



2009 Biennial Survey of Federal Depository Libraries & Library Needs Assessment

1	Which of the following best describes your library type ? <i>Please select only one</i>	
Academic:		
	Doctoral or master's college/university library	
	4-year college library	
	Community college library	
	Law school library	
	Engineering or technical school library	
	Service academy library	
	Tribal college/university library	
	Other specialized college or university library	
Federal Government:		
	Agency library	
	Court library	
	National library	
State Government:		
	Agency library	
	Highest Court library	
	Other State Court library	
	State library	
Local Government:		
	County or city government library	
	Other government library	
Public:		
	Municipal public library	
	City/county public library	
	City/county public law library	
	County or parish public library	
	Multijurisdictional public library	
	School district	
	Other public library	
Special:		
	Commercial	
	Non-profit	
	Other, please specify: _____	

2	What is your best estimate of the approximate number of potential users (those in your area who would likely benefit from your services) and the approximate number of actual users that your library supports?
	Potential Actual
Number of Users	
Don't know	<input type="checkbox"/> <input type="checkbox"/>

2a	Of those actual users, approximately how many of them represent your user base for depository services and how many represent your user base for other library services ? <i>Since these numbers may overlap, they do NOT need to add to the total number of actual users in Q2.</i>
Number of Depository Services users	
Number of Other Library Services users	

3	What are the key subject categories that your patrons use most regularly? <i>Please select all that apply</i>
Business & Economy (industry, construction, economic development, employment, financial, labor, small business, taxes, U.S. Budget)	
Computers & Internet (computer security, ID theft, online privacy, web accessibility)	
Defense & Military (armed forces, arms control, homeland security, intelligence, terrorism)	
Education (elementary, secondary, high school, debate topic, student financial aid, teaching)	
Environment (air pollution, wildlife, animals, conservation, earth science, global impact, weather)	
Health & Safety (aging, disease, child welfare, disabilities, health care, social welfare, substance abuse, vital & health statistics)	
History (American Revolution, Civil War, Great Depression, Gulf War, Korean War, Vietnam War, World War I & II)	
International (Foreign nations, diplomacy, trade)	
People & Cultures (art & music, genealogy, languages, religion)	
Politics & Law (citizenship, civil rights, Congress, copyright, criminal justice, human rights, immigration, intellectual property, elections)	
Recreation & Travel (home and garden, travel warnings, foreign and domestic travel)	
Reference (geography, maps, atlases)	
Science & Technology (aviation, biology, energy, biofuels, mining, nuclear power, physics, robotics, scientific research, space, telecommunications)	
Census, demographics, urban planning	
Other, please specify: _____	

4	In general, to what extent do you consider the following factors to be problems or challenges to providing information and services? <i>Please select one response on each row</i>				
		Major Problem	Minor Problem	Not a Problem	Don't Know
	Budget constraints				
	Staff reduction/shortage				
	Lack of training on how to search and use resources				
	Transition of print to electronic format				
	Global access/serving more users				
	Lack of visualization or analytic tools (e.g., GIS tools)				
	Keeping up with technology				
	Cost containment				
	Marketing/promoting services – awareness				
	Physical space and facilities issues				
	User training				
	Increased workload				
	Management/administration support				
	Time management				
	Other major problems, please specify: _____				

5	Please indicate which of the following services and content management activities that you provide to your patrons. <i>Please select all that apply</i>	
	Analysis/synthesis of information/Data mining and reporting	
	Reference desk/Help desk (physical) – quick answers	
	Virtual reference assistance (e.g., IM, web-form, Twitter)	
	Consulting services – advising, providing guidance	
	Content evaluation and/or purchasing (e.g., journals, online services, books, etc.)	
	Content integration into other documents or processes	
	Current awareness/Alerting services	
	Customized information products/packages (e.g., newsletters, briefings, etc.)	
	Document delivery/ordering services	
	Providing electronic access to documents	
	Locating subject matter experts	
	Managing physical library and print collections	
	Conducting primary research	
	Conducting secondary research	
	Providing training on searching and effective use of information resources	
	Collaborative workspace, in the library	
	Collaborative workspace, online	
	Workshops conducted at the library	
	Workshops conducted at off-site locations	
	Web site management	
	Other, please specify: _____	

