

**Ministry of Tourism, Culture and Sport**  
**Annual Survey of Public Libraries**  
**Questions and Answers**  
(compiled by staff at the Ontario Library Service)

Updated January 17, 2023

	Question	Response
1.	Where do I find the Annual Survey?	The Annual Survey is completed in <b>GO-Secure</b> using a specific Ministry of Education (EDSC) database called LibStats. For this reason, libraries should never try to use Google to find the ASPL, because they are unlikely to get the right database. A link to the survey was provided to each library in the Launch e-mail from our Ministry.
2.	I registered for GOSecure but don't see my library information	If you or your designate are new to filling out the Annual Survey, you need to register in GO-Secure. But then you also need to be granted administrative rights to access the Annual Survey. To do this, you can send an e-mail to Adam Haviaras (adam.haviaras@ontario.ca) at the Ministry We work closely with Ministry staff to ensure the names of every Library CEO across the province – including new CEOs and Interim or Acting CEOs.
3.	I am having trouble with the Annual Survey. Where do I get help?	<ul style="list-style-type: none"> <li>• If it is a technical question (e.g. if you have a problem with your password or other technical issues, contact DDSB ITSupport (CSC) <a href="mailto:ddsb.itsupport@ontario.ca">ddsb.itsupport@ontario.ca</a> .</li> <li>• If it is content-related question, please contact OLS staff Peggy Malcolm (pmalcolm@olservice.ca), Brandon Fratarcangeli (<a href="mailto:brandonf@olservice.ca">brandonf@olservice.ca</a>). Brandon can assist in English or French. Nancy Cooper (<a href="mailto:ncooper@olservice.ca">ncooper@olservice.ca</a>) and Deanna Nebenionquit (<a href="mailto:dnebenionquit@olservice.ca">dnebenionquit@olservice.ca</a>) primarily serve those libraries in First Nation Communities</li> </ul>
4.	Where do I start?	In the launch e-mail (January 17 <sup>th</sup> ), Ministry staff provided a blank survey to use as you collect the information. Once you get into GO-Secure, you will find a 'Definitions' document to cover EACH of the lines (you can also ask OLS staff for a copy of this document). This FAQ is intended to provide additional clarification from that original 'definitions' document.

**Section A (General)**

5.	How do I count active cardholders this year because we did not expire any cards?	<p>Using the definition document, you are to “state number of library cardholders who have used their library card in the past two years”. Given everything, we are okay with a 3-year count if you didn't expire cards.</p> <ul style="list-style-type: none"> <li>- Depending on how you handle membership, the simple solution is to count total membership on a day during the typical week.</li> <li>- As suggested by IdeaExchange: If you keep the number of records of expiration dates by year before you changed the expiration date, you could run a report of “Patron created less than 01-01-2021 and expiration date greater than or equal to 01-01-2018. Then subtract the total expired patrons from the saved lists. This is likely a number very close to what you need – especially as many of you have implement online membership this year, so new memberships were occurring even during closure.</li> </ul>
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## Section B (Finance)

