

questions have been identified below, and these are in areas where subprograms are fairly sharply defined.

One such issue is the effectiveness of the book donation portion of the Canadian Studies program. Are these books used in the university libraries or do they just augment the collections for prestige purposes? This could be addressed by recording the circulation of such books over, say, one year. This would require library cooperation and would be biased, to the extent that in-library book use is not recorded. This would be a short study.

Another question is whether there should be a follow-up program for scholarship recipients in their home countries. This would be addressed in a conceptual fashion by generating a set of alternative ways to implement such a program and carrying out a rough cost-benefit analysis to see whether any of them is worth introducing. This would also be a short study.

One efficiency question in the information program is whether enquiries are being properly screened at posts (using post resources in preference to headquarters). This could be addressed by a review of enquiries from posts to headquarters, looking for questions which likely ought to have been answered at posts. Analysis of the frequency of such enquiries could pin-point problems and serve as a stimulus to providing alternative responses to these enquiries. One alternative which should be analysed is the degree to which libraries abroad should be given functional guidance by the information program at headquarters.

Information only has value if it is timely. An indication of timeliness is provided by the turn-around time for an enquiry. Statistics could be compiled on turn-around time, linked to any priority indication in the enquiry. The effects of new systems of priority setting could be conceptually analyzed with the aid of these statistics. A related question is whether outdated material is retained at posts abroad, which could create a false impression of Canada if circulated.

Lastly, the whole question of the efficiency of material management for the information program could be studied by gathering detailed inventory statistics (perhaps in conjunction with ICERIS visits) and flow data from posts and using this data to perform a simple cost-benefit analysis for different delivery and inventory control systems. There may be savings possible here, for annual storage and shipment costs of publications total over \$400,000.