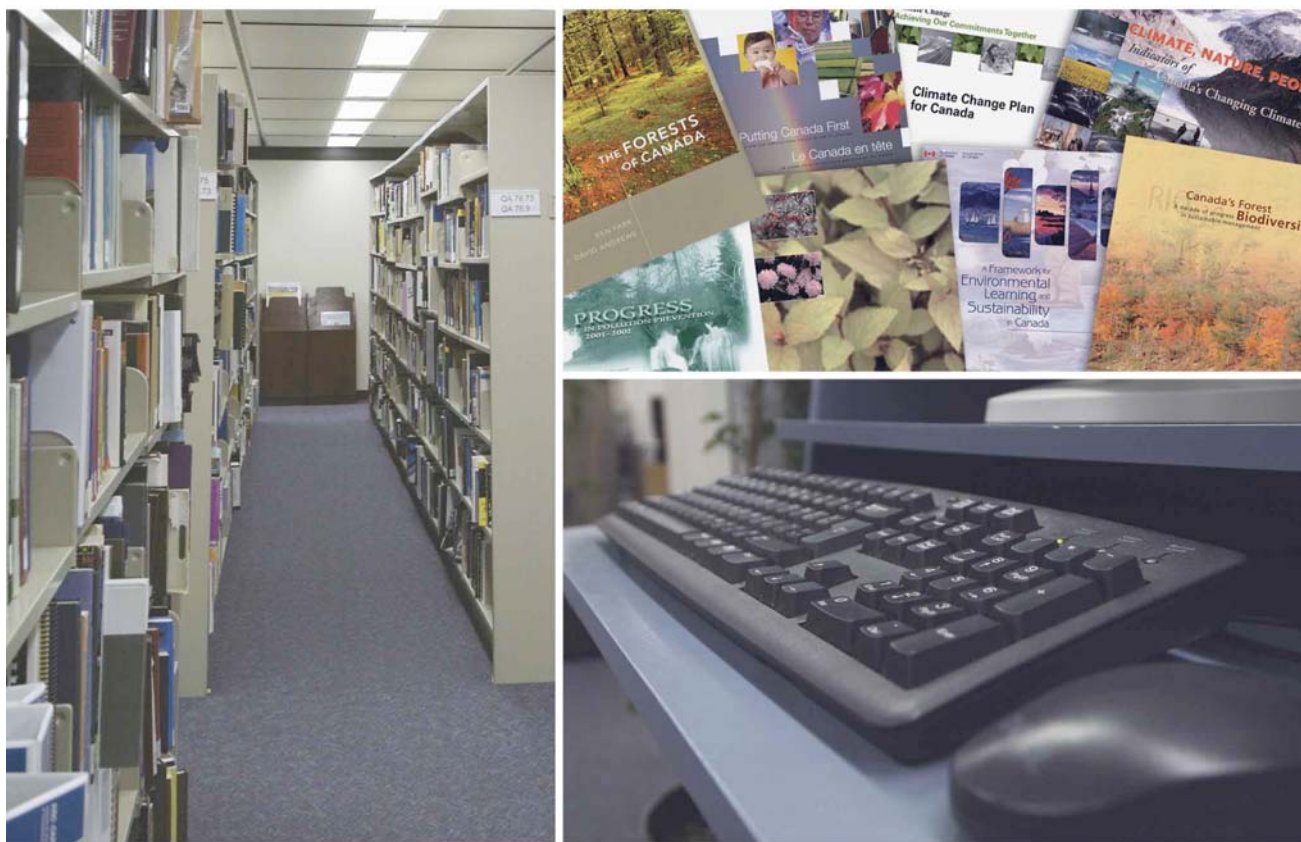


Quick Reference Guide for Depository Libraries

Depository Services Program



Public Works and
Government Services
Canada

Travaux publics et
Services gouvernementaux
Canada

Canada

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PREFACE

Purpose

Welcome to the Depository Services Program (DSP)! Since 1927, the DSP has been instrumental in ensuring that the information needs of Canadians are met by supplying Canadian government publications to a network of more than 1,000 libraries in Canada and around the world.

