

# The work of EPRS

The first four years:

2014 to 2017



European Parliament

## Summary

5

## Work of the Members' Research Service

6

## Work of the Members' Research Service

11

11

12

13

15

## 19

19

21

21

25

## 22

22

## 23

23

## 29

29

31

32

33

## 37

37

37

37

38

39

## 42

42





## Summary

The European Parliament's Directorate-General for Parliamentary Research Services (EPRS) was established in November 2013, in order to provide Members of the European Parliament, and where appropriate, parliamentary committees, with independent, objective and authoritative analysis of, and research on, policy issues relating to the European Union, and so assist them in their parliamentary work.

DG EPRS aims to provide a comprehensive range of products and services, backed by specialist internal expertise and knowledge sources in all policy fields, so empowering Members and committees through knowledge and contributing to the Parliament's effectiveness and influence as an institution.

*Since January 2014, DG EPRS has answered over 11,400 requests for substantive research and analysis from some 91 per cent of individual Members, it has replied to over 2,100 such requests from other parliamentary clients, and it has undertaken targeted research work for 17 parliamentary committees. In parallel, over the same time frame, EPRS has also replied to over 78,000 reference requests from within the Parliament and over 230,000 citizens' enquiries. It has produced more than 3,700 publications - over 2,700 in both physical and digital form, and nearly 1,000 online only - so far eliciting close to 11.8 million page views electronically, including from around 9,000 unique users within the parliamentary community each year (and over 2,300 each month).*

This report describes the work of EPRS during its **first four years of full operation**, from January 2014 to December 2017, with special emphasis on the calendar year 2017. During this forty-eight month period:

- The **Members' Research Service** of EPRS answered a total of **11,430 substantive, confidential requests for research and analysis from Members of the European Parliament** (MEPs) and their staff - 1,660 in 2014; 2,995 in 2015; 3,441 in 2016; and 3,334 in 2017 - in some cases with assistance from other EPRS services.
- The Members' Research Service also replied to **2,131 such requests from other parliamentary clients** - such as committee secretariats, policy departments and political groups - for research and analysis (720 in 2014; 497 in 2015; 437 in 2016; and 477 in 2017).
- The number of Members using the Members' Research Service rose throughout the period, with **91 per cent of Members** having made requests for research or analysis by December 2017, and 78 per cent doing so in the previous twelve months. In autumn 2014, by comparison, the figure was only 22 per cent.
- The Members' Research Service issued **2,253 publications** on EU policies, issues and legislation, for the use of Members generally, during the four-year period in question: 232 publications in 2014; 594 publications in 2015; 750 publications in 2016; and 677 publications in 2017.
- During the same four-year period, the Directorate for **Impact Assessment and European Added Value** published a further **473 papers** (154 in 2017) in support of the work of parliamentary committees in scrutinising the executive and holding it to account.



- Between 2014 and 2017, the Directorate for the **Library** also answered **78,465 reference requests** from within the Parliament and treated over **230,000 citizens' enquiries**.
- The Directorate for the Library **lent over 49,000 books and e-books** to parliamentary clients and provided in-house **training to over 3,500 individuals**.
- The Directorate for the Library supplied over **25,000 historic EP documents** to members of the public, in response to over **2,700 requests**, and processed over **1.5 kilometres of archives** during these four years.
- Adding in Library publications and blog articles, there were a total of **3,375 EPRS publications** during the four years from 2014 to 2017: 569 in 2014; 995 in 2015; 1,154 in 2016; and 1,057 in 2017. All of these publications can be accessed via the [EPRS catalogue](#)<sup>1</sup> for that period.
- These EPRS publications and other material elicited well over **6.4 million page views** on the Parliament's intranet in the four years from 2014 to 2017, as well as some **5.3 million page views** on the internet. By year, the figures for the intranet were 1.4 million in 2014, 1.9 million in 2015, 1.6 million in 2016 and 1.6 million in 2017. For the internet, they were 700,000 in 2014, 1.3 million in 2015, 1.5 million in 2016, and 1.8 million in 2017.
- **Ninety-nine per cent of Members or their staff** pro-actively accessed EPRS publications, sources or other material on the Parliament's intranet during the four years in question.

## Creation, role and philosophy of EPRS

The Directorate-General for Parliamentary Research Services (EPRS) was **established** on 1 November 2013, following a decision of the European Parliament's Bureau on 20 May 2013, and it became fully operational on 1 January 2014.

The creation of EPRS followed a detailed analysis, undertaken by a Joint Working Group of the Parliament's Bureau and Budgets Committee, of the strengths and weaknesses of the various kinds of support given to Members in their parliamentary work. The working group identified areas both for potential savings and potential reinforcement over time. Among the latter, it recommended specifically that the provision of 'independent scientific advice' to Members and of analytical support in exercising scrutiny and oversight of the executive should both be enhanced. A detailed comparative study of the parliamentary research services and libraries in France, Germany, Italy, the United Kingdom and the United States identified the services available and best practice to be found elsewhere.

The overall **purpose** of establishing the new directorate-general was thus not only to reorganise certain existing services in a more coherent and efficient manner, but significantly to enhance the quality of those services and to develop new ones - so that the European Parliament would have at its disposal a world-class parliamentary research service, capable of providing Members and (where appropriate) committees with independent, objective and

authoritative research on, and analysis of, policy issues relating to the European Union. It was also intended to increase the practical capacity of Members and committees to scrutinise and oversee the European Commission and other executive bodies during successive stages of the EU policy cycle.

To strengthen administrative support in these fields, the new directorate-general brought together, in the form of a single service, two previously separate entities - the Directorate for the Library (previously located in DG Presidency) and the Directorate for Impact Assessment and European Added Value (previously in DG Internal Policies) - and it added to them a new directorate, the Members' Research Service, of a kind which the Parliament previously lacked on any scale. The latter offers closely-tailored briefing and personalised research for individual MEPs, and produces a wide range of (synoptic and more detailed) publications for Members as a whole. Together these three principal components now form a single service, designed to offer the kind of comprehensive research capability to be found, in whole or in part, in several other parliamentary democracies.

The **basic philosophy** of EPRS, as defined by the Bureau, reflects the following core principles:

- *to be independent, objective and authoritative in the work undertaken;*
- *to provide a comprehensive service, backed by specialism in all policy fields;*
- *to be client-oriented and responsive directly to the needs of Members;*
- *to offer a single point-of-entry for Members and a rapid response to requests;*
- *to ensure the clear, simple branding of all products and services; and*
- *to complement written material with greater 'in person' briefing of Members.*

In such a spirit, the directorate-general aims to provide a **comprehensive range of products and services**, backed by specialist internal expertise and knowledge sources in all policy fields, so in effect empowering both Members and committees through knowledge and contributing to the Parliament's effectiveness and influence as an institution. In undertaking this work, the directorate-general also supports and promotes parliamentary outreach, sharing the main results of its research with the wider public, in order to enhance discussion of EU issues and broaden awareness of parliamentary work.

The administrative title of the directorate-general is the Directorate-General for Parliamentary Research Services (EPRS). The acronym 'EPRS' stands for 'European Parliamentary Research Service', a name which the directorate-general may use on its publications, webpages and other public material.

Organisationally, DG EPRS comprises **three directorates**:

- *Directorate A* - Directorate for the Members' Research Service;
- *Directorate B* - Directorate for the Library;
- *Directorate C* - Directorate for Impact Assessment and European Added Value.

<sup>1</sup> [www.europarl.europa.eu/EPRS/Catalogue\\_EPRS\\_publications\\_2014-17.pdf](http://www.europarl.europa.eu/EPRS/Catalogue_EPRS_publications_2014-17.pdf)



The three main components of EPRS work - (i) research for Members individually and publications for Members collectively, (ii) access to knowledge sources, and (iii) support for parliamentary committees in scrutiny and oversight of the executive - are reflected in the organisation of the directorate-general into these three directorates.

Throughout the period covered by this report, the directorate-general was also underpinned by the work of two **horizontal units** - for Strategy and Coordination, and for Resources.







## Work of the Members' Research Service

The central task of Directorate A of DG EPRS, the **Members' Research Service**, is to provide all Members of the European Parliament with independent, objective and authoritative analysis of, and research on, EU-related policy issues, in order to assist them in their parliamentary work.

The Directorate is organised in **five policy units**, currently covering Economic Policies (EPOL), Structural Policies (SPOL), Citizens' Policies (CPOL), Budgetary Policies (BPOL) and External Policies (XPOL), following the standard committee groupings used within the Parliament's administration. The work of the five policy units is supported by a horizontal Publications Management and Editorial Unit (PMEU), which also serves the directorate-general as a whole.

The five policy units within the Members' Research Service provide, *inter alia*, the following **main services**:

- the provision of **in-house, specialist expertise** in all areas of EU policy, based on the work of policy analysts and information specialists;
- **responses to specific requests from individual Members** for research, analysis and in policy fields covered by the European Union, notably by means of tailored, personalised briefing to Members, both in written form and through in-person meetings;
- a **comprehensive range of pro-active, content-rich, easy-to-read publications** (and other analysis and research) for Members collectively on major EU policies and issues, including the automatic and systematic provision of analysis on EU legislative proposals at their successive stages of passage;
- the contribution of **online content** in all policy fields for use on the Parliament's various external and internal websites.

The Members' Research Service operates in accordance with **detailed rules**, which were adopted by the Parliament's Bureau in June 2014 and can be accessed [here](#).<sup>2</sup> These identify its role in supporting Members individually and collectively, and specify who has the right of access to its services and on what basis.

### *Policy specialism*

A key part of the EPRS design was the creation, through the new Members' Research Service, of a dedicated research capability for Members - responding to their requests for research and analysis - and the generation of a much wider and deeper range of in-depth analytical and briefing publications for all Members, across all major policy fields. Such objectives needed to be underpinned by the development and putting in place of a **much higher degree of policy specialism** among staff than was possible or available in the past.

The central aim of **building a team of policy specialists** within the Members' Research Service, covering all EU policy areas in detail, has been realised since 2013, both through the reallocation and training of existing staff, and the recruitment of additional staff, as foreseen by the Bureau

<sup>2</sup> [www.eprs.sso.ep.parl.union.eu/eprs/auth/en/members-research-service.html](http://www.eprs.sso.ep.parl.union.eu/eprs/auth/en/members-research-service.html)



and budgetary authority. By the end of 2017, there were **82 policy analysts and 28 information specialists** in the Members' Research Service, working closely together to provide the most relevant service to Members. By comparison, in October 2013, when EPRS was created, the old Library had only 20 colleagues corresponding to what is now a policy-analyst role, most of whom were generalists. In addition to their specific policy responsibilities, some Members' Research Service staff have also been assigned country-specific responsibilities for individual EU member states, in order to better engage in comparative analysis of policy within the Union.

