

The European Parliamentary Research Service helps citizens to keep alongside and up-to-date with the work of the European Parliament and the European Union and what Europe are doing for them.

EPRS SERVICES FOR CITIZENS

1. Ask EP - Answers to citizens' enquiries

Our EPRS Citizens' Enquiries Unit answers letters, emails and other electronic requests from members of the general public for information on the European Parliament's activities and positions, and on EU issues more generally. We usually receive about 60,000 enquiries a year and always reply in the official language in which the citizen has written. Citizens may access the service on the EP website at www.europarl.europa.eu/askEP. Our team also produces 'EP answers', a selection of answers to frequently-asked questions, with around 50 major topics currently covered. This service is available on the Parliament's website – at www.epthinktank.eu/author/epanswers – and on the EPRS' blog – at www.epthinktank.eu.

2. A comprehensive range of publications

Citizens can keep informed about all EU policies, issues and legislative proposals by using the comprehensive range of published briefings and other research material provided by EPRS. Since 2014, the EPRS has produced over 3,500 such publications. They are usually written in an accessible, content-rich, easy-to-read style, often in an attractive format, including innovative use of infographics and statistics. From short At-a-Glance notes and Briefings to longer In-Depth Analyses and Studies, these publications can be found on the Parliament's website, at www.europarl.europa.eu/thinktank, on our EPRS blog, at www.epthinktank.eu, and on the new EPRS App (see below).

3. What is Europe doing for citizens? EU delivery scorecard

What is Europe doing for cyclists, smartphone-users, cooks, pet owners, parents, teachers, apprentices, cancer patients, start-up founders, bee-keepers or the working poor? Or for citizens who live in a particular town, city or region – from Faro to Helsinki? Ahead of the 2019 European elections, a series of attractive, short notes are being published by EPRS to explain 'What Europe does for you'. It is a 'delivery scorecard' written from the point of view of beneficiaries, rather policy-makers.

4. Legislative Train Schedule

For citizens having difficulty following the EU legislative process, EPRS produces a 'Legislative Train Schedule' – a website that tracks the progress of the nearly 400 legislative proposals expected from the Juncker Commission during its current five-year term (2014-19). Each proposal is represented by the carriage of a train, and the state-of-play on its adoption – in the form of departures, arrivals, hold-ups or derailings – is explained and represented graphically. You can access the Legislative Train Schedule at www.europarl.europa.eu/legislative-train.



5. EPRS App

EPRS has recently launched an 'app' so that all its publications and infographics can be retrieved easily at any time on your smartphone or tablet. You can browse and search for publications by policy area, favourite author, publication date, and even length. Once a publication is found, it is easy to read, share or store it. The EPRS App can be downloaded on the Apple Store or Google Play ([IOS/Android](#)).

6. EPRS podcasts

EPRS also produces informative and timely podcasts – so far almost 200 in total. Every month, new policy podcasts, scientific podcasts, and podcasts on 'What Europe does for you' are added. They can be found on the EPRS blog at <https://ethinktank.eu>, or on the EPRS YouTube page (www.youtube.com/c/EuropeanParliamentaryResearchService), or on the European Parliament website RSS feeds (www.europarl.europa.eu/rss/en/audio-podcasts.html), as well on iTunes, TuneIn Radio and Stitcher.

7. Videos - YouTube channel

Some EPRS publications and events are now turned into short videos, giving an accessible, visual overview of a particular issue or policy area. It is also possible to watch videos of past EPRS events. All videos are available on the EPRS YouTube channel.

8. Animated infographics

EPRS' animated infographics are interactive visual guides, updated regularly, to help you understand complex issues, like robotics, migration and asylum, or precision agriculture. They are optimised for desktop computers and landscape tablets. Our animated infographics can be found on the EPRS website at: www.europarl.europa.eu/thinktank/en/infographics.html.

9. Graphics warehouse

EPRS offers citizens a collection of over 1,300 downloadable graphs, charts, tables and maps as a means of capturing interesting and useful statistical data. The graphics are organised by topic and presented in galleries for easy browsing. Go to: ethinktank.eu/graphics-warehouse.

10. One hundred Books on Europe to Remember

Our '100 Books on Europe to Remember' webpages list books and pamphlets that have been important in the shaping or understanding of post-war European integration. Summaries of the books and biographical details of these authors are provided, and where possible, access is given to the full text of the book. You can access this material at www.europarl.europa.eu/100books/en/index.