This Reference Guide will introduce you to the DSP and help you understand the many benefits of being a depository library. It also outlines your obligations as a depository library with respect to the publications you acquire through the DSP and what you should do with any items you no longer need.

DSP Mandate

Under its mandate, the DSP acquires, catalogues and distributes, free of charge, federal government publications in all formats to a network of depository libraries as well as to federal parliamentarians. The DSP acts as the government's information safety net, collecting current and older government publications and making them widely available to the Canadian public through the depository library network.

DSP Mission

To provide depository libraries with free and ready access to the printed and electronic documents and other information products of the federal government, in partnership with Government of Canada departments and agencies.

Government of Canada Publications

The government publishes extensively, in many different publication types. The range of subjects is very wide, encompassing the financial, economic, political, medical, social, cultural and scientific activities of our society and it addresses all of these from many different points of view and with varying degrees of specificity. Canadian government publications and information have an important role to play in research, the library community and the lives of citizens. Government of Canada publications are a primary medium for delivering this information to the Canadian public.

Government of Canada publications tell us what the government is thinking, what it has decided and what it is doing. They tell us how and why the government is spending our money and they tell us a great deal about ourselves, our society and our nation. They deliver information that is:

-
- accurate
 - complete
 - current
 - reliable
 - authoritative
 - comprehensive
 - objective

And all of this is provided to depository libraries free of charge.

Last year, the DSP processed 200,000 orders and distributed over half a million hard copy items to depository libraries. As well, it made 10,000 new publications available to depository libraries.

The DSP assigns approximately 5,000 catalogue numbers a year for the Government of Canada Publications Database and Web Site, which currently contains over 115,000 publicly viewable records and 23,000 electronic publications.

Librarians and the public alike are increasingly relying on the Internet to satisfy their information needs. The DSP Web Site had over 1.6 million visits (excluding web crawlers) last year from visitors in 90 different countries. Value-added services for depository libraries include two mailing listservs, INFODEP and INFO_X, which allow depository librarians to keep in touch with one another. If you are not already a member of INFODEP, it is something you should definitely consider. (See page 12)

The DSP is constantly striving to improve public access to government publications and maximize use of the latest technologies to help depository libraries and their clients. This year, as a result of taking a more proactive approach, the DSP significantly increased the number of publications in its collection and introduced a special supplement to the *Weekly Checklist of Canadian Government Publications* to inform libraries of older electronic publications it has just acquired. It also made its entire electronic collection available to the general public rather than restricting it to registered depository libraries. In addition, it joined forces with Library and Archives Canada to develop Web Links, allowing seamless access to the bibliographic records in the databases of both organizations.

The DSP has its headquarters in Ottawa, where a team of 12 employees are responsible for cataloguing and acquiring publications, along with the support of another 40 staff members for information technology and web support, customer service, inventory management and marketing.

Please feel free to contact us with any comments about this Guide or any questions you might still have after reading it. (See page 15)

DEPOSITORY SERVICES PROGRAM

Introducing the DSP: An Overview

The DSP is a Government of Canada program created in 1927 by Order-in-Council. It is an essential link between the federal Government and the Canadian public, other governments, universities and businesses.

Its primary goal is to ensure that Canadians have ready and easy access to federal government information. It achieves this by supplying government information materials to a network of more than 1,000 libraries in Canada and around the world that hold collections of Canadian government publications.

Administered by Public Works and Government Services Canada, the DSP ensures that publications provided by federal departments and agencies are distributed to depository libraries in a timely manner.

The Program:

- collects and catalogues current and older federal government publications in all available formats for the Government of Canada Publications Database and Web Site
- distributes these publications through a network of libraries across Canada and abroad
- publishes the *Weekly Checklist of Canadian Government Publications* (the “Pink List”) and distributes it to over 1,000 depository libraries
- maintains an electronic collection of permanently archived government publications
- maintains two mailing listservs through which depository librarians can exchange information
- under international exchange partnerships, supplies Government of Canada publications to national libraries and libraries of foreign universities that have Canadian studies programs.