6.	How do I report B1.1 (Surplus-Deficit-Nil)	<p>Each library will answer this differently.</p> <ul style="list-style-type: none"> <li>• Some libraries moved any operating surplus at the end of the year into an operating reserve – if this your scenario, then mark the amount transferred INTO your operating reserve fund at B4.7. Then for the next year, you will mark B1.1 as nil (zero). Any money you move back into the operating account will be marked as a transfer back INTO the operating account at B2.7</li> <li>• Some libraries carry over this operating surplus – if this is your scenario, you will include that surplus at line B1.1. To calculate the cash surplus, you can go to last year’s survey – take the amount in line B1.1 and ADD the total revenue (B2.9) then subtract the total operating expenditures (B5.0). Then on THIS year’s Annual Survey, enter that amount at line B1.1.</li> </ul>
7.	What data do I need to report related to Reserve Funds?	<p>Section B - Parts 2.0 and 4.0 are about operating funds and does not ask you to report the amount of money held in your library reserve funds.</p> <ul style="list-style-type: none"> <li>• B2.7 asks you to report funds transferred INTO the operating account FROM the library’s reserve fund</li> <li>• B4.7 asks you to report funds transferred FROM the library operating account into the library reserve fund.</li> </ul>
8.	Which benefits go in B4.2.1?	<p><b>Definitions document</b> (p.11) says “B4.2.1 Employee benefits: Total amount spent on staff benefits, if applicable”</p> <p><b>We would like libraries (at B4.2.2) to include all employee benefits, including health &amp; dental, pensions and MERC/Mandatory ones (e.g. employer portion of CPP, EI). At B4.2.1, you will just include wages/salaries -</b></p>
9.	What about facilities/utilities in shared space or paid directly by the municipality and now showing on library financial statements?	<p><b>Definitions document</b> (p.12) for B4.4 ask that “If the municipality, First Nation Band or county pays library related facility/utility costs, the amount of this payment should be included in the overall facilities/utilities expenditure. This amount is added to the amount shown on the local operating grant line B2.2 to reflect additional local support.” This might be heat, hydro, insurance. Also, if you are in a shared facility and do not get separate heat and hydro, try to find out the estimated cost paid by municipality and add that to Line B4.4 and also B2.2 to show municipal cost</p>
10.	How do I report unspent project funds?	<p>For Line B2.4 Project Grants – Report the TOTAL amount of the grant you received. Any spending you did this year against the grant money will show in the appropriate expense section (e.g., materials purchased). However, if you did not spend all the money, you will likely have a surplus in operating. This surplus will show in Line B1.1 in next year’s Annual Survey and you would show the amount (e.g., \$3400 left to spend next year using money from that grant</p>

## Section C (Holdings)

11.	Title and volumes and titles and copies	<p>There is an explanation about titles and volumes in the Definitions document including that “Volumes and copies will always be greater than, or equal to, your number of titles”. The purpose of this question was to identify the number of unique <u>titles</u> in the public library collections in Ontario but by also asking for <u>copies</u>, they could determine the actual <u>QUANTITY</u> of books (or DVDs or e-books, etc) available to the public through Ontario’s public libraries. When you think of that purpose it changes the thinking.</p>
12.	Where can I find data related to Holdings	<p>For Section C, OLS staff provide information on specific holdings</p> <ul style="list-style-type: none"> <li>• Holdings of the Provincial OverDrive collection (used in C0.3)</li> </ul>

	prepared by OLS staff?	<ul style="list-style-type: none"> <li>• Holdings of the Provincial French e-book collection (CANtook) (also C0.3)</li> <li>• Number of electronic periodical titles in databased acquired under the Provincial Licensing program (used in C3.2.4)</li> </ul> <p>This document is <b>ONLY</b> posted on the OLS Annual Survey page (<a href="https://www.olservice.ca/funding-grants/annual-survey">https://www.olservice.ca/funding-grants/annual-survey</a> )</p>
13.	What if I have other e-books?	<p>Section C0.3.5-C0.3.8 are about e-books and e-audiobooks. For the most part, libraries will add in either titles from OverDrive or CloudLibrary. We recognize that Hoopla has ebooks but you do not need to count those in this section (Hoopla is mentioned in C4.0). However, if you actually purchased specific e-book titles through another package such as Ebsco, then these would be counted toward your holdings in C0.3.5-C0.3.8</p> <p><b>Note:</b> If you have e-books and e-audio-books from <b>Tumblebooks</b> – you can add those titles in the e-book section as well. Remember that if you have 200 titles in that collection, then you have 200 copies as well (even though there are no physical copies – and most e-book services have 1 copy/1 user policies)</p>
14.	What about microfilm?	Record in C0.5 Special collections – as a digitized copy of original items (even though microfilm is an older technology and not always considered ‘digitized’)
15.	What about Gaming software?	Count gaming software in C0.3.1 and C0.3.2 if they are CD or DVD. <b>Although we realize that Nintendo Switch is actually a cartridge, please include the holdings for these items in that same section of C. then count lending of these Gaming Software items in Section F of the Annual Survey.</b>
16.	What about CloudLibrary and CloudLINK?	<p>Instructions for counting holdings for CloudLibrary and CloudLINK are in the OLS <a href="#">Section C Holdings document</a>.</p> <p>For holdings, you only count your own CloudLibrary and not what is in CloudLINK (because they only show when they are available to you).</p>
17.	It's a bit confusing whether some products /services are databases or digital circ. C3.0 and C4.0	<p>The titles of the sections are a bit confusing – mostly because names of products have changed along with what they include in their product. Think about it this way:</p> <p><b>For C3.0 – you are looking for a topic and use the database/index to find specific periodical articles to answer your questions.</b></p> <p><b>For C4.0 – you are looking for something to read or to view and end up downloading an e-magazine, newspaper, music, video to watch.</b></p> <ul style="list-style-type: none"> <li>• Step 1 - For C3.0 &amp; C4.0, start by looking at Part 3 OLS Section C Holdings document – these are titles in Provincial Licensing program (e.g. Ancestry Library Edition, Canadian Reference Centre). If you have any of those specific titles (in Part 3), you will count in C3.2.0 (for # of subscriptions). If any of those products have periodicals within them, you add the corresponding number in C3.2.4.</li> <li>• Step 2 – Add other similar databases you might have to line C3.2.0 – e.g. local history ones. <b>Other databases of this type which do not appear on the OLS list would include CreativeBug, Explora Canada, Niche Academy</b></li> <li>• Step 3 – Make a list of all the other streaming/downloading services. For section C4.0, you only have to NAME what you have (<i>you do not have to count the number of newspapers or magazines or videos or whatever in those services/subscriptions</i>). These products are in the dropdown menu of the survey (Freegal, Freeding, Hoopla, RBDigital, IndieFlix, Flipster, Naxos). Note that for 2022, they added <b>Kanopy, Press Reader, OverDrive Magazines</b> and removed RBDigital. <b>Use the “OTHER” line if needed. The names remain the same in 2023</b></li> </ul>

