

## Report on information services of the CZSO in 2017

### Brief summary

The submitted report includes providing information services both at the headquarters of the CZSO and at Regional Offices of the CZSO. As for the level of Regional Offices of the CZSO, these activities are described in more detail in a separate report.

### Main results for the year 2017

- In 2017, 11 880 simple inquiries as well as requests of a wider scope of customers were dealt with in total, a half of them at the headquarters of the CZSO and the other half at Regional Offices of the CZSO.
- Over 95% requests were settled the same day or the next one.
- To make their request, users mainly use phone (45%) and e-mail (42%).
- Inquiries are most often focused on the (Statistical) Business Register (RES; 16%), population statistics (11%), development of consumer prices and inflation (11%), results of the 2011 Population and Housing Census (5%), results of labour and wage statistics (4%), and regional statistics.
- 144 questionnaires from international institutions were processed and 199 inquiries regarding European data within the ESDS (European Statistical Data Support) were answered.
- The Central Statistical Library of the CZSO was visited by 1 006 users who borrowed 4 803 publications in total. 55 492 volumes in total were deposited in the library collection as at 31 December 2017; their total value was CZK 26.0 million.
- Sales for provided services amounted to CZK 2 694 164 (according to accounting records in an economic information system called EIS JASU), which is by CZK 636 181 (19.1%) less compared to the previous year.
- There were 274 products in total in the Catalogue of Products – 2017 when it was approved. 30 products were added to it during the year; in total, 305 products were issued; moreover, 107 press releases were published.
- Web pages of the CZSO recorded in total 3 million visits, 1.6 million users, and 9.8 million displays of web pages.
- In the Public database, 295 thousand visits were recorded last year, 137 thousand users viewed 2.7 million web pages. In 2017, 14.7 million new pieces of data were added to the Public database, i.e. at the end of the year, 496 million pieces of data in total were prepared for external users; they are offered in 1 500 ready-made tables. However, users can make their own tables by making inquiries into the database. 25 data sets in open formats were prepared from data in the Public database last year.