6	Which of the following tools, methods, or applications do you incorporate into managing or delivering information? <i>Please select all that apply</i>
	Audio blogs
	Blogs
	Collaboration
	Communities of practice
	E-mail alerts
	Web site postings
	Mash-ups
	PDAs, mobile devices
	Podcasts
	RSS feeds
	Social bookmarking/Tagging/Folksonomies
	Social networking
	Telepresence
	Videocasting
	Virtual worlds (e.g., Second Life or Active Worlds – interactive 3D software that simulates human experience)
	Vlogs (blogs that contain video content)
	Web conferencing
	Wikis
	Fax
	Scan on demand (paper information products)
	Scan on demand (microfiche/microfilm)
	Microfiche duplication
	Other, specify: _____
	None of the above [MUTUALLY EXCLUSIVE]

7	Which of the following types of studies , if any, do you utilize to measure your library's performance with regard to depository services and usage? <i>Please select all that apply</i>
	Quantitative user needs assessments
	Qualitative studies on user needs (e.g., personal interviews, discussion groups, advisory boards, etc.)
	Formal evaluation of product/service portfolio
	Formal quantitative studies on user satisfaction
	Formal quantitative studies on value/ROI(return on investment)/outcomes of services
	Benchmarking studies
	Other, please specify: _____
	None of the above [MUTUALLY EXCLUSIVE]

8	Which of the following performance metrics , if any, do you measure related to your library's content collection usage? <i>Please select all that apply</i>
	Comprehensiveness of coverage
	Variety of delivery media options
	Customer satisfaction
	Ease of access
	Ease of use
	Timeliness of collection (both current and historical)
	Overall quality
	Other, specify: _____
	None of the above [MUTUALLY EXCLUSIVE]

9	What are the most important services provided by the FDLP to your library? <i>Please select up to five</i>
	Access to depository materials
	askGPO
	Authentication (digitally signing) publications on GPO Access/FDsys
	Cataloging to national standards
	Collection development and management tools
	Conferences
	FDL Handbook
	FDLP community site
	FDLP Desktop
	Free access to Government fee-based databases
	Marketing/promotional materials
	OPAL (interactive Web-based education)
	Persistent identifier capability in cataloging records to full text (MARC 856)
	Training
	User access tools (Browse Topics, Catalog of U.S. Government Publications)
	Other, please specify: _____

9a	Now please indicate the least important services provided by the FDLP to your library? <i>Please select up to five</i>
	Access to depository materials
	askGPO
	Authentication (digitally signing) publications on GPO Access/FDsys
	Cataloging to national standards
	Collection development and management tools
	Conferences
	FDL Handbook
	FDLP community site
	FDLP Desktop
	Free access to Government fee-based databases
	Marketing/promotional materials
	OPAL (interactive Web-based education)
	Persistent identifier capability in cataloging records to full text (MARC 856)
	Training
	User access tools (Browse Topics, Catalog of U.S. Government Publications)
	Other, please specify: _____

10	What services and/or resources do you need from the FDLP that you currently do not have? <i>Please select all that apply</i>
	Add pre-1976 cataloging records to OCLC
	Classify publications using the LC Classification System
	Classify publications using the Dewey Decimal Classification System
	Deposit of digital files
	Digitized historical collection of FDLP publications
	Federated search capability with the Catalog of U.S. Government Publications
	Item selection flexibility based on <u>recommendations for size of library</u>
	Item selection flexibility based on <u>subject</u>
	Item selection flexibility based on <u>geography</u>
	Item selection flexibility based on <u>collection</u> (e.g., one item number for the Basic Collection, Essential Titles, etc.)
	Online historical coverage of GPO Access/FDsys titles
	Print on demand
	Other, please specify: _____
	Other, please specify: _____

11	Please indicate your level of satisfaction with FDLP services? <i>Please select one response on each row</i>					
	Extremely Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Extremely Dissatisfied	N/A
Access to Government Fee-based Databases						
Acquisition of materials from agencies for FDLP distribution/dissemination						
askGPO						
Assessments						
Cataloging						
Claims						
Classification						
Communication						
Conferences						
Distribution						
FDLP Community site						
FDLP Desktop						
Marketing/ Promotion Support						
Needs & Offers						
Operational Guidance (FDL Handbook)						
Training						
Web Tools for Collection Development/Maintenance						