Without the DSP, Canadians would have difficulty gaining timely access to Canadian government information.

The DSP Network: Who's Eligible to Participate

- **Full depositories** (49) are nominated and approved by a committee of representatives of Library and Archives Canada (LAC) and the DSP; this status is granted as English, French, or bilingual, depending on the clientele of the library; full depositories automatically receive a copy of **all** publications distributed through the Program based on the languages that they have selected, as do LAC and the Library of Parliament.
- **Selective depositories** (963) include university/college, federal, legislative and public libraries; they may order items of interest to their users from the *Weekly Checklist* or subscribe to mailing lists. Selective depository status is generally granted to Canadian public and educational (and some governmental) libraries open to the public at least 20 hours a week and with at least one full-time employee:
 - public libraries must be in towns or cities with a population of at least 2,000
 - university libraries must serve a population of at least 1,500 teaching staff and students
 - community colleges must serve a population of at least 1,000 teaching staff and students

Additional categories of persons and institutions entitled to receive depository status:

- the Governor General
- Lieutenant Governors of the provinces
- Senators and Members of Parliament (412)
- the LAC and Library of Parliament
- the central library of departments of the Government of Canada and research bureaus of federal political parties officially recognized by the House of Commons
- provincial and legislative libraries of provincial legislatures
- the designated resource library in each provincially recognized library region
- municipal public libraries of Canada
- foreign libraries, as recommended jointly by LAC and the Department of Foreign Affairs and International Trade
- libraries of foreign legislatures and parliaments, and other libraries, exclusively for parliamentary papers, as recommended by the Parliamentary Librarian
- libraries of Canadian educational institutions above the secondary school level
- the Press Gallery of the House of Commons (Ottawa), daily newspapers, selected weeklies, and selected privately-owned radio and television stations

Services for Depository Libraries: What We Can Do for You

The DSP helps you satisfy the information needs of your clients with respect to Government of Canada publications. It does this by providing:

- up-to-date information on Government of Canada publications through print and electronic versions of the *Weekly Checklist*
- copies of Government of Canada publications that serve the needs of your clients free of charge (with some exceptions)
- information on how to obtain Government of Canada publications
- on-line access to:
 - information on over 115,000 Government of Canada publication records
 - over 23,000 downloadable electronic publications
 - guides to government information, such as help-sheets on various topics, and DSP reports of particular interest to librarians
- access to a mailing listserv, INFODEP, through which members of the depository library community can communicate with one another
- a mechanism through which you can offer to other depository libraries Government of Canada publications that you wish to discard through the mailing listserv INFO_X

and

- responding to information requests and keeping libraries informed about relevant issues

Depository Libraries: Your Role

Full depositories are responsible for:

- preserving and maintaining indefinitely Government of Canada publications obtained through the DSP
- providing inter-library loan service on depository material no longer obtainable from other sources unless it is designated as part of the current reference collection of the depository

Selective depositories are responsible for:

- preserving and maintaining, for at least 5 years, Government of Canada publications obtained from the DSP
- requesting publications according to the instructions printed in the *Weekly Checklist*
- taking note of and observing any special instructions issued by the DSP from time to time, in order to meet special conditions
- developing a brief selection policy for federal publications and making it available, in writing, to the DSP

All depositories are responsible for:

- maintaining depository material in good condition
- providing adequate physical facilities to support consultation
- recording the publications received and providing a reference service for them
- designating an officer to administer the depository's responsibilities under the Program, and notifying the DSP of the officer's name as well as of any changes in the designation
- acquiring such catalogues, indexes, and guides as are made available by the DSP and making these tools accessible
- developing and implementing, if not already in place, a systematic method for the processing and shelving of depository publications
- making available to the DSP any statistics kept or maintained on the circulation and use of the depository publications
- making depository publications that are particularly timely available for use within 10 days of receipt, and all others within 20 days, although they need not be fully catalogued
- publicizing the existence of their depository collections, and providing information concerning access to them
- notifying the community and clientele that they are a depository institution
- checking all shipments to ensure that they are complete, and if not, promptly claim any missing item

DSP Operations

This section provides an overview of DSP operations, followed by detailed descriptions of the main components.

