy below.

UC Berkeley faculty research:

UC DATA will spend up to 2 hours preparing a data set for analysis for faculty unable to do so themselves. Projects requiring more than 2 hours of work will be done on a recharge basis. Written estimates will be provided for all recharge jobs.

ANALYZING DATA

UC Berkeley students:

UC DATA will perform very limited statistical analyses for students unable to do so themselves. UC DATA will not be responsible for the analyses or interpretation, but may provide guidance in the process. Requests of this kind must be very specific and not open ended. If the task will take less than 1 hour, UC DATA staff will provide the information at no charge. Longer tasks will be done on a recharge basis. Written estimates will be provided for all recharge jobs. Repeated requests from the same student will lead to a billing arrangement for further services.

UC Berkeley faculty:

UC DATA will perform very limited statistical analyses for faculty unable to do so themselves. UC DATA will not be responsible for the analyses or interpretation, but may provide guidance in the process. Requests of this kind must be very specific and not open ended. If the task will take less than one hour, UC DATA staff will provide the information at no charge. Longer tasks will be done on a recharge basis. Written estimates will be provided for all recharge jobs. Repeated requests from the same faculty member will lead to a billing arrangement for further services.

All other clients:

UC DATA will perform analysis for research purposes on a recharge basis for all other clients. UC DATA will not be responsible for the analyses or interpretations, but may provide guidance in the process. Written estimates will be provided for all recharge jobs.

COMPUTING AND STATISTICAL CONSULTING

UC DATA will provide computing and statistical consulting to the Office of the President, UC Berkeley faculty, staff, and students according to the guidelines below. Other clients may request consulting on a recharge basis.

Consulting for UCB students:

Groups and individuals instruction: UC DATA prefers to meet with groups of students rather than meeting with each student individually.

Scope of consulting available from UC DATA: UC DATA will help students get started using UC DATA tapes, IBATCH and statistical packages, produce subsets of data files, and write programs for analysis. People wanting to learn X-EDIT and IBATCH will be referred to departmental consultants, Evans Hall, publications and workshops.

Time Restrictions: Preparation and delivery of a consultation or training session, for groups or individuals, must be limited to 2 hours. Longer term services must be reimbursed.

Printed materials: UC DATA will provide standard instructional materials, such as sample programs and technical reports. Other instructional materials distributed by the Computer Center may be purchased at Kinko's or at the ASUC Bookstore.

Consulting for UCB faculty:

Introductory assistance and short program debugging help are available without charge. Faculty must reimburse UC DATA for any statistical consulting and computing tasks which take over 2 hours of UC DATA staff time.

Data Library Service Policy (University of Alberta)

The mission of the Data Library is to assist users with the identification and retrieval of information available in machine readable format. To this end the Data Library will offer the following services:

1. Data Set Identification and Access Information

The Data Library staff will help users determine the content and format of data files in the Data Library collection. Data Library staff will also help users identify and locate data files not held by the Data Library.

2. Data Set Acquisition

University clients:

The Data Library will acquire requested data sets which can be obtained under consortium memberships. Other data sets not available through consortium memberships will be purchased when funding is provided. The Data Library will own the master copies of such data sets.

Other clients:

The Data Library staff will provide information about ordering data sets for other clients, but will not order data sets for their individual use.

3. Preparing Subsets of Data Files for Use

a) Data Library holdings

The Data Library will produce subsets of files for university clients according to the following guidelines. Data sets may be prepared for other clients on a fee for service basis, subject to data file licensing agreements.

Undergraduate assignments:

Given limited staff resources, individual assistance for large classes will not be feasible. Class assignments are best handled through group instruction. Faculty are expected to make arrangements for group instruction with the Data Library staff. A minimum of six weeks notice is required to obtain data not currently in the Data Library's collection.

Data Library staff will work with a faculty member, class TA, or departmental consultant to produce subsets of data on tape, disk (MTS, CMS, or UNIX), or floppy disk for classroom use. The Data Library will assist in the production of statistical package system files (e.g., SAS or SPSS) or "raw" data files for use on a variety of computing platforms (mainframe, workstation, or micro).

The faculty member, departmental computing consultant, or TA will establish a class computer account; the Data Library will use this account for data processing.

Graduate Research:

Data Library staff will *assist* with the extraction of a subset of data for analysis for individual graduate students. Requests from students for the Data Library staff *to do* the actual extraction of data which requires more than one hour of work will be charged on a fee for service basis.

Faculty research:

Data Library staff will *assist* with the extraction of a subset of data for analysis for faculty. Projects requiring more than one hour of work, or requests from faculty for the Data Library staff *to do* the actual extraction of data will be charged on a fee for service basis.

b) Non-Data Library holdings (e.g., where a University client obtains a personal license for a data set)

Data Library staff will help researchers prepare data files, (i.e. register tapes, verify contents of tape, identify variables and cases, write programs to read subsets, develop supporting documentation, and locate online storage space for file), on a fee for service basis. There will be no fee for the preparation of data files used for instructional purposes.