		<ul style="list-style-type: none"> <li>Step 4 – Later in the Survey, you will record the <b>ACTUAL USE</b> of those products (listed in Step 3) in Section F/Activities of the Annual Survey at F1.1/e-books, F1.2/e-audiobooks, F1.3/music, F1.4/video, F1.5/e-magazines and e-newspapers</li> </ul> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>You would not count these non-subscription titles: <b>The Canadian Encyclopedia</b> (its free), <b>Virtual Reference Library</b> (its free from Toronto Public) or <b>Our Digital World</b> (it is free to view – but if you have a subscription to enter your library historical records/photos into it, then count this database at C3.2)</li> <li>Do not count <b>Cloud Library or OverDrive in C3.0 or C4.0</b>– because the Ministry is collecting that information in C0.3.5 and C0.3.6</li> <li><b>Only count a title in one of the sections C3.0, C4.0 or C5.0</b></li> </ul>
18.	What about Great Courses found in Kanopy?	For the purposes of the survey – you will just list Kanopy in C4.0. We will hold C5.0 for those databases/services that are exclusively around e-learning such as Lynda.com, Gale courses. The actual <u>use</u> of ‘Great Courses by patrons will be recorded in Section F/Activities
19.	I don’t get e-learning at C5.1	<p>This is an ever-evolving section – The Survey specifically mentions: <b>Lynda.com</b> (now Linked In Learning), Gale Courses, Learning Express, Mango Languages, BrainFuse and RB Digital. <b>Rosetta Stone can go here as well.</b></p> <p>In C5.2 and C5.3, you are asked “How many cardholders took e-learning courses” and “how many e-learning courses were taken in total by cardholders”. As noted by Cambridge - In the LinkedIn report you can get Videos Completions as a total along with Course Views and Course Completions. For example, Video Completions is 8683 and Course Completions is 199. In Lynda.com you could only get the distinct videos viewed, it does not categorize it as “completed”. So for LinkedIn, please use video completions, not course completion.</p>

**Section D: (Staffing)**

20.	Due to the pandemic & temporary layoffs, I am not sure how to fill in the Counting staff requirement	In Section D, you are asked to count staff and volunteers at the library. Unfortunately, some library staff were laid off during shutdown period. We recognize that 2020 was a very strange year for statistics including counting staff. For the purposes of the Annual Survey, <b>please count the staff you had during the week that you selected for the Typical Week Survey.</b>
21.	For staff hours – we had some layoffs	<p>When in doubt for counting, use the typical week for staffing levels. In this case, however, that probably would not quite capture the summer students. But you could use averages for students or volunteers.</p> <p>In the Ministry’ posted ‘definitions’ document, there is a “varied hours” example for staff positions which addresses the idea of averaging which reads: “Varied Hours Example: If the hours worked by people in a job class vary, report the total average weekly hours worked. (e.g. if there are 2 people in the librarian job class, and one normally works 8 hours per week, and the other works 10 or 12 hours per week, report 2 people in the job class working a total of 19 hours per week.)</p>
22.	Where do we put the CEO?	The staffing section is about staff, regardless of function – that is, how many full time staff and how many part-time staff (with the number of hours report) PLUS what level of education your staff have. If your CEO does not have a <b>university level library degree</b> (Librarian) or <b>college level library training</b> (Library Technician) or EXCEL, then the person