Overview

- Step 1: A department decides to publish.
- Step 2: It obtains catalogue and ISBN numbers from the DSP.
- Step 3: It prints enough copies to meet DSP requirements.
- Step 4: It sends copies to the DSP warehouse for distribution.
- Step 5: The DSP receives copies at its head office and completes cataloguing.
- Step 6: The DSP produces the *Weekly Checklist* and releases publications to full depository libraries.
- Step 7: Selective depository libraries place their orders for titles listed in the *Weekly Checklist*.
- Step 8: The DSP processes and distributes orders.
- Step 9: Customer service deals with claims, queries, etc.

Author Departments

- Under Treasury Board's Communications Policy and the Government of Canada's Common Services Policy, government departments must supply the DSP with copies of their publications for free, for distribution to depository libraries. In so doing, they play a key role in the success of the Program.
- This policy applies to all Government of Canada publications containing information for public consumption or for limited circulation, including:
 - free and priced titles
 - different formats, including print, large print, Braille, audiocassette, maps, digital data, music CD, PDF, microform, diskette, CD-ROM, videocassette, and DVD
- Publications are generally offered in both official languages and some are offered in several Asian, European and Aboriginal languages.
- Author departments assume only the additional cost associated with producing copies specifically for DSP distribution. The DSP absorbs all costs of cataloguing and distribution of publications to depository libraries.
- The DSP has Memoranda of Understanding (MOUs) with five departments under which the DSP covers the cost of the priced publications they provide to the DSP: Statistics Canada, National Research Council of Canada, Canada Mortgage and

Housing Corporation, Natural Resources Canada and Canadian Government Standards Board.

Catalogue Numbers and International Standard Book Numbers (ISBNs)

- As part of its pre-publication planning, the author department applies to the DSP for a Government of Canada catalogue number and ISBN. International Standard Serial Numbers (ISSNs) and Cataloguing-in-Publication (CIP) information are obtained from Library and Archives Canada (LAC). This pre-publication information is exchanged between the DSP and LAC. For more information about ISBNs see: <http://dsp-psd.pwgsc.gc.ca/ISBN/isbn-e.html>
- Author departments can apply for catalogue numbers and ISBNs on-line via the Government of Canada Publications Web Site.
- ISBN numbers have a 0-660 prefix for priced government publications and a 0-662 prefix for free ones.
- The DSP assigns approximately 5,000 catalogue numbers a year.
- Catalogue numbers are applied to all publications and are especially useful for organizing, browsing and searching because they are unique identifiers that indicate:
 - author department (each has its own code)
 - type of publication: annual, monograph, series and series issue number
 - year of publication
 - language
 - format

Acquisitions

- Once the catalogue numbers and ISBNs have been assigned, the DSP determines the quantities required.
- Departments with an existing agreement with the DSP generally know how many copies the Program will need.
- Quantities needed will vary based on the type of publication, i.e. language, subject matter and intended audience:
 - 150-350 English/bilingual copies and 75-150 French copies depending on the nature of the publication
 - the minimum requirement is 55 English/bilingual and 25 French copies for distribution to full depositories only
- If a department does not have an agreement with the DSP and has registered titles in the Government of Canada Publications Database, the DSP contacts them to get the required number of copies.

-
- The DSP actively searches government web sites to track down non-registered publications and request the required number of copies.
 - We have significantly increased the number of publications made available to the DSP in the past year as a result of:
 - assigning more resources to acquisitions
 - adopting a more proactive approach to contacting departments
 - developing improved tracking systems
 - Last year, the DSP made over 10,000 new publications available to depository libraries, of which over 3,000 were hard copy.