4. Analyzing Data from Data Library holdings

University clients:

Data Library staff will perform limited statistical analyses on a fee for service basis as time permits.

Other clients:

Data Library staff will perform statistical analysis and interpretation on a fee for service basis as time and data licensing agreements permit.

5. Computing and Statistical Consulting

The Data Library will NOT provide computing and statistical consulting as these services are provided by other University units (e.g. the Population Research Laboratory, the Centre for Research in Applied Measurement and Evaluation, and Computing and Network Services).

Kathy West

Chuck Humphrey

92/08/28

Data Library Fee for Service Proposal (University of Alberta)

August 1992

Introduction

A market for the following services appears to exist both on and off campus:

1. the development of questionnaires for both social surveys and evaluation research;
2. the preparation of data obtained from questionnaires for inputting, and then for subsequent analysis;
3. the construction of custom data sets from existing data collections; and
4. the analysis and manipulation of custom data sets.

The first two services are in the realm of providing social research consulting services. These services are frequently provided by special institutes on university campuses, such as the University of Alberta Population Research Laboratory and the Centre for Research in Applied Measurement and Evaluation.

The last two services involve providing information retrieval and analysis services. Libraries have traditionally provided information retrieval services for print sources, and are now recognizing that providing these services for information in machine readable format also falls within their mandate. Libraries have not however, with the exception of special libraries, traditionally provided information analysis or data manipulation services.

Proposal

A fee for service program offered by the **Data Library** would extract and manipulate data from large data collections for clients and/or provide clients with the advice necessary for them to do the actual extraction themselves. This type of service would build upon the profession's traditional expertise and mission, and would also maximize the use of the Library's electronic data collection. This service would also nicely complement the services offered by the Population Research Lab, as the PRL does not offer data retrieval and analysis services from data sets other than the data that they produce.

We do not advise establishing a social research service that would compete with other units on campus, such as the Population Research Lab.

User Markets

There are two potential markets for our services. First, there are the members of the university community who do not have the requisite knowledge to do the work themselves, and/or who do not wish to spend the time doing the work themselves. Secondly, there are members of the business, government, and nonprofit sectors who do not have the knowledge and/or time, nor do they probably have access to the data sets that they require.

Phases

We recommend phasing in a fee for service program. Taking incremental steps ensures that the Data Library staff only take on what they can successfully handle. With the proposed Alberta Data Consortium (ADC), our Data Library staff will have a high level of involvement with the establishment of the ADC and in training staff at other sites necessary for the initial phases of that project. We would not want to be in the situation of having insufficient time to deliver services either to the Consortium nor to a Fee for Service Program. The first phase would entail providing services to University clientele. The subsequent phases would entail providing services to other sectors of the community. Providing services to the non-university clientele presents a number of problems which will have to be dealt with prior to initiating a fee for service program.

Problems

All but one source for our data require licenses which prohibit us from providing access to clients other than individuals affiliated with our University who are using the data for teaching and research purposes. All non-university clients are viewed by data vendors as potential customers and, consequently, protect their market by restricting access to the University's copy of their data.

Some data vendors may consider a royalty scheme whereby the University charges non-university clients for access to their data. This would necessitate collecting royalties from non-university clients and, subsequently, paying the data vendor. One possibility along this line would be to seek secondary distributor rights to the CANSIM database. The demand for access to this database will probably be high. Further research is required before advancing this idea, however.

In addition to license restrictions, a major concern in dealing with non-university clients is the pressure they bring upon the priorities of a service. If University clients are seen as the first priority, cash carrying non-university clients have a way of rising to the top and changing original priorities.

Phase I

Phase I would involve the establishment of clear guidelines and policies as to which services our University clientele will receive free of charge from the University Library. Many university data libraries provide up to one hour of data retrieval consultation time free and charge for subsequent time spent with an individual. Clear policies and guidelines on what services would be provided for a fee would also have to be developed. The organizational infrastructure (i.e. procedures for handling requests, billing, subcontracting, publicity, etc.) would also have to be designed.

Phase II

Phase II would involve providing a fee for service program for University clients, assessing the time demands placed upon the Data Library staff, and fine-tuning the organizational procedures. During this phase, the problems identified with providing a fee for service program to non-university clientele would also be addressed.

Phase III

This phase would involve implementing a fee for service program for non-university clients, along with assessing time demands and organizational procedures and policies.

If successful, subsequent phases could involve expanding the number of databases for which a fee for service program could be offered to non-university clients.

Services Provided for a Fee

1. Extraction of Data Subsets from Data Library Holdings

The Data Library staff will do the actual extraction of data for any University or non-university client on a fee for service basis, and as licensing agreements permit.

Note: The Data Library is responsible for *assisting* University clients with the extraction of subsets of data, while these clients are responsible for actually doing the extraction. Faculty requiring more than one hour of assistance will be charged on a fee for service basis.

