

Service	Current Estimated Level of Service	Current P.Y.s	Consultant's Recommendations		
			Level of Service	Required Action	Effect on P.Y.s
B.6. On-line searching of Development Bank projects for business, and loans of documents for specified projects (Scan-a-Bid)	standard	0.25	standard	no change	--
B.7. Acquisition service for departmental personnel	standard	0.2	standard	no change	--
C.1. Answering reference questions	superior	6.65	superior	no change	--
C.2. Published bibliographies	standard	0.07	standard	no change	--
C.3. Bibliographies on request	standard	0.04	standard	no change	--
C.4. Bibliographies on selected topics of current interest	standard	0.04	standard	no change	--
C.5. Map delivery	standard plus	0.10	superior	upgrade	--
C.6. Database of departmental communiqués and speeches	standard	0.05	standard	no change	--
C.7. On-line searching of OECD database and retrieval of documents	standard	0.25	standard	no change	--
C.8. Coordination of information for international yearbooks	standard	0.02	standard	no change	--
C.9. Organized research briefings for a) individual officers, and b) outside bodies	standard	0.03	superior	upgrade	+0.02
C.10. Open-access library	superior		See issues notes on library collection and Legal Library		