

A well-developed and explicit policy and guidelines statement would:

- 1) enunciate the purpose of the collection and its goals in serving the research and reference needs of the department;
- 2) define responsibilities for materials selection;
- 3) state subject priorities; and
- 4) present guidelines for the acquisition of materials by format (e.g., monographs, serials, government documents, annuals, etc).

Some libraries, in their policy guidelines, have adopted a graded classification of collecting levels which is applied to each subject. The version of such a classification scheme in effect at the Statistics Canada library can be summarized as follows: I Comprehensive (all relevant materials pertaining to the subject); II Intensive (a high degree of adequacy in the subject); III Representative (a good working collection including some major treatises); and IV Selective (some important works to introduce or define a subject).

We recommend that the library develop a formal acquisitions policy and guidelines statement to reflect the priority needs of the Department for research and reference materials.

A fairly common feature in the management of government libraries is the presence of an advisory committee, appointed by senior management and representative of the major user areas of the organization. These committees, which typically meet three or four times per year, provide overall advice and guidance on the development of library policy. They can serve as an effective sounding board for the chief librarian in the planning process or when faced with operational concerns that might have a general effect on service to the department.

We recommend that the Department, in consultation with the Library Director, appoint a library advisory committee as a means of strengthening, in a formal way, the library's communication and liaison with departmental clientele.

Focus groups and interviews revealed that regular users of the library hold its staff and services in high regard. Some departmental personnel, however, seemed unaware of many of the services, but reacted positively when informed of them. The library is giving thought to issuing a promotional pamphlet outlining its range of services, and has prepared a draft version. The library also offers orientation tours to departmental officers and outside groups. Since the library is a valuable asset and a rich information resource, every effort should be made to ensure that its services are made fully known to departmental staff. We therefore recommend that the library publish a pamphlet describing its services and give added emphasis to the promotional activity.

Over the years, various attempts have been made in the library profession to develop performance measurement techniques which would allow libraries to quantify and assess their output performance. The Council of Federal Libraries completed a major undertaking of this nature in 1979 when it released a detailed methodology for setting up an evaluation system. This document was up-dated in 1987. Some libraries have developed their own sets of indicators based on the methodology.