2. Preparation of Data Subsets from Data Files Not among the Data Library's Holdings

An example of this service is when a University client obtains a personal license for a data set but requires assistance or expertise in extracting data.

3. Analyzing Data from Data Library Holdings as licensing agreements permit.

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92/08/28

Terms of Fee for Service with the Faculty of Business (University of Alberta)

October 1992

The following terms of fee for service were accepted following the September 21, 1992 meeting of the Financial Database Advisory Group. Under the general arrangement, the Data Library will not charge for basic data services (data acquisition services and basic consulting services), or for technical assistance for the first hour. Assistance requiring more than 1 hour of consultation will be charged to the user at the Library's standard rates (currently \$60/hour).

It was further agreed that support to Business Faculty Staff and students follow existing Data Library service guidelines:

Undergraduate Students Support. The current Data Library policy is to support undergraduate teaching by providing assistance to instructors. This support takes the form of assistance with materials (instructions, documentation, training seminars) and assistance in creating data sets for assignments; given sufficient notice (currently two weeks). Undergraduate students will be provided with limited technical assistance on an individual basis.

Graduate Student Support. Graduate students will receive the same level of assistance as Academic Staff and the same conditions will apply.

Academic Staff Support. In addition to basic services noted above, Academic Staff will receive one hour of technical service without charge. Staff requiring more than one hour of technical assistance will be charged at the current Library rates. Examples include custom work to install tapes that are not part of the Core holdings (see Core Holdings below), and requests to create research data sets.

External Clients. External Clients, those who are not specifically employed by the University of Alberta, will not be assisted with the Financial Data Tapes in accord with current license agreements.

Core Holdings

In order to plan and manage its service, the Library requests that the Faculty of Business provide one year's advance notice in the event that a core financial database product is to be discontinued. Due to the current uncertainty of University budgets together with the length of time needed to complete the budgeting process, the Faculty will try to give the Library a years notice where possible, but will inform the Library of impending changes in financial data purchases as soon as changes become known. Currently, core products are defined to be those offered by Standard & Poors Compustat (Annual Industrial, Quarterly Industrial, Annual Research, Canadian, and Research Business), University of Chicago CRSP (NYSE/AMEX Monthly, Master Returns, Indices, Bonds, NASDAQ, NYSE/AMEX Daily, Royalty), the Toronto Stock Exchange (Daily Price, Daily Returns, Monthly Returns, Outstanding Shares, Dividend & Price), and Info Globe's Report on Business Corporate Database.

The addition of new products will be considered on a per item basis, while ad hoc requests for special financial databases will be dealt with on a technical assistance basis as outlined under academic staff support services above.

Tom Johnson

Chuck Humphrey

93/10/29

Examples of Levels of Service with Budgets (University at Albany)

[This is an example of attaching budget and staff requests to proposed Levels of Service.]

Resources Required for Basic Level of Service

	(estimated 1993 cost)	
Staff:	Coordinator of Machine-Readable Datafiles	.30 FTE
	Cataloging of Codebooks (Librarian)	.10 FTE
	Students to help with retrospective cataloging of codebooks and/or data, for one year	20 hrs/week
	Tape Library Staff (Storage and maintenance of tapes, mounting upon request)	.10 FTE
	CSC Consulting	.50 FTE
	Consulting (in departments, schools, etc)	
	Professionals	1.5 FTE
	Graduate Assistants	2 FTE
	Faculty (part of instruction)	?
	Total library/CSS staff	1.0 FTE
	Total student staff	20 hrs/week
Space:	None specifically dedicated to computer datafiles other than racks for storing data tapes in Computing Services Center tape library and 4 ranges of shelving for codebooks and documentation.	
Hardware:	None specifically dedicated to computer datafiles Use of RLIN and OCLC in locating data Use of Coordinator's PC to order data Use of mainframes for subsetting of data and analysis Use of PC's in faculty offices and computer user rooms for analysis Use of PCs in reference area and IMC access to datafiles on CD-ROM and diskette	
Memberships and subscriptions:		
	Inter-University Consortium for Political and Social Research	\$8500/year
	Showcase Site License	\$1800/year
	Compustat	\$8000/year
	CRSP tapes	\$8000/year
Data acquisition:		
	Firm-ordered datafiles	\$2000/year
	Firm-ordered codebooks	\$100/year
	Data tapes	
	\$600/year	
	Total Membership & Acquisitions	
	\$29000/year	

Resources Required for Enhanced Level of Services

(estimated 1993 cost)

Staff:

Data Librarian/Data Consultant (could be two .5 positions)	1 FTE
Cataloging of codebooks/compilation and maintenance of directory (Librarian)	.5 FTE
Students to help with cataloging of codebooks and/or data and compilation and maintenance of directory	30 hrs/week
Tape Library Staff (Storage and maintenance of tapes, mounting upon request)	.10 FTE
CSC Consulting	1 FTE
LAN Manager	.25 FTE
Consulting (in departments, schools, etc.)	
Professionals	? FTE
Graduate	? FTE
Faculty (part of instruction)	?
Total library/CSS staff	2.85 FTE
Total student staff	30 hrs/week

Space: One 400 sq. ft. consulting office with room for codebooks and other documentation, a desk, and a workstation. Location is not important, but it should be accessible to patrons and provide convenient access to consulting offered by CSC.