		should be marked in “Other staff” – for either FT or PT (depending on how many hours they work in a week). Remember that this is a question about the qualifications of those presently working in public libraries – and is not intended as a reflection of your ability/knowledge to run the library (it is an education level question only)
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**Section E: (Facilities)**

23.	Counting Public Access workstations in E1.1	<p>Count the various public computers in the library/library system and put that number in E1.1</p> <ul style="list-style-type: none"> <li>- Then “of that number” say how many provide Internet access (E1.1.1) and how many are dedicated as OPACs (E1.1.2) but it might not add to the number in E1.1 because you might have other computers in the library which do not have the Internet nor are they used as OPACs.</li> <li>- One example of that type of computer would be children’s literacy computers (e.g. AWE) which would go into E1.1 (as they are out there for the public to use) – but that is the only spot they would be recorded (not E1.1.1 or E1.1.2).</li> </ul> <p>You do need to count PC Reservation Stations (as they are not loaded with software except for the Reservation software). In the same way, you would not need to count those laptops/devices which are used exclusively to power other equipment e.g. for Smart Board, Vinyl Cutter. While useful to the library, they do not fit into this section’s definition of “public access computers” – and in the same way, the Annual Survey does not ask you for the number of computers exclusively used by staff in the library</p> <p>Please count <b>Launchpad tablets</b> in E1.1.4 – Laptops, Netbooks and Tablets.</p> <p>Note: Even those E1.1.4 is the total number of lending laptops, netbooks and tablets looks like it is connected to the Workstations question (E1.1.1, E1.1.2 or E1.1.3)– it is a separate question (and asks how many LENDING devices of that type you have).</p>
24.	We were closed and now open with shorter hours than regular. What do I count?	In <b>Section E</b> , you are asked to state the hours for each site. We do realize that some branches were closed, hours were altered and so 2021 continued to be as a strange year as 2020. If your hours fluctuated during 2021, for the purposes of the Annual Survey, <b>please count the hours you had during the week that you selected for the Typical Week Survey.</b>
25.	For physical distancing, once patrons could access computers, we put some away and covered some?	While E1.1 says to state the total number of public access workstations AVAILABLE in the library – and you made some “unavailable” for a portion of the year, for the purposes of this survey, state the number usually available to the public (because for a time, they were available)
26.	Facilities	The definitions document has this explanation – “ <b>E4.0 Facility Rentals and Bookings - E4.1</b> Facility rentals and room bookings can include a meeting or program room, or other library space (indoor or outdoor) that is paid for, or used free of charge, by a third-party individual or organization for an event that is not part of the library’s regular programming. This can include seminars, discussion groups, celebrations etc. These rentals or bookings must be arranged ahead of time. Do not include regular walk-in use of library facilities.”

		To make it easier for counting (and so you do not have to go through the bookings to see what a room was used for), you can count study rooms in this question of the survey – as long as the space was booked and not just “empty, so someone walked in to use them”
27.	New question about square footage??	<p>“E7.0 Total Square Footage – E7.1 – In the space provided, please provide the total combined square footage of all the facilities in your library system.</p> <p>This was a question in the Annual Survey back in 1999 – and so, for those libraries who might by chance be in the same space as 1999, the figures for main and other branches are listed: <a href="http://www.mtc.gov.on.ca/en/libraries/statistics.shtml">http://www.mtc.gov.on.ca/en/libraries/statistics.shtml</a> Then pick Historical Statistics – 1999 – and find Columns GM, GN, GO for the square footage of your main branch and branches, as reported in 1999</p>