Biennial Survey Questions:

12	Does your library plan to remain in the FDLP?	
	Yes	
	No	
	Reconsidering at this point in time	

12a	FOR REGIONALS ONLY: Are you considering changing your designation from regional to selective?	
	Yes	
	No	
	Not Applicable (not a Regional)	

13	How many physical or tangible publications are in your library or library system <u>other than government documents</u> ? <i>Include material in cataloged and uncataloged collections under the purview of your library director.</i>	
	Less than 10,000	
	More than 10,000	

13a	How many total volumes in your library or library system? <i>Include material in all cataloged and uncataloged collections under the purview of your library director.</i>	
	Don't know	<input type="checkbox"/>

14	May any member of the general public access and use Federal government information resources in all formats at your library?	
	Yes	
	No	
	Don't know	

15	Does the library provide reference service for the general public?	
	Yes	
	No	

16	Do you find that depository staffing is adequate to fulfill basic depository responsibilities?	
	Yes	
	No	

17	How does the library make the depository publications in all formats visible to the public? <i>Please select all that apply</i>	
	Routine cataloging of depository materials	
	Other publicly accessible bibliographic tool	
	Library Web pages indicate the library is a depository or center for U.S. Government publication collections and expertise	
	Library Web pages highlight U.S. Government information resources	
	Library has the FDLP emblem posted on or near building entrances	
	Library staff are knowledgeable of U.S. Government information resources and use them to answer reference questions	
	Active promotional activities	
	Comprehensive cataloging of publications in remote storage or closed stacks	
	Other, please specify: _____	

18	Please indicate if you provide piece level records for the following types of tangible materials received within the past five years. <i>Please select all that apply</i>	
	Pamphlets	
	Maps	
	Microfiche	
	CD-ROMs	
	DVD-ROMs	
	Floppy disks	
	Books	
	Serials	
	Visual materials	
	Mixed materials	
	Posters	
	Integrating resources	
	Other, please specify: _____	

18a	Do you include records in your catalog for the following types of online materials disseminated through the FDLP? <i>Please select all that apply</i>	
	Pamphlets	
	Maps	
	Books	
	Serials	
	Integrating resources	
	Databases or data sets	
	Other, please specify: _____	

18b	Please answer the following questions related to receiving deposit digital files of online publications:		
		Yes	No
	Are you interested in receiving digital files on deposit?		
	Have you discussed this with your library director/dean?		
	Is there administrative support for receiving digital files on deposit?		

19	Are depository discards regularly processed in conformance with GPO instructions found in the Federal Depository Library Handbook and regional guidelines or state plans, if applicable?	
	Yes	
	No	
	My library does not regularly discard depository publications, but we follow the rules when we do so	
	Don't know	

20	Are there any barriers to depository resources (tangible and electronic) for the public? <i>Please select all that apply and then describe existing work-arounds where applicable</i>	
	Barriers	Describe Work-arounds
	Difficult access into the building (i.e., lack of or inadequate ramp, handicapped doors, no elevator to get into the building)	
	Difficult access to depository collection with the library (i.e., no elevator to documents collections, entrances or stack aisles are too narrow for wheelchair access, shelving is unstable, stacks are closed or too high to reach)	
	Computer equipment that does not accommodate persons with disabilities	
	Patron authentication on public access computers	
	Filtering or blocking software on public access computers	
	Not open to the general public (i.e., closed nights or weekends, during exam weeks, not open year round)	
	Age restrictions to depository collections (including online depository resources)	
	Security guards restrict entry	
	Signage in public service areas indicates barriers to access with no direction to overcome barriers	
	Restricted usage policies or instructions displayed on library Web pages or played on library telephone messages	
	Restricted admittance or institutional identification requirements for building access	
	Special items from the collection on reserve, in special collections, or in remote storage and not available to all patrons	
	Other, please explain briefly: _____	
	No barriers exist [MUTALLY EXCLUSIVE]	

21	Are there any additional comments you'd like to share regarding your needs from the FDLP?	
	None	<input type="checkbox"/>

22	Please provide the following information below:		
	Depository Library # (e.g., 0064D):		
	Survey Completed by:		
	Did you share your survey responses with your library director/dean?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Thank you for submitting the Biennial Survey/Needs Assessment.

Signature of Library Director/Library Official

Date