Hardware:

One 486 PC terminal/workstation	\$4000
Two CD-ROM drives	\$1340
One Ethernet connection	\$360
One LAN	\$5000
Use of mainframes for subsetting and analysis of data	_____
Use of PCs in faculty offices and computer user rooms for analysis of data	_____
Use of PCs in reference area and IMC for access to data on CD-ROM and diskette	_____
Total hardware	\$10700

Memberships and subscriptions:

Inter-University Consortium for Political and Social Research	\$8500/year
Showcase Site License	\$1800/year
Compustat	\$8000/year
CRSP tapes	\$8000/year

Data acquisitions:

Firm-ordered datafiles	\$4000/year
Firm-ordered codebooks	\$500/year
Data tapes	\$800/year
Total membership & acquisition	\$31600/year

Resources Required for Comprehensive Level of Service

(estimated 1993 cost; based on the budget of the Data Library at the University of Alberta)

Staff:

Data Library Coordinator	1 FTE
Data Librarian	1 FTE
Cataloging of codebooks/Compilation and maintenance of directory (Librarian)	.75 FTE
Students to help with cataloging of codebooks and/or data and maintenance of directory	40 hrs/week
CSC Consulting	1 FTE
LAN Manager	.25 FTE
Tape Library Staff (Storage and maintenance of tapes, mounting upon request)	.20 FTE
Consulting (in departments, schools, etc.)	
Professionals	? FTE
Graduate Assistants	? FTE
Faculty (part of instruction)	?
Total library staff/CSS staff	4.2 FTE
Total student staff	40 hrs/week

Space: A 1200 sq. ft. office with a reference desk, data librarian work area, 3 consulting tables, 6 bays of shelving, 3 microcomputer/terminal workstations, a filing cabinet, miscellaneous office furniture. Location is not important, but the office should be accessible to patrons and provide convenient access to consulting offered by CSC.

Hardware:

Two 486 PC terminals/workstations	\$8000
Six CD-ROM drives	\$4020
One SunSPARC UNIX workstation	\$12000
Three Ethernet connections	\$1080
Three laser printers	\$3600
One LAN	\$5000
Use of mainframes for subsetting and analysis of data	_____
Use of PCs in faculty offices and computer user rooms for analysis	_____
Total hardware	\$66100

Software:

SASS and SPSSx for the mainframe	_____
PC SAS, UNIX SPSS, SAS	\$3000
PC-based DBMS	\$500
Biomedical Statistical Package	_____
Total software	\$3500

Memberships and subscriptions:

Inter-University Consortium for Political and Social Research	\$8500/year
ISLA (International Survey Library Association (Roper Center))	\$1500/year
Showcase Site License	\$1800/year
Compustat	\$8000/year
CRSP tapes	\$8000/year
Data acquisition:	
Firm-ordered datafiles	\$10000/year
Manuals and Reference Books	\$1200/year
Data tapes and Diskettes	\$1000/year
Total memberships & acquisitions	\$40000/year

Sample Cooperative Agreements

Inter-University Consortium for Political and Social Research (ICPSR) Proposal to the Vice Provost for Graduate Studies and Research, S.U.N.Y. at Binghamton

Administrative Responsibilities

On August 14, 1990, Al Dekin (Associate Dean, Arts and Sciences), Stephen Gilje (Associate Provost for Research), Eleanor Heishman (Director of Libraries), Jim Kahn (Director, Center for Education and Social Research), Glenn Palmer (current ICPSR Official Representative and Political Science Professor), and Diane Geraci (Social Science Bibliographer, Library) met to discuss the ICPSR membership. The meeting was precipitated by the impending closing of the Center for Education and Social Research (CESR) necessitating the need to rethink the way in which the University is organized to fulfill our ICPSR membership responsibilities.

In the recent past, the ICPSR membership fee was paid jointly by funds allocated to CESR through the Office of the Vice Provost for Academic Affairs and to the Department of Political Science through the School of Arts and Sciences. While the Political Science Department initiated and helped sustain our institutional membership for two decades, it has become increasingly difficult to provide the range of services necessary to serve faculty and students from an increasing number of social science departments and professional schools. CESR and before it, the Center for Social Analysis, had been responsible for users consultation services.

The services need to fulfill our membership responsibilities include:

- maintaining formal relations with ICPSR;
- customer services, particularly orders and advice;
- collection and maintenance of codebooks;
- technical services, magnetic tape receipt and maintenance;
- user consultations and research advice.