A list of the 110 **policy analysts and information specialists** currently working in the Members' Research Service of EPRS, divided by area of policy responsibility, can be found [here](#).<sup>3</sup>

As a result of these and other changes, the **volume and quality of output** of the Members' Research Service has increased very considerably over the last years, as the statistics below illustrate.

### *Tailored research for individual Members*

As foreseen when EPRS was created, the Members' Research Service has been **responding to an increasingly large number of personal requests for research or analysis from Members or their staff**. All such requests are handled on a **strictly confidential** basis, in accordance with the rules of the Members' Research Service adopted by the Bureau in June 2014.

- There were a total of **11,430 substantive requests from Members or their staff for research or analysis** during the four years in question - a figure which rose from 1,660 requests in 2014 to 3,334 in 2017, increasing at an average rate of 2.4 per cent per month over the whole period.
- A further **2,131 requests** for substantive research and analysis were received from **other parliamentary clients** - such as committee secretariats, policy departments and political groups - during the four years in question. There were 477 such requests in 2017 and an average of 533 per year.
- The **length of replies** given to such research requests has characteristically been between one and 30 pages - **five pages on average** - representing a total of some **68,000 pages** of individualised briefing material generated during this four-year period.
- Of the 13,561 research requests or analysis received in 2014-17, 11,802 requests were answered by the Members' Research Service alone, and 1,353 with the support of the On-site and Online Library Services Unit, 393 with the support of the Strategy and Coordination Unit, and 13 with the support of the Directorate for Impact Assessment and European Added Value.

<sup>3</sup> [www.europarl.europa.eu/EPRS/Areas\\_of\\_expertise-DirA.pdf](http://www.europarl.europa.eu/EPRS/Areas_of_expertise-DirA.pdf)

- Certain comparative requests received from Members needed to be broken down into a total of **4,200 further sub-requests**, sometimes requiring input from as many as 28 EPRS country experts. If sub-requests are added to the total, as they are in the reporting process of several other parliamentary research services, the total number of requests answered during 2014-17 goes up from 13,561 to **17,761**.
- The average number of **unique clients** making requests through the Members' Hotline has risen from just over 1,000 in 2014 to a total of **3,216** over the four-year period 2014-2017, including about 1,400 unique clients in 2017.
- By the end of December 2017, a total of **91 per cent** of **Members or their offices had made requests** for substantive research or analysis to the Members' Research Service since July 2014, and 78 per cent had done so in the previous twelve months. (The corresponding number of Members or their offices making requests in October 2014, soon after the last European Parliament elections, was 22 per cent, and by June 2015, it was 66 per cent).
- The requests received in 2014-17 concerned **all EU policy areas**, with an emphasis on economic policies (27 per cent) and external policies (22 per cent). Citizens' policies accounted for 18 per cent of requests, structural policies for 15 per cent, and budgetary policies for four per cent. Other requests, mainly of a horizontal or more complex kind, accounted for 14 per cent.
- Nearly **three-quarters of enquiries were submitted electronically** through an enquiry management system, with the rest received by email, over the telephone or at the info-desk of the Library.
- Around **55 per cent of the requests** received since January 2014 were **answered on the same or the following day**, and 83 per cent were answered within less than a week.
- The Members' Research Service has also developed the possibility of **in-person briefing** of Members or their staff on any topic, a service which is being actively developed as part of its client-oriented approach.

### *Publications for all Members*

The Members' Research Service has generated an **increasing number of publications**, all aimed at being clear, accessible and easy to read.

- The Members' Research Service produced a total of **2,805 publications** during the 48 months from January 2014 to December 2017. The output rose considerably during this period - from 384 publications in 2014 to 677 in 2017.
- The publications generated by the Members' Research Service seek to cover **all policy areas, issues and legislation** within the EU. Among topics addressed in 2017 were the future of Europe, eurozone reform, migration, security, the financing of the Union, neighbourhood policy, international trade, UK departure from the Union, nuclear disarmament, cyber-security and the growing use of disinformation.
- Of the total 2,085 publications, 80 per cent (2,253) were available in both printed and digital forms, whilst 20 per cent (552) were available only online.

- A **clickable PDF list of the Members' Research Service publications** produced between January 2014 and December 2017 can be accessed [here](#).<sup>4</sup>
- All such physical publications can be found on the Parliament's **Think Tank internet website**, at [www.europarl.eu/thinktank](http://www.europarl.eu/thinktank), as well as on the **EPRS intranet website** at [www.eprs.sso.ep.parl.union.eu](http://www.eprs.sso.ep.parl.union.eu), on the **EPRS blog** at [www.eptthinktank.eu](http://www.eptthinktank.eu), and on the new **EPRS App**, available at [Google Play](#) and the [App Store](#). Online-only publications are available on the EPRS intranet and blog.
- Early on, the presentation of EPRS **publications** was standardised in an attractive **new format** offered in the following categories, based on length: **'At a glance' notes**, providing a one- to two-page summary of a topic; **Briefings**, offering a more detailed overview of a policy, issue or piece of legislation (up to 12 pages); and **In-depth Analyses and Studies**, giving a much more comprehensive and detailed analysis of the same (up to, and more than, 36 pages, respectively).
- There has also been a strong emphasis on the **enhanced use of infographics and statistics** in all EPRS publications, to offer a concentrated visual presentation of useful figures and other information on any subject.
- A **'Graphics Warehouse'**, making available many of the infographics used in EPRS publications for download, is now available on the [EPRS intranet](#),<sup>5</sup> featuring around 1,200 charts, tables and other graphics. A parallel **'Map Warehouse'** carries around 200 maps and is available [here](#),<sup>6</sup> whilst a **'Statistics Warehouse'** gives easy access to a wide range of EU and international data and can be found [here](#).<sup>7</sup>

Throughout the period 2014-17, the Members' Research Service was engaged in the continued development and launch of **new products and services** for Members, both individually and collectively. The development of **coordinated 'series' of publications** has been an important part of that process, and it is being further promoted and refined.

Among the **series of EPRS publications so far launched** are:

- In-depth Analyses* on all major EU policy areas (110 published so far);
- Briefings on *'EU Legislation in Progress'*, which systematically track and analyse the passage of all major legislative proposals, at the successive stages of the law-making process (326 published so far) - a series recently complemented by Briefings on *'International Agreements in Progress'* (11 published so far);
- Briefings on *'How the EU Budget is spent'*, analysing specific spending programmes under the Multiannual Financial Framework (MFF) (38 published so far);
- Briefings on *'Understanding...'* certain key concepts or issues in EU or international politics, and the debates around them (38 published so far);
- A series of annual publications on various aspects of the Union, including an *Economic and Budgetary Outlook*, a *Demographic Outlook*, a *Peace and Security Survey*, and *Ten Issues to Watch*;

4 [www.europarl.europa.eu/EPRS/MRS\\_catalogue\\_2014-2017.pdf](http://www.europarl.europa.eu/EPRS/MRS_catalogue_2014-2017.pdf)

5 [www.eprs.sso.ep.parl.union.eu/eprs/auth/en/GWH\\_Graphs.html](http://www.eprs.sso.ep.parl.union.eu/eprs/auth/en/GWH_Graphs.html)

6 [www.eprs.sso.ep.parl.union.eu/eprs/auth/en/GWH\\_Maps.html](http://www.eprs.sso.ep.parl.union.eu/eprs/auth/en/GWH_Maps.html)

7 [www.eprs.sso.ep.parl.union.eu/eprs/auth/en/globalstat.html](http://www.eprs.sso.ep.parl.union.eu/eprs/auth/en/globalstat.html)

- At-a-glance *'plenary notes'* on up-coming EP session business, matched up *'session round-ups'* reporting on the outcome of each plenary (in total, 500 published so far);
- 'Topical Digests'*, giving access to selected EPRS publications in various policy areas (54 published so far).

### *Other innovative products and services*

The Members' Research Service and the Directorate for Impact Assessment and European Added Value have together been very actively involved in the development of the Parliament's online EU **'Legislative Train Schedule'**, launched on the institution's website in October 2016. Updated monthly by EPRS, this innovative visual tool uses images of trains, carriages and railway sidings to track the detailed progress - from departure to arrival - of every significant legislative proposal being put forward by the current European Commission during its five-year term from 2014 to 2019. So far, the application contains more than 500 carriages, representing over **1,000 pages of analysis**.

In advance of the 2019 European Parliament elections, the Members' Research Service is preparing a comprehensive set of short notes on the practical benefits of EU policy for individual citizens. Known as the **EU delivery scorecard project** - or *Leistungsbilanz* - this exercise will involve over 2,000 notes, detailing impacts at national, regional and local levels, as well as what Europe does for a wide variety of social or citizens' groups.

Active efforts have been made to offer Members (and their staff) greater accessibility to publications when they are **outside the EP premises**. As part of this process, an experiment started in mid-2015 with the **podcasting of some EPRS publications**, notably *'plenary podcasts'*<sup>8</sup> on major up-coming items of plenary business, *'policy podcasts'*<sup>9</sup> on various longer-term issues, and *'science and technology podcasts'*,<sup>10</sup> looking at the potential implications of developments of changes in those fields. By December 2017, a total of 174 podcasts had been published, all carried on the Parliament's website, EPRS intranet and various social media outlets.

A similar experiment is being undertaken with the use of **'animated info-graphics'** to better illustrate issues in a user-friendly way. These are regularly updated visual and interactive guides, providing information on complex issues such as trade flows, the circular economy, robotics, and migration and asylum. The policy issues are presented in an interactive and visually appealing way. Each animated infographic is a mini-website, where users themselves control the depth of analysis that they access, with the material being updated regularly. All EPRS animated info-graphics can be accessed [here](#).<sup>11</sup>

A new series of **'video-briefings'** is also being introduced, with EPRS policy analysts presenting policy issues - such as the operation of nuclear weapons or the circular economy - succinctly to camera, usually in a "three key questions" format. EPRS video-briefings to date can be accessed [here](#).<sup>12</sup>

8 [www.europarl.europa.eu/rss/podcast/eprs-plenary-podcast/or.xml](http://www.europarl.europa.eu/rss/podcast/eprs-plenary-podcast/or.xml)

9 [www.europarl.europa.eu/rss/podcast/eprs-policy-podcast/or.xml](http://www.europarl.europa.eu/rss/podcast/eprs-policy-podcast/or.xml)

10 [www.europarl.europa.eu/rss/podcast/eprs-stoa-podcast/or.xml](http://www.europarl.europa.eu/rss/podcast/eprs-stoa-podcast/or.xml)

11 [www.europarl.europa.eu/thinktank/en/infographics.html](http://www.europarl.europa.eu/thinktank/en/infographics.html)

12 [www.youtube.com/playlist?list=PLPPfzoqPUImXsGDTQJUrOyFTxPTqHauja](http://www.youtube.com/playlist?list=PLPPfzoqPUImXsGDTQJUrOyFTxPTqHauja)



In return for 60 staff (or vacant posts) made available to the Members' Research Service under the Parliament's resource-sharing agreements with the European Economic and Social Committee (EESC) and European Committee of the Regions (CoR) of February 2014, the Members' Research Service delivers targeted research work for **members of the two Advisory Committees**. Around 180 such pieces of work were generated between 2015 and 2017, as foreseen in those agreements. In addition, EPRS routinely notifies the Advisory Committees of relevant publications in advance of the latter's plenary sessions and events.