**Section F: (Library System Activities)**

28.	How do I report Annual Circulation statistics	<p>In <b>Section F, you record circulation of different materials FOR THE ENTIRE 2021 YEAR</b> (Note that in <b>section G</b> of the Annual Survey, you also report circulation but <b>just</b> for the Typical week period and you only report the circulation in two categories #1-print/DVD and #2-e-books, audiobooks, music and video)</p> <p>The Ministry’s ‘Definitions’ document (in the Help Tab on the ASPL page) has thorough definitions. Here is a summary:</p> <ul style="list-style-type: none"> <li>• <b>F1.0 – PHYSICAL ITEMS</b> - Report the total number of physical items charged out from your library’s collections for use outside the library. Include circulation of all print material + physical CDs + physical DVDs+ physical audio-books + non-traditional physical materials (ex. snow shoes)</li> <li>• <b>F1.1 – E-BOOKS</b> - Report the total number of all e-book downloads from your collection (one for each checkout and one for each renewal) AND circulation of ebooks from streaming and downloading services (ex. Hoopla) by your library users.</li> <li>• <b>F1.2 – E-AUDIOBOOKS</b> – use same guidelines as F1.1</li> <li>• <b>F1.3 – Digital MUSIC</b> - Report the total number of all digital music downloads from your collection. Count one for each item (ex. an entire album) or title (ex. an individual song) charged out or accessed, and one for each item renewal. Include the circulation of albums or song titles from streaming and downloading services (ex. Hoopla) by your library users. KEY: It is not your holdings of digital materials BUT just the number of downloadable albums or song titles that your patrons borrow or renew.</li> <li>• <b>F1.4 – Digital VIDEO</b> – use same guidelines as F1.3. Include ones from Kanopy, Hoopla and the like. KEY: The circulation of physical videos and DVDs go in F1.0</li> <li>• <b>F1.5 –E-Magazine Downloads</b>. Include the circulation of e-magazine titles from periodical databases and downloading services (ex. Zinio) by your library users. Not holdings but circulation. In this section, include use of e-newspapers (for example, from Press Reader). PLEASE count <b>issues downloaded, not articles</b>, for example, in Press Reader, you would count 1 for someone downloading today’s Globe &amp;Mail and not 25 articles that they read within the today’s Globe &amp; Mail.</li> </ul>
29.	I use the JASI system, how do I get my	F1.0 - The JASI Annual Survey Reports have been updated for 2022 data. You may have Annual Survey reports that you have created yourself. We have <b>NOT</b> adjusted these

	<p>circulation statistics and other data?</p>	<p>reports. Reports provided by JASI Support correspond to the Annual Survey questions listed below:</p> <ul style="list-style-type: none"> <li>• A1.14 Count Active users</li> <li>• C0.1 English Title Count PRINT/C0.1 French Title Count PRINT</li> <li>• C0.2 English Item Count PRINT/ C0.2 French Item Count PRINT</li> <li>• C0.3.1 English CD and DVD Title Count / C0.3.1 French CD and DVD Title Count</li> <li>• C0.3.2 English CD and DVD Item Count /C0.3.2 French CD and DVD Item Count</li> <li>• F1.0 Circ Stats</li> </ul> <p>If you need a refresher on how the reports work, we have a short <a href="#">playlist</a> of brief instructional videos that will walk you through the reports. You may also contact <a href="mailto:jasisupport@olservice.ca">jasisupport@olservice.ca</a> for assistance. <i>JASI libraries would have received an e-mail to explain how the reports can be run to find these statistics.</i></p> <p>Recommend running the <b>Annual Survey – A1.14 – Count Active Users</b> report as early in 2023 as possible and saving that report to a document on your computer. This report uses the <b>Last Activity Date</b>. If a patron’s last activity date is in 2023, they will be excluded from 2022, even though they may have been active in 2022. We recommend saving the report locally as it will only remain in Finished Reports for 30 days. All other reports can be run when you’re ready to complete your Annual Survey.</p>
<p>30.</p>	<p>How do I report Program Attendees statistics</p>	<p>Please check the Definitions document for more detail on programs, but there is a new clause in Section F on how to count attendees which reads: How to count program attendees. –</p> <ul style="list-style-type: none"> <li>• For live/in person programs, count the number of attendees</li> <li>• For live programs on a virtual/online platform, count the number of registered attendees or the number of people appearing on the screen (Zoom, Microsoft Teams or otherwise).</li> <li>• If the virtual/online program was recorded and then posted on the library website or on a platform such as YouTube or Facebook, collect the views of that recorded program over the entire survey year and record them under ‘number of attendees’. Within the context of counting program attendees, please do not include quick views (e.g., of under one minute) or “likes” of a program.</li> </ul> <p>For the number of program attendees, you are counting program attendees during the calendar year – Jan to Dec. If a program is still posted in Jan of 2022 – those stats would count toward the next year. We want to emphasize that this is about PROGRAM attendance not just social media presence. We know that programs have moved online, so this section is really about “did they participate and/or view the program that was prepared or presented by the staff”</p>
<p>31.</p>	<p>Where do I report Passive program statistics</p>	<p>In the past, there was a line in <b>Section F</b> for Programs to say: “it can also be passive programming”. This line was removed as many thought it was just promotion or displays on a theme. However, if you do scavenger hunts or crafts available throughout the day (which require staff preparation and include instruction), you can count these as a program – count one program for each “set” (e.g. individual crafts) and assume one attendee per craft picked up (even if 2 kids might work on it at a time).</p> <p>If you post crosswords and jigsaw puzzles – AND consider them to be part of your programming offerings with library introduction or explanation, then you can count</p>