Cataloguing

- Once a publication is published and received in our warehouse, three copies are sent to our head office: we keep one to complete the cataloguing process (bibliographic description, classification, subject analysis) and send two to Library and Archives Canada for legal deposit.
- We prepare an abstract and scan the cover image, which are added to the bibliographic record in the Government of Canada Publications Database.
- We capture and catalogue electronic editions if available.
- After the publication is released by our Inventory Management Section and it is ready to be ordered, bibliographic information for the publication in all of its formats is listed in the *Weekly Checklist* and is accessible on the Government of Canada Publications Web Site.
- The DSP assigns approximately 5,000 catalogue numbers a year.

The Weekly Checklist

- The DSP produces paper and electronic versions of the *Weekly Checklist of Canadian Government Publications*, which lists publications (both monographs and serials) received by the DSP from author departments during the previous week.
- It distributes the *Weekly Checklist* to over 1,000 depository libraries in Canada and abroad.
- The *Weekly Checklist* serves two purposes:
 - an ordering tool for depository libraries
 - a reference tool for everyone, with information on who's publishing what and how to obtain it
- It covers all formats, free and priced, parliamentary and departmental, as well as some quasi-departmental and non-governmental organizations of great public interest, e.g. health-related institutions.

-
- Most publications listed are available to depositories and the general public, some only to depositories.
 - In some cases, libraries have to request publications from the author department because it did not supply the DSP with enough copies for distribution.
 - Full depositories receive everything automatically; selective depositories have to order from the *Weekly Checklist* or subscribe to mailing lists.
 - In the past year, the DSP has added a *Supplement* to the *Weekly Checklist* that lists older electronic titles that the Program has just acquired.

Ordering and Distribution

- Selective depository libraries can receive one free copy of each title ordered from the *Weekly Checklist* (with some exceptions).
- Selective depositories can subscribe to mailing lists to receive consecutive issues of serial titles automatically.
- Depository libraries can place orders and make claims on-line, by phone, fax or mail.
- The average processing time for full depositories is less than two business days after the *Weekly Checklist* is released.
- Publications are generally shipped by Canada Post if they are under 500 grams and by courier if they are over 500 grams.
- Last year, nearly 200,000 orders were processed and over half a million items were shipped to depository libraries.

Customer Service

- A central order desk and a toll-free phone and fax service operates from 8 a.m. to 5 p.m., Monday to Friday, Eastern time, and an on-line service for ordering and claims is available around the clock. (See page 15)
- Customer service staff:
 - process orders and claims and address other complex issues
 - provide an e-mail service for responding to information requests, comments and feedback
 - keep libraries informed of relevant issues through INFODEP (mailing listserv), e-mail, and What's New on the Government of Canada Publications Web Site
- Claims process:
 - you can access information on the DSP claims policy on our Web Site
 - you may submit your claim electronically, or by mail or fax with a completed PDF claims form (See pages 11 and 15)



Depository Services Program Claim Form

* Mandatory

1. Depository Library Information	
* Library Name	* Depository Number
Contact Name	Email Address
Telephone Number	Fax Number

2. Claim Details			
Sales Order Number		Packing Slip Number	
Claim Details			
* Checklist	* Cat.No. / Issue / Amendment	* Title	* Reason for Claim
Date (yyyy/mm/dd)		Signature of Claimant	

Please mail or fax your claim to:

Customer Service - Publishing and Depository Services
 Ottawa, ON Canada, K1A 0S5
 Telephone: 1-800-635-7943 / (613) 990-5221
 Facsimile: 1-800-565-7757 / (613) 941-2410
 Email: publications@pwgsc.gc.ca
 Depository Services Program web site: <http://dsp-psd.pwgsc.gc.ca/>
 Government of Canada Publications web site: <http://publications.gc.ca>

Electronic Services: 24-7 Access

E-collection: Now Available to Everyone

- The DSP maintains a collection of Government of Canada electronic publications on its Web Site.
- Libraries may link to these publications or download them to their own servers.
- The e-collection consists of over 23,000 permanently archived Government of Canada publications.
- Until recently, a significant portion of the e-collection was restricted to registered depository libraries; **the entire collection has now been made available to the general public.**
- Earlier this year, Statistics Canada made all of its previously priced and restricted electronic publications available to the public free of charge; accordingly, the DSP has now also made all Statistics Canada electronic publications in its collection freely available.