In undertaking all its work, the Members' Research Service **works very closely** not only with the two other directorates within EPRS, but **with other services within the Parliament's administration**. Joint publications, events and/or training sessions have been undertaken with the Directorates General for Internal Policies (IPOL), External Policies (EXPO), Presidency (PRES) and Communication (COMM) during the period in question.







## Work of the Library

The most visible role of Directorate B of DG EPRS, the **Directorate for the Library**, is to operate the Library Reading Rooms in Brussels, Strasbourg and Luxembourg, housing the European Parliament's physical collections, which it acquires and manages. Such a classic library function has existed within the Parliament since 1953. However, today, the Library also provides digital and online access for Members and staff to a very wide and growing range of knowledge sources, including many subscription-based journals, databases, and news and other information sources.

In parallel, the Library Directorate manages and provides access to the Parliament's ever-expanding Historical Archives and it answers a very large number of citizens' enquiries. Until November 2016, it also dealt with public access to parliamentary documents and other transparency issues. A specialist unit dealing with comparative law was created in September 2015. The Directorate for the Library is currently organised in **four units**.

### *On-site and Online Library Services*

The **On-site and Online Library Services Unit** (LIBS) operates the Library Reading Rooms in Brussels and Strasbourg, and provides physical and online access for Members and staff to over 83,000 books and 32,000 e-books, as well as nearly 3,000 journals, databases, and news and information sources, whilst also providing training in the use of such sources.

The purpose of locating library services within EPRS is to bring them closer to the analytical and research work now undertaken by the directorate-general as a whole, and to realise certain synergies with the Members' Research Service in particular. Although fewer staff now work in the core library function than before - 27 today, compared with 75 in 2013 - its output has risen in both relative and absolute terms over the last four years. (The majority of the library staff moved over to the new Members' Research Service, where they are now responding to research requests from Members and generating general publications for the Parliament as a whole).

There has been **consistently very active use of library services** by the parliamentary community throughout the period since EPRS was created, witnessed in the high number of reference requests and use of databases, as shown in the statistics below. This has been matched increasing use of the Library Reading Room as a centre for discussion - hosting a much greater number of EPRS policy roundtables and book launches - as well as intensified training of staff in use of information sources.

Continuous efforts are being made to provide Members and staff with easier access to a wide span of **state-of-the-art digital reference materials** to the parliamentary community. EPRS is pursuing a new 'Open Digital Library' concept, endorsed by the Parliament's Bureau in April 2017, in order to upgrade and develop the Library's **digital capabilities** and make its services more easily **accessible** to clients, at all times, on a wide range of devices and outside the EP premises.



The EPRS intranet site already provides Members and EP staff with access to around 100 **digital subscriptions**, notably to European and national news services (such as Agence Europe, AFP, DPA, Reuters and Financial Times) and databases and other information and research tools (such as Factiva, Nexis and Oxford Analytica). This is in addition to over 700 **physical subscriptions** to newspapers, magazines, journals and yearbooks.

Now these services are being complemented by collective subscriptions by the Library to innovative applications that offer anyone in the parliamentary community direct access to newspapers and journals on their **personal mobile devices**. The new **'PressReader' App** gives such access to over 7,000 newspapers and magazines from around the world, whilst the parallel **'BrowZine' App** allows clients to read articles from an ever-broadening range of mostly academic journals (currently over 5,000 in number).

- The Library responded to **78,000 reference requests** (and other comparable requests) from parliamentary clients over the four years 2014-17 (18,000 in 2017).
- A total of **4,900 parliamentary clients** used electronic newswires, news agencies and external databases in 2014, rising to **5,200** in 2017. These EPRS services received almost **163 million hits** in the four years 2014-17.
- A total of **49,000 books and e-books were borrowed** from the Library during the four-year period in question. The number rose from **9,500** in 2014 to **17,000** in 2017 (9,500 print books and 7,700 e-books). The number of **e-books available** for loan increased from 2,000 in 2014 to 32,000 in 2017.
- In July 2014, the Library opened a small new [Members' Reading Room](#)<sup>13</sup> on the ground floor of the Altiero Spinelli Building, connected to the Astrid Lulling lounge, to complement the existing reading rooms in Brussels, Luxembourg and Strasbourg. In September 2017, the reading room in Strasbourg moved to a more visible location in the Winston Churchill Building, where it provides a range of newspapers, magazines and EP publications.
- The provision of **training support** to Members, their offices and wider parliamentary staff, notably in the use of databases and other information sources, has been actively developed over the last four years. A total of over **3,500 individuals** (774 in 2017) participated in over **540 training sessions** during the period 2014-17. By December 2017, staff from 388 Members' offices had attended info-sessions of this kind in the Library.

Since 2014, the **Library Reading Room** and other Library facilities in Brussels have been used much more actively for the holding of **seminars and roundtables** on policy issues, as well as for book launches and other events. The **109 events** held by EPRS between January 2014 and December 2017 attracted over **6,500 participants**. They included joint discussions, open to all Members and staff, with partner organisations, such as the European University Institute, EUISS, OECD and IMF, as well as briefing sessions and exchange of best practice with **other parliamentary research services and libraries** in EU member states and worldwide.

Topics covered at EPRS events in the Library Reading Room so far have included demographic change, global trends, the international economy, economic governance, regional conflicts, security and defence, migration, education, better law-making, budgetary politics, institutional

<sup>13</sup> [www.europarl.europa.eu/EPRS/AstridLullingReadingRoom.pdf](http://www.europarl.europa.eu/EPRS/AstridLullingReadingRoom.pdf)

change, democracy-financing, and European and US elections. **Members of the European Parliament** spoke on over 90 occasions at these EPRS events.

The Library Reading Room also served as the setting for **69 events** organised by **individual Members of the European Parliament** themselves during the four years in question (22 in 2017).

The Library's online project, **'100 Books on Europe to Remember'**, was successfully launched in May 2014, helping to ensure that texts important in the shaping or understanding of post-war European integration are readily available and not forgotten. In addition to a summary of each book and biographical details of its author(s), access is given to the full text of the book, where possible. A major event, involving the President of the Parliament and several living authors, was organised in the Library Reading Room in Brussels in March 2015, whilst an **exhibition of the 100 Books** was held in Strasbourg in October 2016, organised by the Historical Library. Since 2017, the '100 Books' have been on physical display in the Brussels Library Reading Room, alongside a new display of books written by current and former MEPs.

### *Comparative Law Library*

During the years 2014-17, increasing emphasis has been placed on the improved **presentation and accessibility** of library material generally, with particular attention to strengthening capacity in the field of comparative law, an area of special interest to a supranational legislature. Reflecting this, a small **Comparative Law Library Unit (COLL)** was created in September 2015, to serve as a centre of knowledge and expertise for the Parliament on the law of the European Union, its member states and comparable democratic jurisdictions internationally.

The unit is responsible for building up and maintaining an extensive **reference collection** of legislation, case law and legal doctrine, as well as engaging in **research and analysis** in the field of comparative law. The unit hosts a major annual **conference** in the Library Reading Room and publishes several studies on different comparative law subjects, starting with issues concerning constitutional courts. Close cooperation has been established with the Parliament's Legal Service and relevant external partners, notably the Academy of European Law (ERA) in Trier, for this purpose.

### *Historical Archives*

The **Historical Archives Unit (ARCH)**, based in Luxembourg, manages and preserves the Parliament's official public documents and other archival material dating back to 1952 and now running to almost **five million items**. It assists researchers on the history of the Parliament and European integration, and publishes historical studies based on the archives. It works closely with the EU Historical Archives and the new Alcide de Gasperi Centre for the History of European Integration at the European University Institute (EUI) in Florence, in promoting the use of the Parliament's archives and study of its history as an institution. The unit also manages the Historical Library Reading Room in Luxembourg.



## EPRS KEY STATISTICS 2014-2017



**13 500** replies to confidential research requests  
(11 430 from MEPs)

**78 400** reference requests to the Library

**3 770** EPRS publications  
(including 1 015 online-only publications)

**49 000** books and e-books lent

**6 700** participants attending 109 events in the Library Reading Room

**5.34 million** page views on the internet

**51 000** copies of EPRS publications made available at **490** events

**6.44 million** page views on the EP's intranet

**91%** of MEPs made research requests (687)

**70** visits from national parliamentary research services

**45%** of MEPs interacting with EPRS on social media (336)

**99%** of MEPs using EPRS products and services since July 2014

**230 000** replies to citizens' enquiries

**89%** **667** MEPs visited for briefings

**60** presentations of findings to 17 parliamentary committees (out of 20)

**52%** of MEPs' offices attended info-sessions (388)

## EPRS KEY STATISTICS 2017



**3 800** replies to confidential research requests  
(3 300 from MEPs)

**18 300** reference requests to the Library

**1 050** EPRS publications  
(including 214 online-only publications)

**17 200** books and e-books lent

**2 700** participants attending 49 events in the Library Reading Room

**1.75 million** page views on the internet

**22 600** copies of EPRS publications made available at **186** events

**1.58 million** page views on the EP's intranet

**78%** of MEPs made research requests

**29** visits from national parliamentary research services

**43%** of MEPs interacting with EPRS on social media (321)

**96%** of MEPs using EPRS products and services in 2017 (694 out of 720 MEPs, who were in EP for full year)

**52 000** replies to citizens' enquiries

**40%** **297** MEPs visited for briefings

**22** presentations of findings to 17 parliamentary committees (out of 20)

**17%** of MEPs' offices attended info-sessions (124)



During the years 2014-17, the Historical Archives processed over **300,000 electronic files** and 1,500 linear metres of paper files, whilst also digitising 100,000 audio tapes. Some 570 linear metres were organised and transferred to the Historical Archives of the European Union. The unit also answered some 2,700 individual requests for historical documents and other information, supplying 25,000 documents.

In 2017, the unit processed **57.2 GB of electronic files** (the new metric of calculation), and 293 linear metres of paper files and digitised 28,000 audio tapes. Some 168 linear metres of paper files were organised and transferred to the Historical Archives of the European Union. The unit answered more than 600 individual requests for historic documents and other information, supplying over 4,600 such documents.

The Historical Archives welcome deposition of the **papers of individual Members** of the European Parliament, past and present, and since the creation of EPRS there has been a more active effort to seek to secure such papers as an important component of the history of the institution. During the years 2014-17, it received papers from 14 current or former Members and is in the process of archiving them and making them available to the public.