There is no question of the value of our institutional membership. We agreed that it was a university-wide service that should be maintained and when possible enhanced. We recommend the following actions for your immediate consideration:

- assign administrative responsibility and authority to the Library so that they may officially maintain relations with the ICPSR, provide customer services, maintain codebooks, and continue to cooperate with the Computer Center to provide the requisite technical services;
- review ICPSR membership payment (due July 1991) to provide new funding to the Library or to transfer from base allocations in Arts and Sciences and the Vice Provost's Office to the Library;
- establish a graduate student stipend in the Library to provide support for user consultation of the data files.

Service Plan

To assure campus access to ICPSR data files, the Library will do the following:

1. Maintain membership to the ICPSR including payment of membership, ordering data files and codebooks, and serving as liaison to the ICPSR as the Official Representative. See Appendix II, 'The Role of the Official Representative.'
2. Collect and maintain ICPSR codebooks and make them readily accessible to users.
3. Provide bibliographic access to ICPSR data files and ICPSR codebooks through NOTIS, the Library's online public access catalog. This might include a separate database in NOTIS of all ICPSR datafiles as well as providing individual cataloging for codebooks owned by the University. Implementation of this will be long-term due to staff shortages.
4. Provide reference service through the Bartle Reference Department including: assisting users in finding appropriate data files, searching ICPSR databases, notifying users of data files of potential interest for their research.
5. Cooperate with Academic Computing in the Computer Center to process ICPSR materials in a timely manner and to maintain the database of technical specifications needed to access the data. The Computer Center receives, stores, and processes the magnetic tapes received from the ICPSR. Computer Center staff make instruction sheets for the use of the datafiles.
6. Establish an advisory group to the Library of researchers from appropriate departments and schools as well as Computer Center personnel to serve as liaisons in distributing ICPSR information and provide input and support for ICPSR-related activities.
7. Prepare an annual report documenting various uses of ICPSR materials to be submitted through channels to the Provost's Office.
8. Assist in defining user consultation and research needs of ICPSR users on campus and work to provide greater support in this area.

Future Directions for Service

The need for users consultation and in-depth research assistance is strong and will grow. The library staff will work with others in the university community to ascertain the immediate needs of user groups and to serve them given resources available at this time.

With greater emphasis on doctoral programs and on faculty research output, we envision the need to establish a 'data center'.

The center would serve as a focal point for information on currently available machine-readable datafiles from the ICPSR as well as other public and private data sources, in particular federal and state government agencies. It would also serve as a focal point for requests for new data; a repository of written documentation to assist in identifying appropriate data sets and variables, an access point for online databases relevant for data users, and a center for data distributed on CD-ROM.

The data center would work to enhance technical assistance for data access with continued cooperation from Computer Center staff. With adequate resources, the center could explore becoming part of the State Data Center Program and take an active role in promoting research and instruction uses of data.

Additional equipment, software, space and staff will be needed, such as: microcomputer equipment and software, a technical specialist with background in social research and computing, student assistants, current social sciences bibliographer devoting half-time to coordinating data services and maintaining formal relations with the ICPSR and other relevant data repositories.

1/25/91

Service Plan for Maintaining Affiliate Status in the New York State Data Center Program

State Data Center Affiliate Program

The purpose of the program is to improve and extend the use of U.S. Bureau of the Census statistical resources for research, administration, planning and decision -making by state and local governments, the business community, and academia.

Service Plan

This service plan will be jointly administered by the Libraries and Computing Services whose primary clientele is faculty, staff, and students of the University.

Library responsibilities include:

- Maintenance of reference collection of print and CD-ROM census Bureau statistical and geographical products for University users and the local community.
- Maintenance of documentation and codebooks for mainframe census tapes and CD-ROM products.
- Providing assistance to patrons in locating and understanding census and related data and information.

Computing Services responsibilities include:

- Maintenance of mainframe census computer tapes in the Computer Center.
- Assistance in the use of mainframe census products for the University community.
- Providing mainframe computing services for census data upon request for non-for-profit organizations for a fee.

The Libraries and Computing Services share responsibility for:

- Publicizing the Affiliate and State Data Center Program.
- Preparing an Annual report of Affiliate activities, the number and types of requests, and the data problems.
- Providing census training and educational activities for academic and

local communities.

- Attending Affiliate meetings and State Data Center training workshops and conferences.

Proposal for Affiliate Status in the New York State Data Center Program

Overview

The State University of New York at Binghamton seeks to become an affiliate in the New York State Data Center Program. This proposal is a joint submission of the University Libraries and Computing Services. As a public academic university we are in a good position to provide leadership in census training and educational activities for the academic community. Our library collections and services are also easily accessible to community residents. Mainframe computing services can be provided to not-for-profit organizations for a fee.

The Libraries propose to house and service print, microform, and CD-ROM Census data collections within its Information and Research Services division. Computing Services will house mainframe census products. Both divisions will work together to provide training and educational service to faculty, students, and the local community.

Statement of Resources

Staff and Collections

Information and Research Services (I&RS), a division of the University Libraries, is comprised of 15 reference and subject specialists who provide information and research services at general reference desks, a government documents assistance desk, and a map room. The library collections of print and electronic census products and related print and electronic demographic and economic information are extensive.

