



Bulletin

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INFORMATION CANADA ENQUIRY REPORT FIRST MONTH

Information Canada recently issued the first monthly report on enquiries and "feedback" handled by its National Enquiry Centre in Ottawa. "Because of its short history and limited geographic focus, the Centre's report is not a sophisticated analytic tool, but an open history of operation," the report's foreword stated.

The full text of the report follows:

In its first full month of operation Information Canada's National Enquiry Centre in Ottawa handled more than 3,400 requests for information. With the exception of an expected lull during the holiday period, requests continue to grow in steady progression. Partial reports for early January indicate that the volume of enquiries is back over the 1,000 per week mark and climbing steadily.

Week ending	Letters	Telephones	Visits	Total (referred)
Dec. 5	114	337	151	602 (97)
Dec. 12	200	658	172	1,030 (119)
Dec. 19	123	628	132	883 (160)
Dec. 24 (3½ days)	100	263	70	433 (89)
Dec. 31 (2½ days)	59	335	89	483 (52)
				<u>3,431 (517)</u>

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ORIGIN

With very few exceptions, enquiries received by telephone or in person came from residents of the National Capital area. Since these two sources constitute 83% of the total volume, it is apparent that accessibility is of prime importance in the development of information resources. Until other regional centres are fully established, national acceptance and usage of the Information Canada service can only be gauged in a partial and rudimentary manner by examination of correspondence received at the Ottawa Centre. Since the enquiries service has been advertised only in the National Capital area, it is assumed that correspondence from outside the area was a result of coverage in national media.

CORRESPONDENCE BY PROVINCE

British Columbia	4%
Alberta	7%
Saskatchewan	2%
Manitoba	3%
Ontario	37%
Quebec	21%
New Brunswick	2%
Nova Scotia	2%
Prince Edward Island	-
Newfoundland	0.6%
Yukon & NWT	0.4%
Abroad	21%
	100%

LANGUAGE

Of all enquiries received by letter 18% were in the French language and 82% in English. No attempt was made to record language used in enquiries received by telephone or in person.

USERS

No comprehensive user profile was prepared because it would have entailed unnecessary interrogation of users. Nevertheless, an attempt was made to differentiate between adult users and children. Approxi-