Since 2014, the Historical Archives have also systematised their publications into two series - the [European Parliament History Series](#)<sup>14</sup> and the [European Union History Series](#)<sup>15</sup> - with greater emphasis on issues of continuing political interest. In the four years 2014-17, the unit published eight studies - including two volumes on the history of the budgetary powers of the Parliament and a study on the history of the common electoral system and the 1976 European Elections Act - as well as 24 blog posts, 10 articles and seven briefings.

The unit is now working on a major, multi-part **history of the European Parliament**. This project involves researching and publishing an analysis of the role of the Parliament as a political institution, starting with the period since the first direct elections in June 1979. An initial set of three studies on the EP during its first two elected parliamentary terms (1979-89) will shortly be published, tracing and analysing the character, composition and culture of the directly-elected Parliament; the Parliament's role in the institutional and constitutional development of the (then) Communities; and its specific contribution to the completion of the European single market.

The unit also organises **exhibitions** to mark anniversaries and other important occasions. During the period 2014-17, exhibitions were held on Altiero Spinelli, Emilio Colombo, the Sakharov Prize, successive European election campaigns, the EP in Luxembourg, the history of the ACP and the Development Committee, and the '100 Books on Europe to Remember' project. In October and November 2017, the unit put a travelling exhibition - 'Ever Closer Union: The Legacy of the Rome Treaties' - on display in the Parliament's premises in both Brussels and Strasbourg, to mark the 60th anniversary of the signing of those treaties.

In parallel, **round-table discussions**, involving authors and historical experts, were held on 25 years of democratic change in Central and Eastern Europe, the European Coal and Steel Community (ECSC), the development of a common European electoral system since 1976, the Parliament's first hemicycle in Luxembourg, and early forms of European cooperation. In 2017, the unit organised an EP History Roundtable which looked at the character and culture

<sup>14</sup> [www.europarl.europa.eu/historicalarchives/en/publications/ep-history.html](http://www.europarl.europa.eu/historicalarchives/en/publications/ep-history.html)

<sup>15</sup> [www.europarl.europa.eu/historicalarchives/en/publications/eu-history.html](http://www.europarl.europa.eu/historicalarchives/en/publications/eu-history.html)

of the first two directly-elected European Parliaments (1979-89) and the role they played in the institutional and policy development of the (then) Communities.

Continued efforts are being made to **mainstream the Historical Archives** more actively in the daily life of the Parliament, based on easier online access to documents and their use to provide a more systematic history of the institutional development of the Parliament over time. A programme of gathering 'oral histories' from former Members began in November 2017 and will continue in coming years.

A [new website for the Historical Archives](#)<sup>16</sup> came online in March 2015, and a new intranet site with useful information and practical advice for Members and staff became operational in September 2015. A multi-annual project to **digitise the Parliament's archives** is now firmly under way, in attempt to make the Parliament's papers since 1952 the most easily accessible of those of any EU institution.

The **annual reports** of the Parliament's Historical Archives for 2014, 2015 and 2016 provide a detailed account of their activities over those three years, and can be found [here](#).<sup>17</sup> The annual report of the Historical Archives for 2017 will follow shortly.

### *Citizens' enquiries*

The **Citizens' Enquiries Unit** (AskEP), also based in Luxembourg, answers information requests from members of the general public addressed to the institution or its President on the Parliament and EU issues more widely.

The 2014-19 Parliament has witnessed a **significant increase in the volume of requests** from the general public, mainly as a result of seemingly coordinated 'write-in' campaigns on topical issues. As a matter of course, the unit replies to correspondence in the official language in which the citizen has sent their letter or email.

In 2017, the unit replied to over **9,200 individual enquiries** and about **43,000 campaign enquiries**. By comparison, in 2014, the unit received over 8,000 individual letters or emails from members of the public, and 2,500 enquiries as part of organised campaigns. Over the four-year period, there was a total of **36,000 individual enquiries** and **196,000 campaign enquiries**.

On average, over this four-year period, 43 per cent of citizens' enquiries related to aspects of internal policy, 31 per cent to institutional matters, 12 per cent to external issues, and 14 per cent to other questions. Fifty per cent of such enquiries were answered by the unit within three days and 85 per cent within ten days.

In parallel, intensive efforts have been made to promote **greater diffusion and use** of the work of the Citizens' Enquiries Unit within the Parliament itself. Since May 2015, the unit has been making available '**model answers**' for Members (and their staff) on the [EPRS intranet](#),<sup>18</sup>

<sup>16</sup> [www.europarl.europa.eu/historicalarchives/en/home.html](http://www.europarl.europa.eu/historicalarchives/en/home.html)

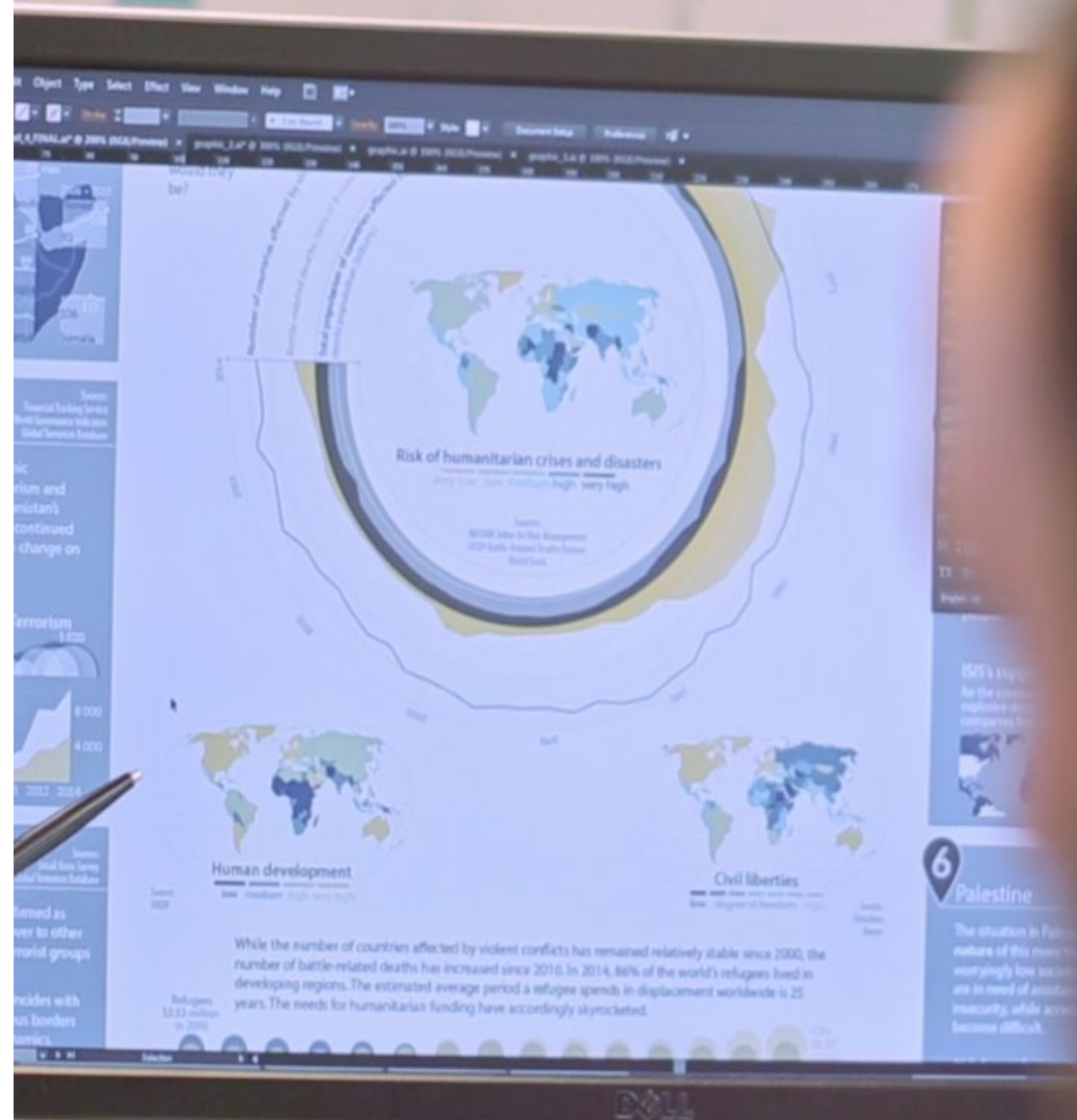
<sup>17</sup> [www.europarl.europa.eu/historicalarchives/en/publications/other-publications.html](http://www.europarl.europa.eu/historicalarchives/en/publications/other-publications.html)

<sup>18</sup> [www.askepnet.ep.parl.union.eu/modans/](http://www.askepnet.ep.parl.union.eu/modans/)



in order to facilitate MEPs' written communication with constituents and others. Currently, around 160 such replies are available, covering a wide range of issues, and they have been consulted by over 340 Members or their offices so far.

A range of publicly-available '**EP answers**' to frequently asked questions - with around 65 topics currently covered - is available on a specially developed platform, called AskEP.net, on the [Parliament's website](#)<sup>19</sup> and on the EPRS [blog](#).<sup>20</sup>



<sup>19</sup> [www.europarl.europa.eu/atyourservice/en/20150201PVL00027/Citizens-enquiries](http://www.europarl.europa.eu/atyourservice/en/20150201PVL00027/Citizens-enquiries)

<sup>20</sup> [eprthinktank.eu/category/blog/ep-answers](http://eprthinktank.eu/category/blog/ep-answers)





## Work on Impact Assessment and European Added Value

The third directorate within DG EPRS, Directorate C, the **Directorate for Impact Assessment and European Added Value**, works to strengthen the European Parliament's capacity to exercise effective **scrutiny and oversight** over the executive at EU level, at successive stages of the legislative and policy cycles, as well as contributing to the quality of law-making itself. It does this by providing timely and targeted support to **parliamentary committees** in their work in these fields, including by supporting the identification, quantification and justification of parliamentary initiatives. The directorate works very closely with the Directorates-General for Internal Policies (IPOL) and External Policies (EXPO) for this purpose and more widely.

The Directorate for Impact Assessment and European Added Value is organised in **six units** dealing with various aspects of *ex-ante* or *ex-post* evaluation of EU legislation and policies - as well as undertaking foresight work, whether in the fields of science and technology or wider global trends.

- Over the four-year period from January 2014 to December 2017, the Directorate for Impact Assessment and European Added Value produced **473 publications** of various kinds (154 in 2017). Work was undertaken at the request of **17 parliamentary committees** (out of 20), with findings presented orally in full committee or to coordinators on over 60 occasions.

The increasingly high priority attached to the involvement of the Parliament throughout the **legislative and policy cycles** and to enhanced **scrutiny and oversight of the executive** are being reflected in a general strengthening of support to parliamentary committees (and the institution as a whole) through the services of the directorate. Existing work in the fields of impact assessment and European added value is being further developed, so that committees are better placed to analyse legislative options available to the EU institutions, on an *ex-ante* basis, and to review outcomes on the part of those institutions, on an *ex-post* basis.