Many members of the I&RS staff will directly support the affiliate program. There is a high level of understanding among them of the use of census and related demographic and economic information. Several members of the staff who will provide in depth assistance for census products are mentioned below.

The Social Science and Data Librarian has knowledge of computer-readable data files in general and data files available from the U.S. Bureau of the Census in particular. With the academic computing division in Computing Services, the data librarian currently manages and provides user services for a substantial collection of computer files, approximately 2500 files for mainframe use, many of them produced by the Bureau of the Census.

The Government Documents Librarian has knowledge of U.S. Census publications and manages an extensive documents collection from the United States and New York State governments which includes both depository and non-depository items. This collection is comprised of 340,000 documents including over 120 CD-ROM's. The Map Room, in the Science Library, houses our collection of government-produced maps and is staffed by a Map Librarian. The Online and Data Services Office houses the Census CD-ROM products.

The Economics and Business Librarian provides support services for our

Economics Department and School of Management who are among the heaviest data users on our campus. The Assistant Head of Reference has developed the reference collection extensively in the areas of business, finance and economics because of the heavy use of these types of materials by our primary clientele.

The Academic Computing Services Group in Computing Services consists of 16 programmer/analysts trained in many aspects of data extraction, manipulation, and analysis using various software packages on several platforms. The research services group in Academic Computing routinely provides consultation to faculty, staff, and students in the use and analysis of computer-readable census data. Among the services currently provided to University data users are conversion of mainframe data to other formats, consultation for mainframe data users in extraction and analysis, and fee-based programming services to create special extracts and do data analysis.

Computer Equipment and Capabilities

The Libraries currently have two CD-ROM workstations that are utilized for government-produced CD-ROMs. One workstation consists of an IBM Model 80, a single CD-ROM unit, printer, and a copy of dBase III+for staff use with data files on CD-ROM. The other workstation is a IBM Model 20/286, a six-slot Pioneer CD-ROM drive, and printer. Access to these workstations to extract data from CD-ROM or to print information is open to the public. In addition, the Library Instruction Room, seating 30 individuals, is equipped with a microcomputer-projector for instructional purposes and demonstrations.

Computing Services facilities available to the university community include an IBM ES9000/500VF running VM/CMS and MVS, a VAX 6440 running VMS, SUN workstations running UNIX, and IBM and MacIntosh microcomputers. Several software packages and languages are available for extracting and/or manipulating census data. Those most frequently used are SAS,SPSS,TSP,FORTRAN, and LOTUS. Other facilities that will enhance census data use are graphics software and hardware, and a high-speed campus network with a gateway to NYSERNet, which enables rapid transmission of data between mainframes, minicomputers, and workstations around the world.

Background and Training

The library collection are served by a trained staff of 15 librarians who assist students and faculty in locating and utilizing information and research materials including electronic sources of information. The backgrounds of several individuals are specifically relevant for the use of census, economic and demographic information. Through the Libraries' membership in the Association of Public data Users, the data librarian has been exposed to government data in all formats and has regularly attended annual meetings of data users and federal statistical agency members in Washington, D.C. The data librarian has also attended, and subsequently taught, workshops on the management of social science information including census data offered by the Inter-University Consortium for Political and Social Research.

The Government Documents Librarian and her staff provide specialized

assistance with government documents. Over the last several years they have attended statistical workshops offered by the Bureau of the Census and seminars on use of Census CD-ROM. The Economics and Business Reference Librarian, as well as several other reference staff members, has several years of experience supporting students and faculty in the use of economic and financial information sources.

Computing Services staff are accomplished computer professionals with the expertise to provide technical support for census data access. Several individuals have extensive knowledge of statistical software, including SAS and SPSS-X. The Director of Academic Computing previously supported the State Data Center Program in another state before joining us at Binghamton five years ago. The Assistant Director of Research Services in Academic Computing has assisted researchers in utilizing census and economic data files for over a decade.

Clientele and Service Area

The primary clientele of the University Libraries are faculty, staff, and students in academic programs and administrative positions. In addition, as a state-funded library we are freely accessible to the public. This accessibility extends to our status as a federal and state depository library and our commitment to making these resources available in our region. Borrowing privileges for those not affiliated with the University community are restricted to those who live within a 50 miles radius of the University.

There are several special client groups which we currently serve and would expect to serve more comprehensively as a result of our affiliated status. Campus groups include the Economics Department, Geography Department, Political Science Department, School of Management, School of Nursing, and the Sociology Department. For members of the community, we provide access to government CD-ROMs and other publications. Open access to these resources will complement resources available at the other affiliate in the region, the Southern Tier East Regional Planning Development Board, by improving and extending access to Census Bureau statistical resources in both print and CD-ROM formats. Both individualized and group instruction in the use of government data will continue to be provided as part of the Libraries' Information Education Program.