Mailing Listservs: INFODEP and INFO_X

The DSP has set up and maintains two mailing listservs to allow depository librarians to communicate with one another.

INFODEP

- All depository libraries are entitled to subscribe to INFODEP.
- It is used to post information, messages and questions relevant to DSP communities.
- INFODEP has about 500 subscribers in Canada and abroad and 20-30 messages are posted each week.
- Are you a member? If not, we strongly advise you to subscribe. It's a great way to share information with the library community, get answers to your questions, learn about relevant issues, and more. (See page 15)

INFO_X

- INFO_X is used by depository libraries that wish to dispose of publications they have received from the DSP.
- It allows depository libraries to obtain disposed/weeded publications from each other before they are sent to the Canadian Book Exchange.
- * Disposal is subject to the Retention Guidelines outlined in this Guide (see Appendix) and posted on the DSP Web Site (See page 15)

Government of Canada Publications Database and Web Site

- The Government of Canada Publications Web Site (www.publications.gc.ca) offers one-stop shopping for Government of Canada publications via a single window and provides access to more than 115,000 records.
- It provides an integrated end-to-end publications management, ordering and delivery system with full e-commerce capability.
- Services include:
 - publications information
 - publication orders
 - access to the *Weekly Checklist* electronic edition
 - access to the e-publications collection
 - location information for libraries and booksellers
 - services for depository libraries, author departments and booksellers
 - Crown copyright information
 - provincial and territorial information
 - Info Source publications containing information about the Government of Canada, its organization and its information holdings
- The Database contains extensive bibliographic data elements, including author, title, date, physical description, ISBN, Catalogue and *Weekly Checklist* numbers, subject descriptors, cover image, abstract, price, availability, links to other editions, and sources for the print edition.
- The Database contains over 115,000 publicly viewable records and over 23,000 electronic documents.
- Last year, almost 4 million documents were downloaded, excluding scientific journals from the National Research Council.

Web Links: Streamlined Access to Federal Publications

- A recent joint pilot project (“Web Links”) between Library and Archives Canada (LAC) and the DSP allows users of LAC’s AMICUS, Canada’s national bibliographic database, and the Government of Canada’s Publications Database to move back and forth between bibliographic records found in both databases.
- It streamlines library access to MARC records for federal publications via the Government of Canada Publications Database and Web Site.
- It allows users to download all available MARC records for publications in the *Weekly Checklist*.

-
- It enables AMICUS users to obtain copies of federal publications.

Communications: Reaching Out

The DSP plays an active role in communicating with libraries, author departments and the public and in educating them about the many benefits of the Program. Activities include:

- participating in trade shows such as the Canadian Library Association Annual Conference and Trade Show and the Annual Congress of ASTED (*Association pour l'avancement des sciences et des techniques de la documentation*)
- conducting on-site visits to DSP libraries
- attending conferences in Canada and internationally
- giving presentations to key stakeholders at various venues
- organizing information sessions and open houses
- distributing promotional items, e.g. brochures, bookmarks, kits
- conducting research and writing reports of interest to depository libraries
- making information available on-line through the Government of Canada Publications Web Site and the DSP Web Site
- maintaining two mailing listservs, INFODEP and INFO_X