### *Ex-ante evaluation*

The **European Added Value Unit (EAVA)** analyses the potential benefit of future action by the European Union through *Cost of Non-Europe Reports* in policy areas where greater efficiency or a collective public good could be realised through common action at European level; it provides *European Added Value Assessments* to underpin legislative initiative reports put forward by parliamentary committees; and it seeks to identify and evaluate the added value of existing EU policies in practice.

- In 2014, the European Added Value Unit produced four *Cost of Non-Europe Reports* and four other publications. Among topics covered were five sectoral dimensions of the EU single market, as well as transport and tourism.
- In 2015, the unit produced four *Cost of Non-Europe Reports* - which were on water legislation, volunteering, passenger rights and Banking Union - and two *European Added Value Assessments* - on EP electoral law and corporate tax policies in the EU.



- In 2016, the unit produced seven *Cost of Non-Europe Reports* - on various aspects of Schengen, as well as the single market, the European Research Area, Banking Union, an integrated European research area, organised crime and corruption, and the sharing economy - as well as five *European Added Value Assessments*, which were on an EU mechanism for the rule of law and fundamental rights, cross-border recognition of adoptions, protection of vulnerable adults, limitation periods for traffic accidents, and the coordination of corporate tax policies in the EU.
- In 2017, the unit produced two *Cost of Non-Europe Reports* - on trade barriers and on procedural rights and detention conditions in the criminal justice system - as well as two *European Added Value Assessments* - on cross-border restitution of works of art and cultural goods, and on a statute for social- and solidarity-based enterprises. In parallel, eight 'European Added Value in Action' briefings were produced, covering a broad range of topics from roaming to air pollution.
- During the four-year period in question, work was undertaken for **eleven parliamentary committees**: the Employment and Social Affairs Committee; the Environment, Public Health and Food Safety Committee; the Economic and Monetary Affairs Committee; the Internal Market and Consumer Protection Committee; the Constitutional Affairs Committee; the Culture and Education Committee; the Transport and Tourism Committee; the Legal Affairs Committee; the Committee on Civil Liberties, Justice and Home Affairs; the Committee on International Trade; and the Industry, Research and Energy Committee.

The substantial work undertaken by the European Added Value Unit between 2012 and 2014, before the last European elections, in identifying the potential added value of new EU-level initiatives and on the cost of non-Europe in various sectors was brought together in a **major horizontal publication**, entitled *Mapping the Cost of Non-Europe, 2014-19*.

The first edition of this text, published in March 2014, suggested that the cumulative potential GDP gain of EP-supported policy initiatives, over a ten-year period, could be in the region of 800 billion euro. Subsequent editions - published in July 2014, April 2015 and December 2017, drawing on continuing EPRS research and other new sources - have progressively taken this figure up to 1,750 billion euro. The number of policy areas covered has risen from 25 to 34 over the four editions.<sup>21</sup> The 'Mapping' exercise has attracted substantial positive attention in media, academic and policy-making circles, over its four editions, and it proved especially valuable in the run-up to the 2014 European Parliament elections, in the discussion about future priorities for the in-coming European Commission. A similar analysis is being undertaken in advance of the 2019 elections.

The **Ex-Ante Impact Assessment Unit** (IMPA) analyses the quality of impact assessments (IAs) produced by the European Commission - in the form of *Initial Appraisals* of these documents, which are routinely supplied to parliamentary committees in advance of their consideration of new legislative proposals - and it then offers the committees a range of follow-up services, including more detailed appraisals of Commission impact assessments, substitute or complementary impact assessments, and impact assessments on parliamentary amendments.

21 [www.europarl.europa.eu/RegData/etudes/STUD/2017/603239/EPRS\\_STU\(2017\)603239\\_EN.pdf](http://www.europarl.europa.eu/RegData/etudes/STUD/2017/603239/EPRS_STU(2017)603239_EN.pdf)  
Mapping the Cost of Non-Europe, 2014-19, fourth edition, December 2017.

- In 2014, the Ex-Ante Impact Assessment Unit produced 31 *Initial Appraisals* of Commission impact assessments, two detailed appraisals, three substitute or complementary impact assessments, and one impact assessment on amendments. In 2015, the unit produced 13 *Initial Appraisals* and one impact assessment on four amendments. In 2016, the unit produced 36 *Initial Appraisals* and one impact assessment on seven amendments. In 2017, the unit produced 42 *Initial Appraisals*, two impact assessments on 10 amendments, and one substitute impact assessment.
- Compendia of all *Initial Appraisals* carried out over the period in question - from [July 2013 to June 2014](#),<sup>22</sup> from [July 2014 to December 2015](#),<sup>23</sup> from [January to December 2016](#)<sup>24</sup> and from [January to December 2017](#)<sup>25</sup> - are available online.
- Work was undertaken by the Ex-Ante Impact Assessment Unit for the following **13 parliamentary committees**: the Foreign Affairs Committee; the International Trade Committee; the Industry, Research and Energy Committee; the Internal Market and Consumer Protection Committee; the Environment, Public Health and Food Safety Committee; the Agriculture and Rural Development Committee; the Employment and Social Affairs Committee; the Fisheries Committee; the Legal Affairs Committee; the Committee on Civil Liberties, Justice and Home Affairs; the Economic and Monetary Affairs Committee; the Transport and Tourism Committee; and the Culture and Education Committee.
- Among **topics covered** were the Transatlantic Trade and Investment Partnership (TTIP), novel foods, air quality, equal treatment, consumer product safety, money market funds, waste management, aviation strategy, capital markets union, European criminal records, energy union, capital requirements and the banking reform package, digital single market, mobility package, social security coordination, legal aid, sales of goods and data protection.

### Ex-post evaluation

EPRS support to parliamentary committees in the field of **ex-post evaluation** is provided by the **Ex-Post Evaluation Unit** (EVAL), whose work has greatly strengthened and deepened the practical capacity of the Parliament to analyse implementation issues, by providing important **new products and services** to committees. Launched in 2014, these include short *Implementation Appraisals*, longer *European Implementation Assessments*, and a series of horizontal 'rolling check-lists' of various kinds.

The unit provides, inter alia, the following products and services:

- A **central information and support service** on all work being done by the European Parliament, European Commission and other bodies on the implementation and effectiveness of EU law and policies in practice, and on all those phases of the EU policy cycle downstream of the adoption of EU law;

22 [www.europarl.europa.eu/EPRS/IMPA\\_APIN\\_COMPENDIUM\\_%20July2013-June2014.pdf](http://www.europarl.europa.eu/EPRS/IMPA_APIN_COMPENDIUM_%20July2013-June2014.pdf)  
23 [www.europarl.europa.eu/EPRS/IMPA\\_APIN\\_Compendium\\_July2014-December2015.pdf](http://www.europarl.europa.eu/EPRS/IMPA_APIN_Compendium_July2014-December2015.pdf)  
24 [www.europarl.europa.eu/EPRS/IMPA\\_APIN\\_Compendium\\_2016.pdf](http://www.europarl.europa.eu/EPRS/IMPA_APIN_Compendium_2016.pdf)  
25 [www.europarl.europa.eu/EPRS/IMPA\\_compendium\\_2017\\_FINAL.pdf](http://www.europarl.europa.eu/EPRS/IMPA_compendium_2017_FINAL.pdf)



- Horizontal '**rolling check-lists**' to provide key reference material, in easily accessible form, to assist parliamentary committees in deciding what type of scrutiny of the Commission to engage in, and when and how best to undertake it. The check-lists, often running to several hundreds of pages, are currently produced on review clauses in EU legislation and international agreements, on evaluation work undertaken by the Commission, on requests made by the European Parliament to the Commission, and on the special reports of the European Court of Auditors. From July 2014 to December 2017, 14 rolling check-lists were produced by the unit (four in 2017);
- Short (four- to twelve-page) **Implementation Appraisals** of the operation of existing EU legislation in practice, whenever a new proposal to update such legislation is foreseen in the Commission's Annual Work Programme. These appraisals are delivered to the relevant parliamentary committee in advance of the latter's consideration of the new proposal in question. From July 2014 to December 2017, 76 *Implementation Appraisals* were produced for 15 parliamentary committees (26 in 2017);
- Much longer and more detailed **European Implementation Assessments** on how specific existing EU laws or policies operate in practice, drafted each time a parliamentary committee decides to undertake an own-initiative Implementation Report on an existing EU policy or law, providing a detailed analysis of the experience to date. From July 2014 to December 2017, 31 *European Implementation Assessments* were produced for 10 parliamentary committees (11 in 2017); and
- Any **other analyses or studies** on implementation issues as required, among which there were 10 other ex-post evaluations (six in 2017) and nine *Implementation in Action* briefings (five in 2017).

### *European Council scrutiny*

The **European Council Oversight Unit** (ECOS) monitors and analyses the delivery of the European Council (of EU Heads of state or government), in respect of the commitments made in the conclusions of its summit meetings, as well as of its various responsibilities either in law or on the basis of intergovernmental agreements.

The unit has maintained and published a *Rolling Check-List of European Council Conclusions* (or policy pronouncements) by subject area since 2010, tracing their evolution over time and assessing their degree of implementation. This check-list is updated four times a year, and is now in its fourteenth edition.

The unit also provides briefing notes in advance of, and following, each European Council meeting, providing respectively an analysis of the outlook for, and the outcome of, these regular summit discussions. In addition to such routine briefings, the unit also analyses the operation of the European Council as political institution and assesses its activities in a wide range of specific policy areas.

From July 2014, when it became operational, to December 2017, the European Council Oversight Unit produced **84 publications** of various kinds, 20 of which were published in 2017. It also held a series of seminars on the operation of the European Council - for example, on the European Council and crisis management, on the European Council and Common Security and Defence Policy (CSDP), on the role of the Heads of State or Government in shaping the future of Europe, on agenda-setting at EU summits, and on 'What makes it to the European Council agenda and why?'.

### *Foresight*

The **Scientific Foresight Unit** (STOA) undertakes **science and technology options assessment** and analyses emerging policy issues and trends in these fields. It undertakes a broad range of forward-looking studies, workshops and other activities, at the request of the **Science and Technology Options Assessment (STOA) Panel** of 25 Members of the European Parliament, nominated by nine parliamentary committees, and it provides the secretariat of the latter body. In 2014, the in-coming STOA Panel endorsed a 'STOA strategy for the future', calling notably for the work and output of the STOA process, backed by greater in-house research, to focus more on issues related to scientific foresight, operate through somewhat shorter projects, and be made more widely available than in the past, throughout the 2014-19 parliamentary term.