The clientele of Computing Services are members of the University community. Services are provided to both administrative and academic computer users. Research Services in Academic Computing will devote the majority of its census activities to supporting and promoting the use of census data in research and instruction for the University community. Research Services will also strive to work with the Southern Tier East Regional Planning development Board to provide optimal access to computer-readable census data, although activities to serve the general public will usually be limited to consultation and referral in accordance with the State University of New York Board of Trustees guidelines.

Specialized Services

As a public university, we are committed to the education and training of the University community in responsibly accessing census information in all formats and are committed to being a resource for members of the community in which we are located. Initially, the specialized service we intend to provide will focus on training. Preliminary discussions have already taken place with the Southern Tier East Regional Planning Development Board to host a census workshop at the University with staff from the Boston Census Regional Office. Initial discussions with members of our Geography Department about participating in such a workshop are favorable. They would be able to provide demonstrations and instruction in the use of Census TIGER files and census data with appropriate software.

We will also utilize trained reference and computing staff, instructional classrooms and appropriate computer technology to promote access to Census Bureau statistical resources. We will continue to develop our own expertise and offer computer center workshops and library training sessions in the use of Census Bureau information in all formats to members of the university and local community.

Service Area

As an affiliate we will primarily serve the University community. We will also provide on-site access and training on census data to individuals in the eastern region of the Southern Tier.

Fee Schedule

The Libraries' print, microform, and CD-ROM collections are available for use without charge to all members of the University and local community who consult materials within the Libraries. Non-affiliated users desiring borrowing privileges may obtain a courtesy card for \$10. On-site photo duplication is available for 10 cents a page. Searching online data resources available through commercial vendors will be assessed a \$10 charge plus the charge of the search.

Computing Services staff provide consultation services for individuals affiliated with the University on the processing of census data for mainframe use free of charge. Custom programming to create extracts and special reports will be charged according to an established rate schedule for members of the University community.

Promotional Activities

Current publications which will be utilized to promote the State Data Center Affiliate Program include the Library Newsletter; the ELIXIR Newsletter, a library publication which focuses on electronic information sources; reference guides to information sources available through the Libraries; Computing Services' newsletter, News Queue; Computing Services bulletins and electronic mail postings; and University newspapers. As appropriate, reports on the program may be submitted to the local press.

Promotional activities will include course-specific instructional sessions offered

by Library and Computing Services staff. we have already added a workshop on accessing census data to the computer courses offered to staff, faculty, and students. We will also offer specialized sessions for Libraries and Computing Services staff to broaden the service base within our organization.

In addition, we propose to work closely with the Southern Tier East Planning Development Board to extend our training efforts in the most appropriate manner to members of the local community. We envision offering additional seminars and workshops as we gain experience accessing and manipulating census data.

DG: May 1992

State Data Center Program

The State Data Center program is a State-Census Bureau cooperative program, established in 1978, that makes census information and data available to the public through a network of state agencies, universities, libraries, and regional and local governments.

The objectives of the program are:

To provide training and technical assistance in accessing and using data for research, administration, planning, and decision-making by the government, the business community, university researchers, and other interested data users.

To improve access to and extend the use of Census Bureau statistical resources and related products, including computerized data.

Program Structure

The organization of each state data center (SDC) network varies from state to state, but usually involves a major state executive or planning agency, a major state university(ies), and the State Library. These organizations determine the exact structure of the individual state programs and serve as the state data center's principal service, delivery, and coordinating units.

In addition to this umbrella structure, each state has established a network of affiliate data centers. Through the cooperative efforts of the affiliates-organizations such as regional and local planning agencies, public and university libraries, and chamber of commerce-the state data centers can multiply their efforts to help the public access and use census data.

State Program Activities

State data centers provide a variety of statistical products and technical services to data users. Each data center provides the staff and budget support to carry out the following activities:

Maintain library facilities with emphasis on reference materials and Census Bureau reports and maps.

Handle inquiries regarding economic and demographic statistics.

Provide user training such as workshops on accessing and using census statistics.

Process census data in machine-readable form.

Consult on data use.

Provide analytical support such as technical assistance in completing federal grant applications, or the use of software for statistical analysis, modeling, and graphics.

Carry out promotional activities, including producing newsletters.

Affiliate Program Activities

Affiliate data centers are located within regional or local government agencies, libraries, colleges, or similar organizations to provide localized assistance and services to data users. The affiliates maintain a collection of major Census Bureau reports for the state and for their local service area. They provide assistance in locating and using data, or make referrals to other organizations in the network. The affiliates also cosponsor seminars and training sessions and may offer expanded data services such as computer processing or data analysis.

Census Bureau Support

The Census Bureau through its Data User Services Division and its twelve regional offices provides the support for the State Data Center Program. The Census Bureau supplies a full range of data products including publications, computer tapes and software, maps, and microfiche to each state at no cost. Onsite training related to data access and use and other technical aspects of the Census Bureau's statistical programs is also provided in addition to technical consultation and assistance.