DSP Contact Information

- Government of Canada Publications Web Site: www.publications.gc.ca
- DSP Web Site: www.dsp-psd.pwgsc.gc.ca
- Mail:
Customer Relations
Publishing and Depository Services
Public Works and Government Services Canada
Ottawa, ON K1A 0S5
- Phone: 1 800 635-7943 (Canada & US) or: (613) 941-5995
- Fax: 1 800 565-7757 (Canada & US) or: (613) 954-5779
- E-mail: publications@pwgsc.gc.ca
- INFODEP subscription information:
<http://dsp-psd.pwgsc.gc.ca/INFODEP/infodep1-e.html#SUBSCRIBE>
- INFO_X subscription information:
http://dsp-psd.pwgsc.gc.ca/INFO_X/infox-e.html#SUBSCRIBE
- DSP claims form:
http://publications.gc.ca/helpAndInfo/dsp-psd/wcl_claimform-e.html

APPENDIX

GUIDELINES FOR RETAINING AND DISPOSING OF DEPOSITORY PUBLICATIONS

These guidelines apply to full and selective depository libraries for federal government publications in either or both official languages.

Depository libraries receive the materials at no direct cost; in return, they make them available to their users and to Canadian citizens at large.

Recognizing that libraries must continually renew their collections, the following guidelines indicate what depository materials may be removed from library collections. These guidelines apply solely to tangible formats, e.g. paper, microforms, audio and video tape, diskette, CD, etc.

Full depositories and Library and Archives Canada (LAC) in particular have a special role in the permanent preservation of and access to federal government publications. LAC permanently retains all federal government publications as part of its heritage collection of Canadiana. Full depositories and LAC also act as de facto back up libraries for selective depositories. For that reason, we make a distinction between guidelines affecting full depositories and the more flexible guidelines affecting selectives.

Full Depositories

The following kinds of material may be removed from the collection of depositories at the discretion of the librarian responsible:

- loose-leaf pages that are up-dated
- order papers and notices
- publications replaced by a revised edition
- separate parts upon receipt of complete volumes, e.g. monthly issues replaced by an annual cumulation
- material which carries an expiry date (for such material, only the latest issue need be retained)
- leaflets and brochures
- any discontinued serial consisting of less than one full volume or year (it is recommended that the depository retain such material for at least one year past the last issue, in case publication resumes)
- any material that is replaced by the following, on condition that full access is maintained by the depository by means of appropriate equipment, such as microform readers, CD-ROM work stations, networked work-stations, etc.:

-
- microforms
 - CD-ROMs
 - Government Web Site, on the further condition that satisfactory arrangements are in place for permanent public access through the DSP, LAC or other suitable public institution designated by the DSP. (Depository libraries and government institutions may need to collaborate to insure that information migrates, where necessary, to current formats and standards. For example, CD-ROM products may need to migrate from DOS to Windows platforms. Hence, vigilance will be needed to insure permanent access.)
 - statutes present a special case, in that only print versions are officially valid -- depositories should be guided by this fact in deciding whether to substitute electronic versions for paper
 - office consolidations of statutes and regulations should be discarded when they are rendered out of date by subsequent amendment

Selective Depositories

The guidelines above for full depositories apply equally to selective depositories. In addition, selective depositories may remove any publication after five years.

Procedures for Disposal of Materials Removed from the Depository

- compile a list of materials to be removed and post it to the DSP publication exchange listserv at INFO_X@lists.canada.gc.ca (An archive of this listserv will be available at http://dsp-psd.pwgsc.gc.ca/INFO_X/infox-e.html -- list to be posted in the body of the message, no attachments please)
- the list of materials will remain in the listserv's web archive for consultation by other Canadian depository libraries
- LAC staff will be given first choice and if they require the material it will be shipped prepaid
- Canadian depository libraries will be given second choice over other libraries
- material requested by LAC's Canadian Book Exchange Centre or the Acquisition Services Division will be sent at the depository library's expense
- the cost of shipping to other libraries will be assumed by the receiving library
- material rejected by the Canadian Book Exchange Centre and not requested by another library may be disposed of at the discretion of the librarian responsible