The Scientific Foresight Unit produced a total of **61 publications** in the four years from January 2014 to December 2017 - nine publications in 2014, 18 in 2015, 10 in 2016 and 24 in 2017. These can all be found on a [clickable PDF list](#)<sup>26</sup> or on the dedicated [STOA website](#).<sup>27</sup>

Among the topics covered in **major research projects** so far undertaken and/or managed by the unit for the STOA Panel since 2014 have been e-democracy, 3D-printing, assistive technologies, waste management, the ethics of robotics, ICT in the developing world, the collaborative economy, precision agriculture, organic food, learning and teaching technologies, and mass surveillance. In parallel, a new series of shorter publications on the policy implications of technological change - such as 'What if your shopping were delivered by drones?', 'What if the energy grid needed cars?' or 'What if technology helped society become more inclusive?' - has broken new ground and proved highly popular.

The unit also organised 53 **STOA events** in 2014-17, attracting a total of almost 6,000 participants. (These are in addition to the EPRS-wide events referred to earlier in this report). Among them have been four highly successful **STOA annual lectures** with leading international scientists and other experts. Since 2014, the popular **MEP-Scientist Pairing Scheme** has brought together 65 Members and 65 scientists to exchange views and experience, and build closer links between the worlds of academia and public policy.

At the end of 2017, the STOA Panel sponsored the establishment of a new **European Science-Media Hub**. The objective is to foster a more effective dialogue between Members, the scientific community and journalists, especially in relation to new scientific or technological developments or issues. It will promote discussion, networking, training and exchange of information in this field. The Hub is becoming operational during the course of 2018.

The **STOA annual reports** for 2014, 2015 and 2016 are available [here](#),<sup>28</sup> with the 2017 STOA annual report to follow shortly.

Finally, a **Global Trends Unit** (TREN), established in April 2015, seeks to identify, track and analyse medium- and long- term global trends - especially changes in the international economic, social and political environments - which may affect the European Union in the

26 [www.europarl.europa.eu/EPRS/Catalogue\\_DirC\\_publications\\_2014-17.pdf](http://www.europarl.europa.eu/EPRS/Catalogue_DirC_publications_2014-17.pdf)

27 [www.europarl.europa.eu/stoa/](http://www.europarl.europa.eu/stoa/)

28 [www.europarl.europa.eu/stoa/en/publications/annual-reports](http://www.europarl.europa.eu/stoa/en/publications/annual-reports)



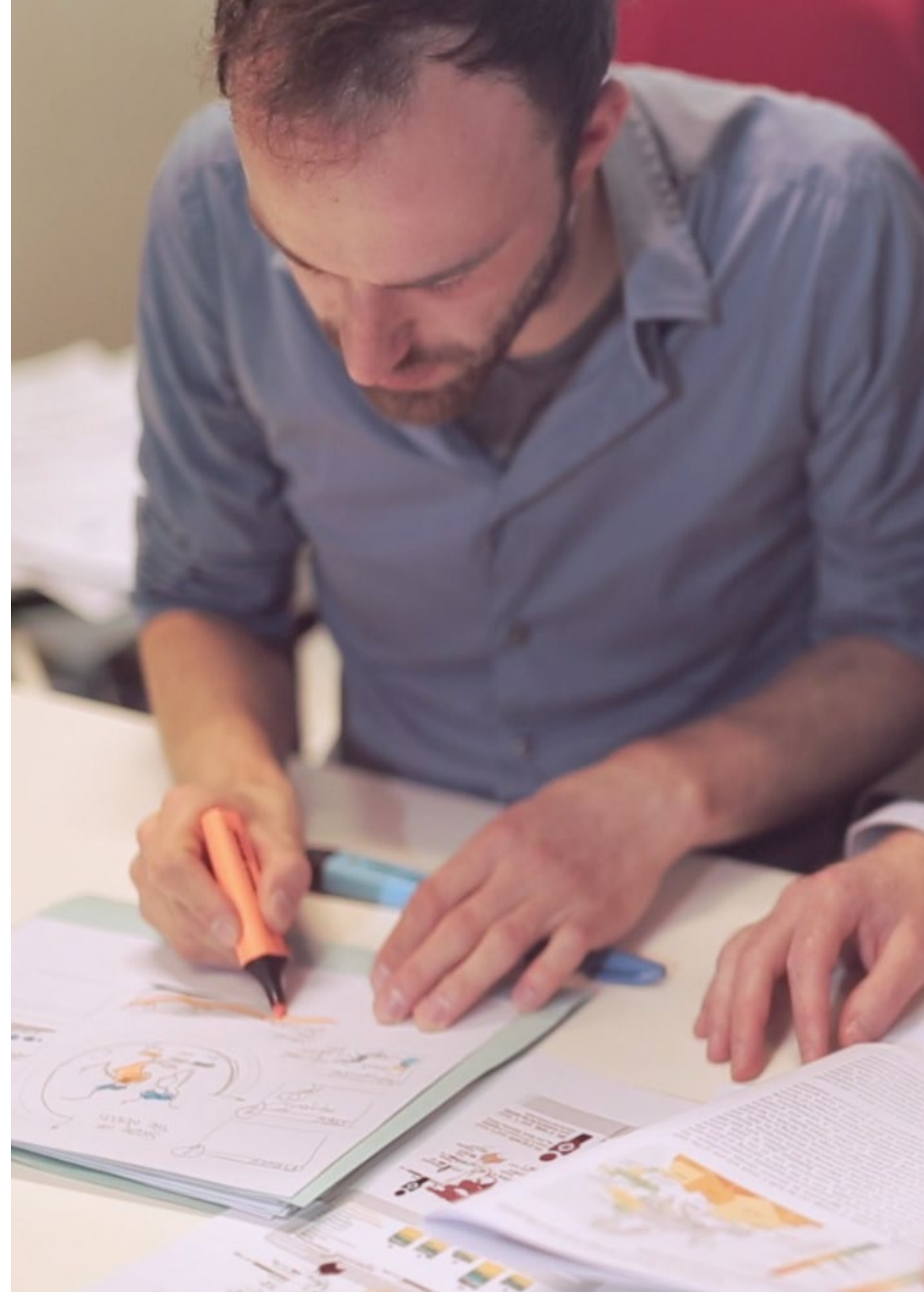
years to come. It keeps Members informed about such trends and their potential policy implications, by publishing briefings and organising seminars. These publications include a [Global Trendometer](#),<sup>29</sup> which analyses changes of potential importance to the Union.

The unit also supports the Parliament's participation in the administrative-level dialogue with other EU institutions on global trends - known as **ESPAS** (European Strategy and Policy Analysis System) - and facilitates contact more widely with outside organisations, notably think tanks and universities, working in this field. Each autumn, the unit co-organises - together with the European Political Strategy Centre (EPSC), the in-house think tank of the European Commission - the annual ESPAS conference. The cycle of three ESPAS conferences in 2015-2017 focussed on global trends to 2030, looking at the economic, social and geo-political revolutions transforming the world order.

The three **activity reports for EP work in the fields of Impact Assessment and European Added Value** covering the period in question are available online - for [June 2012 to June 2014](#),<sup>30</sup> [July 2014 to December 2015](#),<sup>31</sup> [January to December 2016](#),<sup>32</sup> and [January to December 2017](#).<sup>33</sup>

A clickable **PDF list of all publications of the Directorate for Impact Assessment and European Added Value** from January 2014 to December 2017 is available [here](#).<sup>34</sup>

All such physical publications can be found on the Parliament's **Think Tank internet website**, at [www.europarl.eu/thinktank](http://www.europarl.eu/thinktank), as well as on the **EPRS intranet website** at [www.eprs.sso.ep.parl.union.eu](http://www.eprs.sso.ep.parl.union.eu), on the **EPRS blog** at [www.epthinktank.eu](http://www.epthinktank.eu), and on the new **EPRS App**, available at [Google Play](#) and the [App Store](#). Online-only publications are available on the EPRS intranet and blog.



29 [www.europarl.europa.eu/RegData/etudes/STUD/2016/573301/EPRS\\_STU\(2016\)573301\\_EN.pdf](http://www.europarl.europa.eu/RegData/etudes/STUD/2016/573301/EPRS_STU(2016)573301_EN.pdf) and [www.europarl.europa.eu/RegData/etudes/STUD/2017/603253/EPRS\\_STU\(2017\)603253\\_EN.pdf](http://www.europarl.europa.eu/RegData/etudes/STUD/2017/603253/EPRS_STU(2017)603253_EN.pdf)

30 [www.europarl.europa.eu/EPRS/IA\\_and\\_EAV-Activity\\_Report\\_2012-14-final.pdf](http://www.europarl.europa.eu/EPRS/IA_and_EAV-Activity_Report_2012-14-final.pdf)

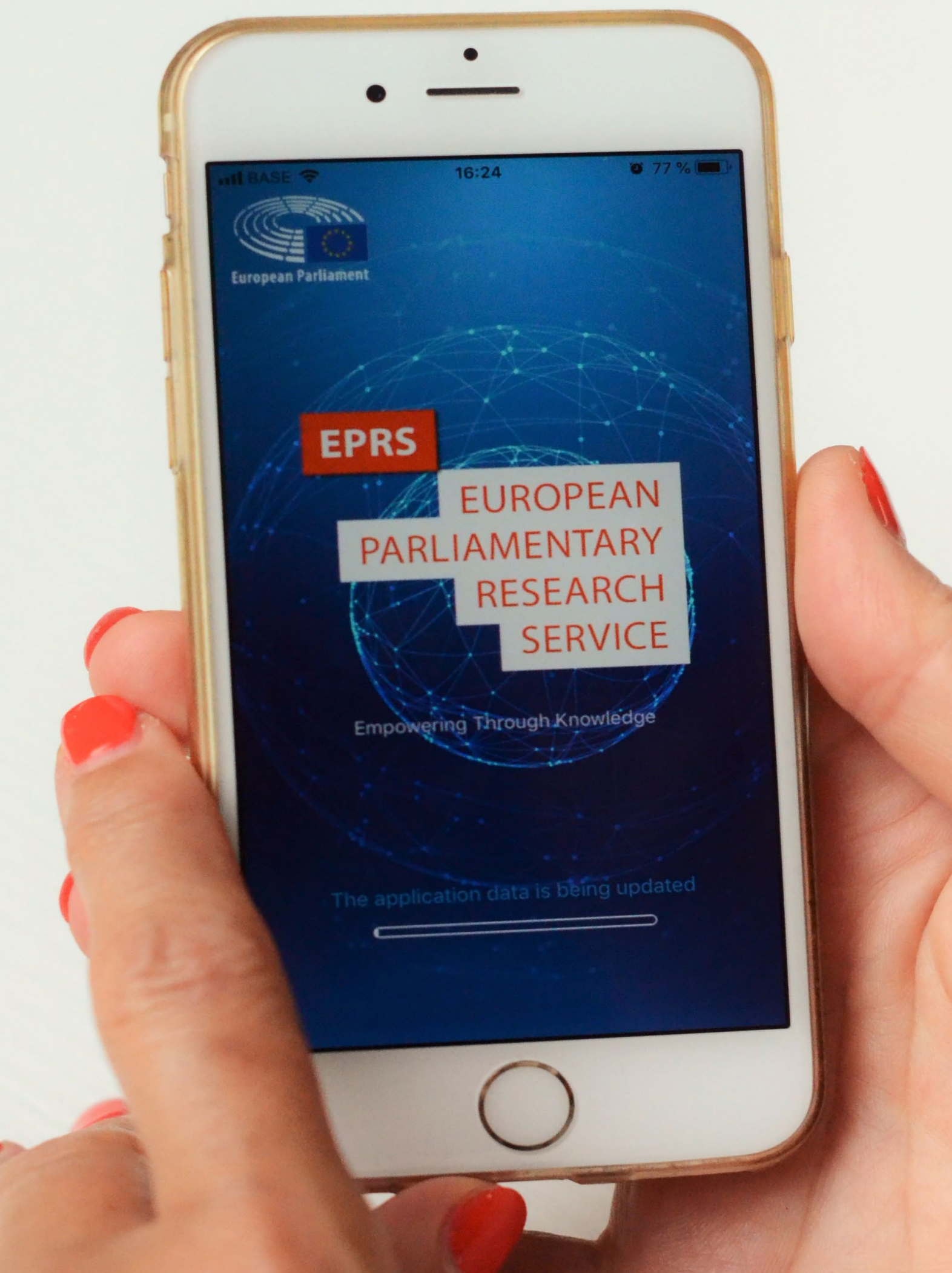
31 [www.europarl.europa.eu/EPRS/IA-EAV-Activity\\_Report-July\\_2014-December\\_2015.pdf](http://www.europarl.europa.eu/EPRS/IA-EAV-Activity_Report-July_2014-December_2015.pdf)