SDC Program Participation

A listing of the principal state data center components in each state is provided on the following pages. A complete listing of state data center participants, including the affiliates, can be found in the annual Census Bureau Catalog and Guide. For additional information on the State Data center Program, contact a Census Bureau regional office or the State and Regional Programs Staff of the Data User Services Division at (301)763-1580.

Collection Development of Government Information in Electronic Formats (UCLA)

COLLECTION DEVELOPMENT OF GOVERNMENT INFORMATION

IN ELECTRONIC FORMATS (8/20/90)

For the Public Affairs Service and the

Institute for Social Science Research

This policy is being developed jointly by staff of the Data Archive of the Institute for Social Science Research (ISSR) and of the Public Affairs Service (PAS) to determine appropriate responsibility for the collecting and servicing of government information in various types of electronic formats. Special attention is focused on information from the U.S. Federal Government due to the imminent arrival of numerous information products on CD-ROM as part of the U.S. federal government depository library program.

Availability of funds for library materials will be a major consideration in formulating and implementing this collection policy. In recent years, the rising costs of government information worldwide, from all levels of government, has resulted in fewer publications being available for free or through depository arrangements. Given limited funds, PAS will need to carefully weigh any decisions to acquire government information in electronic formats to ensure that PAS also fulfills its responsibility to continue to acquire and provide access to government information in paper and microformats.

While it is referable that PAS acquire information in forms that can respond to a networked environment, the attached collection development policies will be followed until policy divisions regarding multi-user environments are established for the Library system, the campus and/or the state. Information duplicated elsewhere on campus outside of the Library may also be acquired by PAS until PAS/UCLA Library users have access to those sources via the LAN or some other network.

In order for PAS to provide a meaningful service to library users for these information products, the following issues need to be addressed: staffing, training, equipment, technical support, and funding for software. They will be addressed in more detail in a separate document as this document is primarily concerned with collection development issues for each electronic format. The ISSR Data Archive is interested in acquiring raw data files which may be stored on magnetic tape or CD-ROM. The Archive prefers to acquire data in the rawest and most complete form to permit the widest variety of analysis. Users of such files typically require substantial technical and statistical assistance. Currently it is not Archive practice to provide data services to off campus users.

FORMATS

CD-ROM - PAS will select and house any CD-ROM product available through purchase or through the depository library program if it fits within our normal collecting scope (e.g. same subject matter criteria as applied for print/microform materials). However, in many instances, PAS staff may not be able to provide library users with in-depth technical assistance for downloading or manipulating data from the CD-ROM.

The ISSR Data Archive will invest in CD-ROM formats for data storage as long as the Archive can rely on a computing facility for support, or if the Archive can set up the equipment and hire its own staff to manage a CD service. The Archive would prefer to offer data on CD in a networked, multi-user environment and so would avoid buying materials that would require stand-alone machines.

Depository Considerations

CD-ROM appears to be the format of choice for U.S. federal government publications in electronic format. The federal government provides minimal software for its products. While the CD-ROMs are usable with this minimal software, present federal regulations stipulate that the private sector should have the opportunity to offer these products with value added enhancements which will facilitate their use. PAS might consider

acquiring these value added products even if the more minimal version is available on deposit, as long as the costs are justifiable. Parallels to this are the current acquisition of printed CIS indexes which are an improvement over the government supplied Monthly Catalog and the purchase of JPRS microfiche from NTIS due to the occasional unreliability of Government fiche distribution.

CD-ROM or other electronic products received on deposit must be made available to all users, not just to those affiliated with UCLA. As per official government instructions, depository products may be housed in a location other than PAS only when the alternate location submits a formal, written agreement to GPO that they agree "to provide for free public access..." to the material.

FLOPPY DISKS

Neither ISSR nor PAS actively collects information in this format. However, PAS does have some disks which accompanied print products, and we will select relevant information in this format if the information is not available in any other format and as our budget permits. This format is acquired with the understanding that library users may borrow them for use with their own equipment.

MAGNETIC TAPE

At present information in this format is not available through the depository library program. PAS relies on the ISSR Data Archive to acquire information in this format, due in part to the equipment and technical support required to access what is largely "raw data."

ELECTRONIC SERVICES

Numerous government and public affairs information products are available in this format. Some examples from the U.S. Federal Government include the Commerce Department's Economic Bulletin Board, FEC campaign contributions, EIA energy statistics, etc. However, they are not yet available through the depository library program. PAS currently does not have adequate funding to subscribe to these or those from other governments, or to provide the necessary support or hardware. Access to these requires fees including telecommunications charges, equipment (i.e., modems,) etc. Not all of these services lend themselves to ready reference type searching, and many are intended for direct user access and downloading of data for later manipulation. Direct user access has both funding and security implications and may be more feasible in a networked environment. It would be helpful if the library would develop a policy regarding electronic services intended for direct user access. Because ISSR's main focus is on datatapes, ISSR does not offer database searching services and relies on library expertise for these services.

Libbie Stephenson

Data Archives Librarian, ISSR, University of California, Los Angeles

Lauri Yam, Head Public Affairs Service, URL, University of California, Los Angeles