		toward program. If they are just a social media post, then do not count in programming section.
32.	There were lots of changes to services in 2020 and 2021. How do we account for these changes?	<p>There are many questions about how to count specific items that are going out through curbside pickup. Here are some important considerations:</p> <ul style="list-style-type: none"> <li>• If you created a craft or activity kit (such as a ‘learn to crochet’ kit – and provided printed instructions or set a specific time for an online instruction via Zoom or other, count this as a program in Section F. Assume 1 attendee per item given out. For example, if you created a ‘Kid’s Christmas ornament’ kit and handed out 100 of them, then you would count 1 program under ‘other children’s programming’ and 100 under ‘number of attendees’.</li> <li>• If you do book/materials bundles (e.g. on a theme, specific authors, etc.) those items are counted in circulation and not under programming.</li> </ul> <p>Note: If the staff created the book bundle based on an online form or a telephone or email conversation, be sure to count these as Readers’ advisory questions in G1.4.3 if the transaction took place during the Typical Week Survey</p>
33.	Where do I find the Interlibrary Loan statistics?	For those on VDX, the VDX Monthly ILL Statistics report provides the data required in the interlibrary loan section (Section F3.1). <a href="#">Learn More</a> . For those using mediated services (OLS staff), contact Linda Langedijk <a href="mailto:llangedijk@olservice.ca">llangedijk@olservice.ca</a> for your statistics.

## Section H: Partnerships

34.	How to count Education Sector Partnerships?	<p>You should count each university or college separately – so if you have a partnership with York and with Ryerson – count 2 (even though both are universities). Remember that a partnership is more formal – perhaps an agreement to keep certain reading materials in your collection or to allow students to access specific computers for longer than your usual allocation time or to use a specific study space. It could also include a partnership to proctor exams for students.</p> <p>If you have a program such as a university/college fair – where some representatives come to talk to the students – then just count that in F2.3 - it could be Teen programming or it could be careers/job skills – depending on the focus of your event.</p>
35.	A clarification on accessibility	<p>H1.1.3.4 Active library patron participation in CELA and the Ministry guide says H1.1.3.4 Active library participation in CELA and / or NNELS: In the write-in field provided please describe the <i>level and nature of your patron engagement</i>, and use of services such as CELA.</p> <p>CELA does provide statistics – and you could add some details, e.g.: “12 patrons using direct access, plus more borrowing CELA devices or collection CDs. 1106 audio and 811 newspaper direct downloads. 147 CD titles requested from CELA for patrons. 150 of our own deposit collection checked out.”</p> <p>But if you cannot add such detail, add something like “so offer CELA options”</p>



**A reminder about the required sign-off procedure:**

After you have completed all the sections of the Annual Survey, you must complete the Sign-off procedure. There are two ways to get into this

- **Option 1** - Click on the Data Collection tab across the top but instead of going to Add/Update, go to the next line that says “Sign-off” (click on that link)
- **Option 2** – From any page, go to the Data Collection Menu, go to the next line that says “Sign-off” (click on that link)

Both options will give you a page of Warnings -which you can review to make sure all is well. It is unlikely that any of them say “error”(but errors must be fixed before sign-off).

- Then press ‘confirm sign-off’.
- If you have done it correctly, you should get a confirmation e-mail.