32 [www.europarl.europa.eu/EPRS/IA\\_EAV\\_Activity\\_Report\\_2016\\_final.pdf](http://www.europarl.europa.eu/EPRS/IA_EAV_Activity_Report_2016_final.pdf)

33 [www.europarl.europa.eu/EPRS/EPRS\\_615.642\\_IA-EAV-Activity\\_Report\\_2017.pdf](http://www.europarl.europa.eu/EPRS/EPRS_615.642_IA-EAV-Activity_Report_2017.pdf)

34 [www.europarl.europa.eu/EPRS/Catalogue\\_DirC\\_publications\\_2014-17.pdf](http://www.europarl.europa.eu/EPRS/Catalogue_DirC_publications_2014-17.pdf)





## EPRS-wide services

The development of a series of **cross-cutting EPRS-wide** services played an important part in the successful launch of the new directorate-general in November 2013, and it helps account for the rapid build-up of its services over the last four years. These cross-cutting services include notably the:

- provision of a **Members' Hotline** to give all Members and their staff rapid access to all relevant EPRS products and services;
- pursuit of a conscious '**client needs**' approach to all the activities undertaken by EPRS, underpinned by a dedicated team at the centre of the organisation; and
- progressive widening and deepening of the EPRS presence on various **electronic platforms**.

### *Members' Hotline*

A new **Members' Hotline** was established immediately on the creation of EPRS, to provide a single point-of-entry for all Members of the European Parliament (MEPs) and their staff to the products and services of both the Members' Research Service and the Library.

The Members' Hotline operates *online*, through the EPRS intranet site - where there is an [online enquiry form](#) - and an email address for enquiries - [eprs@europarl.europa.eu](mailto:eprs@europarl.europa.eu); *by telephone*, on EP internal extension number **88100** and on 00 322 284 8100 from outside the Parliament; *in person*, at the information desks in the Library reading rooms; and *by fax*, on EP extension 44990. The aim is to provide an initial response to all enquiries within three hours.

To underpin the Members' Hotline concept, the EPRS has significantly strengthened its internal **enquiry management system** (EMS), to allow a better and quicker treatment of the requests submitted by Members and their staff. On-going comparative analysis is undertaken of the operation of such enquiry management systems in all major parliamentary research services and libraries worldwide, in order to import new, state-of-the-art features into the Parliament's own system, as they become available.

### *Client needs*

The developing breadth, depth and **availability of EPRS services** have been drawn actively to the attention of Members. At the beginning of the new parliamentary term, a 'welcome desk' and a personalised **welcome pack** facilitated this process.

In parallel, small, dedicated **Client Needs Team** was established, on a permanent basis, to **increase knowledge of EPRS products and services** among Members and their staff, presenting the support to potential clients individually and in groups, through **briefing visits or presentations of various kinds**.



Between June 2014 and December 2017, nearly **667 Members or their offices** (or 89 per cent) received **briefing visits or presentations** on an individual or collective basis about EPRS products and services. Over 297 Members or their offices (40 per cent) received such briefing in the course of 2017.

By the end of 2017, over **744 Members** (99 per cent) were pro-actively accessing sources available on the EPRS intranet, including newswires and other topical material, whilst over **196 Members or their offices** (some 26 per cent) were subscribing to **automatic alerts on new EPRS publications**, as soon as they are published. Guidance on how to set-up alerts on EPRS publications is given [here](#).<sup>35</sup>

The Client Needs Team has also ensured the distribution of over **50,000 relevant EPRS publications** at over **490 parliamentary meetings** of various kinds, notably hearings, conferences, seminars and debates organised by EP bodies, individual Members and/or political groups. At some of these events, EPRS policy analysts were invited to present their papers in the discussion.

### *Electronic presence*

The **availability of EPRS products** has been enhanced by a significant improvement in both intranet and internet capabilities, and the directorate-general is now rolling out a range of **services for mobile use** and multi-media communication, and is increasing the targeted diffusion of EPRS output through **social media**.

#### *Use of the EPRS intranet site*

- A **new EPRS intranet site**, incorporating a range of new or enhanced features, was launched in 2014. This site elicited some **1.4 million 'page views'** in 2014, **1.9 million page views** in 2015, **1.6 million page views** in 2016 and **1.6 million page views** in 2017 - or a total of more than **6.4 million page views** over the four years in question.
- The great majority of the 'Europarl' community uses the EPRS intranet at some point in the year. There was an average of over **9,000 unique users** of the EPRS intranet, in each of the four years 2014 to 2017, with over 2,300 using it in an average month. In 2017, these included **428 MEPs** and nearly 1,500 assistants.
- Some **99 per cent** of Members or their staff pro-actively accessed EPRS material or sources on the Parliament's intranet during the four years in question.
- The various EPRS electronic platforms carried a total of **559 (new) publications** in 2014 - 306 of which were available in both physical and digital forms, and 263 on-line only. The figures for 2015 were **995 (new) publications**, 705 of which were available in both physical and digital forms, and 290 on-line only. The figures for 2016 were **1,154 (new) publications**, 906 of which were available in both physical and digital forms, and 248 on-line only. The figures for 2017 were **1,057 (new) publications**, 843 of which were available in both physical and digital forms, and 214 online only.

- In total, EPRS produced over 3,700 **publications** during the four years in question, over 2,700 of which were available in both physical and digital form, and over 1,000 online only.
- New **Graphics and Map Warehouses** were created on the EPRS intranet site and EPRS blog, in order to make the **1,400 downloadable charts, tables, maps and other info-graphics** so far used in EPRS publications more easily available for use by Members and staff in their own publications.

#### *Use of the EP 'Think Tank' internet site and EPRS blog*

- The Parliament's updated **internet site** for the public came on stream in August 2014: coordinated by EPRS and known as '**Think Tank**', it features *inter alia* all EPRS publications. In the last four months of 2014, it registered a total 150,600 page views (or an average of 37,600 per month), with a total of 65,300 visitors. In 2015, the Think Tank elicited over 600,000 page views (or an average of 50,000 per month), reaching a total of 235,000 visitors. The comparable figures for 2016 were 873,000 page views (or an average of 72,750 per month), reaching a total of 325,955 visitors. The figures for 2017 were **1,146,000 page views** (or an average of 95,500 per month), reaching a total of over **1,027,000 visitors**.
- In addition, some 250,000 users visited the **EPRS blog** during 2014. The latter published more than 500 posts, receiving some 550,000 page views. In 2015, the respective figures were 370,000 unique users, 470 posts and 750,000 page views. In 2016, the respective figures were 330,000 users, 509 posts and 660,000 page views. The numbers for 2017 were **295,000 unique users, 514 posts and 609,000 page views**. One linked set of publications by the Members' Research Service - on the Hearings of the Commissioners-designate - was viewed **125,000** times in autumn 2014.
- EPRS is also increasingly present on **social media**, where its LinkedIn, Twitter, YouTube and Pinterest accounts elicit growing interest. For instance, followers of EPRS on Twitter rose from 2,000 in January 2014 to nearly 18,560, including 219 MEPs, in December 2017. The EPRS' page on YouTube offers podcasts, videos of selected EPRS events, and video presentations of certain publications. Some **336 Members** so far have used EPRS material in their social media communications.

All physical publications can be found on the Parliament's **Think Tank internet website**, at [www.europarl.eu/thinktank](http://www.europarl.eu/thinktank), as well as on the **EPRS intranet website** at [www.eprs.sso.ep.parl.union.eu](http://www.eprs.sso.ep.parl.union.eu), on the **EPRS blog** at [www.eptthinktank.eu](http://www.eptthinktank.eu), and on the new **EPRS App**, available at [Google Play](#) and the [App Store](#). Online-only publications are available on the EPRS intranet and blog.

### *Horizontal support - Resources, Strategy and Coordination*

The provision of these EPRS-wide services - and indeed of all the activities of the three directorates detailed above - were underpinned by the contribution of **two horizontal units**, respectively for resources, and for strategy and coordination, throughout the period 2014-17.

The **Resources Unit** (RESU) is responsible for the efficient management of the directorate-general's **human, financial and information-technology resources**, with three services reflecting each of those activities. The unit is also in charge of local property management and

35 [www.europarl.europa.eu/EPRS/Alerts\\_blog\\_TT\\_intranet-A4.pdf](http://www.europarl.europa.eu/EPRS/Alerts_blog_TT_intranet-A4.pdf)



security issues. It works very closely with other directorates-general within the Parliament's administration on a wide range of issues, including on joint training projects.

The Resources Unit successfully undertook the **recruitment of new staff** throughout the four years in question. The number of staff within the directorate-general rose from 214 persons (on its creation) in November 2013 to 327 persons in December 2015, and has remained broadly stable since (in December 2017, EPRS had 310 staff).

The rapid increase in staff during the first two years of the directorate-general's existence was mainly a result of: (i) the cooperation agreements signed between the Parliament and the two Advisory Committees in February 2014 (see page 16 above), whereby 60 of the latter's staff (or posts) were transferred to EPRS; and (ii) and the recruitment of 40 contractual researchers through an open competition, following a reallocation of internal EP spending priorities by the budgetary authority. These changes were achieved in a budgetarily neutral way for the Parliament.

The Resources Unit has also ensured the harmonisation of **procurement and financial procedures** across the new directorate-general, with a focus on securing optimal value for money. The finance service verified a total of nearly 3,000 files (from operational units) in the four years under consideration.

Efficient financial management has been facilitated by the fact that, starting in 2015, much of the **budgetary allocation** for the directorate-general was regrouped, for sake of clarity, into a single line in the European Parliament's annual budget (line 3210). On a like-for-like basis, the total budget assigned to DG EPRS on various lines was €9.03 million in 2014, €9.28 million in 2015, €9.0 million in 2016, and **€8.5 million in 2017**.

EPRS essentially undertakes **two distinct types of spending**. The first category involves the purchase of general library services, subscriptions, databases, and archival support of various kinds, as well as information technology (IT) support for the whole directorate-general. This amounted to €6.3 million in 2017, or 74 per cent of the total EPRS budget of €8.5 million. The second category relates mainly to the purchase, where necessary, of externally-commissioned research or expertise, notably in the fields of ex-ante impact assessment, ex-post evaluation, European added value, and science and technology options assessment. It also covers the holding of seminars and cooperation with partner organisations, and the purchase of services to improve the technical quality of EPRS publications and other output. This second category amounted to €2.2 million in 2017, or 26 per cent of the total €8.5 million EPRS budget.

The **Strategy and Coordination Unit** (SACU) coordinates the overall provision of EPRS services to Members, including through the central Members' Hotline and Client Needs Team. It communicates the directorate-general's activities to internal and external audiences, including by coordinating the EPRS intranet and blog, and the Parliament's Think Tank internet web-pages.

The unit oversees outreach, liaison and dialogue by all parts of the directorate-general with **national parliamentary research services and libraries**. From 2015 to 2017, there were 70 visits to, or from, such services of national parliaments, including the German Bundestag, British House of Commons, French and Italian Senates, Belgian and Dutch Houses of Representatives, Hungarian National Assembly, Danish Folketing, Estonian Riigikogu, Latvian Saeima, and Greek Vouli ton Ellinon. There were also visits from the US Congressional

Research Service (CRS) and the parliaments of Cambodia, Canada, Chile, Georgia, Japan, Jordan, Moldova, Myanmar, Pakistan, Sri Lanka and South Korea, and the Pan-African Parliament. In 2017, EPRS began holding an **annual conference of parliamentary research services and libraries** from across Europe, in the framework of the ECPRD.

The Strategy and Coordination Unit also facilitates relations with relevant **think tanks, universities, research departments of international organisations**, and other relevant bodies and networks, such as the European University Institute, OECD, IMF and EUISS, with whom joint conferences, roundtables or other events have been organised.

EPRS has taken very seriously its commitment to eco-friendly administration, contributing more than proportionately to the attainment of the **environmental goals** set down in the multi-annual **EMAS objectives** agreed for the Parliament's administration as a whole. This is witnessed in DG EPRS' much lower than average CO2 consumption per capita on staff missions, its pioneering introduction of network printers in its offices, with a consequent fall in use of administrative paper, and its significant reduction in the use of trunks for transporting documents between Brussels and Strasbourg.

In order to keep on track and to further guarantee the best possible service to its clients, EPRS monitors certain **key result indicators**, namely: (i) providing a comprehensive range of products and services, covering all policy areas, in the fields of research, analysis and knowledge sources, (ii) ensuring that its products and services constantly improve and are supported by appropriate quality standards, (iii) being client-oriented, and (iv) being timely in all its work. Since the beginning of 2017, EPRS also monitors a **lead indicator** of 'hours of attention by different user groups for its products and services'. This is built up from ten sub-indicators, which together feed into a single composite index. Hours of attention rose by 21 per cent in 2017 (compared to 2016), from 100 to 121.

Overall, during its first four full years of operation, from 2014 to 2017, EPRS has developed an increasingly sophisticated range of products and services designed to support the European Parliament, as the only directly-elected institution within the EU system, in fulfilling its key legislative and oversight roles on behalf of the citizen. The new directorate-general's contribution is witnessed in the depth, breadth, quality and use of its products and services, described in detail in this report.

Aspiring to reach the highest global standards as a parliamentary research service and in-house think tank - for Members, committees and the institution as a whole - EPRS will continue to seek ways to underpin and enhance the work of the European Parliament, helping to empower it through knowledge as an effective and influential EU institution, during the remainder of the 2014-19 parliamentary term.

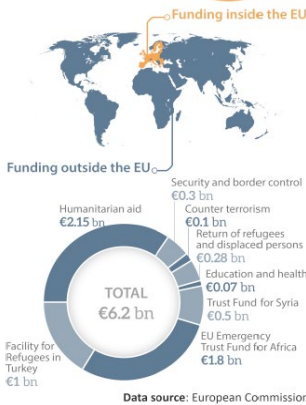
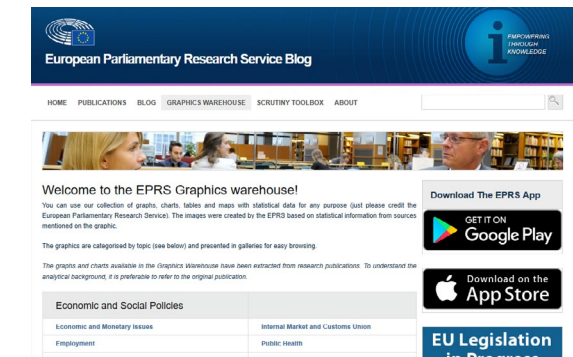
**Anthony Teasdale**

*Director General,*

*European Parliamentary Research Service (DG EPRS)*

June 2018.





**Eschel ALPERMANN**  
Head of Strategy and Coordination Unit  
[eschel.alpermann@ep.europa.eu](mailto:eschel.alpermann@ep.europa.eu)  
Tel +32 (0) 228 34324



**Anthony TEASDALE**  
Director General  
[anthony.teasdale@ep.europa.eu](mailto:anthony.teasdale@ep.europa.eu)  
Tel +32 (0) 228 41678



**Jutta SCHULZE-HOLLM N**  
Head of Resources Unit  
[jutta.schulze@ep.europa.eu](mailto:jutta.schulze@ep.europa.eu)  
Tel +32 (0) 228 42615



**Etienne BASSOT, Director**  
Members' Research Service  
[etienne.bassot@ep.europa.eu](mailto:etienne.bassot@ep.europa.eu)  
Tel +32 (0) 228 44741



**Joseph DUNNE, Director**  
Library  
[joseph.dunne@ep.europa.eu](mailto:joseph.dunne@ep.europa.eu)  
Tel +32 (0) 228 42491



**Wolfgang HILLER, Director**  
Directorate C - Impact Assessment and European Added Value  
[wolfgang.hiller@ep.europa.eu](mailto:wolfgang.hiller@ep.europa.eu)  
Tel +32 (0) 228 43405



**Alessandro PICCIOLI**  
Head of Economic Policies Unit  
[alessandro.piccioli@ep.europa.eu](mailto:alessandro.piccioli@ep.europa.eu)  
Tel +32 (0) 228 32967



**Elke BALLON**  
Head of On-site and Online Library Services Unit  
[elke.ballon@ep.europa.eu](mailto:elke.ballon@ep.europa.eu)  
Tel +32 (0) 228 40649



**Alexia MANIAKI-GRIVA**  
Acting Head of Ex-Ante Impact Assessment Unit  
[alexia.maniaki@ep.europa.eu](mailto:alexia.maniaki@ep.europa.eu)  
Tel +32 (0) 228 46690



**Sarah SHEIL**  
Head of Structural Policies Unit  
[sarah.sheil@ep.europa.eu](mailto:sarah.sheil@ep.europa.eu)  
Tel +32 (0) 228 34046



**Ignacio D  EZ PARRA**  
Head of Comparative Law Library Unit  
[ibp@ep.europa.eu](mailto:ibp@ep.europa.eu)  
Tel +32 (0) 228 42281



**Micaela DEL MONTE**  
Acting Head of European Added Value Unit  
[micaela.delmonte@ep.europa.eu](mailto:micaela.delmonte@ep.europa.eu)  
Tel +32 (0) 228 30045



**Jes s CARMONA N   EZ**  
Head of Citizens' Policies Unit  
[jesus.carmona@ep.europa.eu](mailto:jesus.carmona@ep.europa.eu)  
Tel +32 (0) 228 30406



**Aurora P  RRAGA GIM  NEZ**  
Acting Head of Historical Archives Unit  
[aurora.parraga-gimenez@ep.europa.eu](mailto:aurora.parraga-gimenez@ep.europa.eu)  
Tel +352 4300 21022



**Jos   Luis RUFAS QUINTANA**  
Head of Ex-Post Evaluation Unit  
[jrufas@ep.europa.eu](mailto:jrufas@ep.europa.eu)  
Tel +32 (0) 228 43956



**Fabia JONES**  
Acting Head of Budgetary Policies Unit  
[fabia.jones@ep.europa.eu](mailto:fabia.jones@ep.europa.eu)  
Tel +32 (0) 228 31280



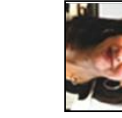
**Aurora P  RRAGA GIM  NEZ**  
Acting Head of Historical Archives Unit  
[aurora.parraga-gimenez@ep.europa.eu](mailto:aurora.parraga-gimenez@ep.europa.eu)  
Tel +352 4300 21022



**Astrid WORUM**  
Acting Head of European Council Oversight Unit  
[astrid.worum@ep.europa.eu](mailto:astrid.worum@ep.europa.eu)  
Tel +32 (0) 228 41333



**Monika NOGAJ**  
Acting Head of External Policies Unit  
[monika.nogaj@ep.europa.eu](mailto:monika.nogaj@ep.europa.eu)  
Tel +32 (0) 228 40635



**Aurora P  RRAGA GIM  NEZ**  
Acting Head of Historical Archives Unit  
[aurora.parraga-gimenez@ep.europa.eu](mailto:aurora.parraga-gimenez@ep.europa.eu)  
Tel +352 4300 21022



**Theo KARAPIPERIS**  
Head of Scientific Foresight Unit  
[theodoros.karapiperis@ep.europa.eu](mailto:theodoros.karapiperis@ep.europa.eu)  
Tel +32 (0) 228 43812



**Alison DAVIES**  
Head of Publications Management and Editorial Unit  
[alison.davies@ep.europa.eu](mailto:alison.davies@ep.europa.eu)  
Tel +32 (0) 228 31705



**Aurora P  RRAGA GIM  NEZ**  
Acting Head of Historical Archives Unit  
[aurora.parraga-gimenez@ep.europa.eu](mailto:aurora.parraga-gimenez@ep.europa.eu)  
Tel +352 4300 21022



**Danie le R  CHARD**  
Head of Global Trends Unit  
[daniele.rechard@ep.europa.eu](mailto:daniele.rechard@ep.europa.eu)  
Tel +32 (0) 228 43730



**EPRS**  
European Parliamentary  
Research Service



