

Federal Depository Library Needs Assessment and Biennial Survey 2009

Date: June 2010

Submitted to:

Library Services and Content Management

US Government Printing Office

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Table of Contents

Introduction	1
Executive Summary of Survey Findings	2
In Outsell’s Opinion	4
Key Considerations.....	5
Background to the survey.....	7
Methodology.....	8
General and demographic	9
Problems and challenges.....	10
Services, tools, studies and metrics	11
Services provided by the FDLP	13
Satisfaction with FDLP services	14
Highlights of the biennial survey.....	16
Academic libraries segment.....	18
Federal libraries segment	20
Public libraries segment	22
State libraries segment.....	24
APPENDIX: Web Survey	26
APPENDIX: Detailed Segment Analysis	36

Introduction

The fundamental mission of the Federal Depository Library Program [FDLP] is to safeguard the public's right to know and to provide access to the information created from all branches of the federal government through designated libraries. This open access is at the heart of informed participation in the democratic process, by ensuring citizen access to both valuable historical information for research and education, but also to current information which both informs the citizenry and elevates visibility into (and thus the accountability of) government activity.

Created by Congress, FDLP structures the collection, organization, maintenance, preservation and distribution of depository materials to libraries throughout the United States. Libraries span a spectrum of federal, state, local public libraries, as well as academic and special libraries. Currently, about 1,250 libraries nationwide accept the obligations of the FDLP and participate in the dissemination of government information products. Many of these depository libraries are also academic libraries; two thirds of the FDLP Regional Libraries are academic libraries

In the past decade, technology and the Internet have changed the FDLP landscape on all fronts, as has turmoil from the recent economic conditions. To better serve both the public mission and the needs of depository libraries will require GPO to provide robust consideration of the current situation, in particular the perspective of dissemination, access, cost management, preservation, and overall citizen value proposition. To better understand the current needs and satisfaction of depository members, GPO commissioned this Needs Assessment Survey to solicit direct feedback from the members.

In order to appropriately understand this feedback within the context of FDLP demographics, the Needs Assessment was combined with the biennial survey through which depositories are able to fulfill their legal obligation to 'report to the Superintendent of Documents at least every two years concerning their condition' (44 USC §1909). The Needs Assessment/Biennial Survey was put into the field October 2009 through January 2010.

Survey results provide a starting point with benchmarks as to the scope of the current situation, while the Key Considerations articulated by Outsell point to recommended next steps.

Executive Summary of Survey Findings

Demographics

The 2010 Survey obtained valid responses from 1,129 of the almost 1,250 FDLP libraries, of which 812 academic, 191 public, 74 state, 38 federal, 7 local, 5 special, and 2 other. Results for the totality of responses and for the first four segments were analysed in depth, the other segments having too few responses to permit such analysis.

Services, tools and metrics

- Overall, respondents indicated that FDLP services were largely free from program-specific problems, but five generic issues, mostly finance-related, were picked out as a major problem by 20 per cent of respondents and as at least a minor problem by between 58 and 80 per cent, namely: Budget constraints; Staffing; Workload; Space; Cost containment. The incidence of these issues across different library segments was investigated more deeply.
- A wide range of services/content management activities is provided by respondent libraries, the breadth of range being influenced largely by library size.
- Access to depository materials was rated by over 90 per cent of respondents as the most important service provided by the FDLP, while other services rated highly by 50 per cent or more respondents were the FDLP desktop and Free access to government fee-based databases.
- Additional services/resources requested by 50 per cent or so of respondents were: Digitized historical collection of FDLP publications, Addition of pre-1976 cataloging records to OCLC, and Online historical coverage of GPO Access/FDsys titles. Public Libraries indicated a particular segmental need for Dewey classification.
- A third of all responding libraries do not conduct studies to measure library performance with regard to depository services and usage.

Levels of satisfaction

- Satisfaction with FDLP services was high, with at least 60 per cent of respondents indicating that they were satisfied or extremely satisfied with the majority of FDLP services, while dissatisfaction was at 15 per cent or lower in all but one instance.
- Closer examination was undertaken of six areas where dissatisfaction was expressed by 10 per cent or more of respondents, namely: Access to government fee-based databases; Claims; Needs & offers; Distribution; Training; Acquisition of materials from Agencies.

Biennial survey

- Most participants plan to remain in the FDLP, with only 1 per cent deciding against and 7 per cent undecided.
- Virtually all responding libraries (98 per cent) had more than 10,000 physical items other than government publications. Otherwise, total number of volumes in responding libraries was evenly distributed from >4 million down to 100,000 or less.
- A high proportion of respondents (70+ per cent) reported piece-level records available for the majority of tangible materials. A high proportion of respondents (80+ per cent) also reported piece-level records available for online books and serials, but other electronic materials were less well catered for.
- Discards are regularly processed in accordance with GPO instructions by two thirds of respondents, while the other third do so irregularly, but follow the rules.
- Staffing was considered adequate to fulfil basic depository responsibilities by 87 per cent of respondents, with State & Local Government Libraries and Public Libraries reporting most difficulty.
- Roughly 37 per cent of respondents expressed interest in receiving digital files on deposit.
- Only approximately 40 per cent of respondents reported no barriers to accessing depository resources for the public. Academic libraries were best prepared/equipped in this respect, while Public Libraries evidently had concerns about use of public access computers.

In Outsell's Opinion

In Outsell's opinion, the combined needs assessment and biennial survey has yielded useful findings which point towards actions which will assist the FDLP to retain participating libraries in the scheme, and enhance and extend services received by them. At the same time, a survey designed to be completed in 15 minutes cannot investigate with the level of depth which may be required/desired in particular areas, so inevitably GPO will need to follow up the survey in order to obtain deeper insights in areas identified by the survey. Nevertheless, a number of actions are indicated by the survey and are set out in the section below headed Key Considerations. Outsell considers that these actions address the key question as to what the incentives to remaining in the FDLP are in an era when free access to materials via the internet is all but universal.

Four areas where actions should be concentrated are worth mentioning specifically: *reducing dissatisfaction; introducing new services; better metrics; and finer segmental focus.*

Reducing dissatisfaction: In general, participating libraries were satisfied that the FDLP provides good service, and only relatively small numbers of respondents reported any sort of dissatisfaction (<15 per cent in relation to all aspects bar one). Nevertheless, there are a number of areas where improvement is indicated. While the survey highlights problematic symptoms, however, it does not identify the underlying cause(s). A good example (because it must be a subject of serious concern) is Access to government fee-based databases. This is the one instance where dissatisfaction was expressed by more than 15 per cent of respondents, but the survey does not identify whether dissatisfaction exists because of problems relating to technology, authentication, user interface, or other possible difficulties, nor whether there is a single problem common to all respondents. Following from this, it is evident that GPO needs to inform itself in greater depth concerning key areas of dissatisfaction. Further research/investigation is therefore called for in some areas.

Introducing new services: The survey also reveals a number of areas where participating libraries have identified new or extended services which would be of value to them. Obvious areas include retrospective digitization of documents, retrospective cataloguing, and electronic delivery of deposit materials. GPO will need to look carefully at the economic feasibility of providing innovative services, possibly at the expense of reducing or abandoning some existing activities. Services deemed less important may be candidates for such treatment, but again underlying cause(s) cannot be devined without further investigation. In some cases, therefore, it may be that such services would be perceived differently if their scope, delivery mode, interface, or other aspects were improved.

Better metrics: At a time when value for money is a key issue of concern for libraries generally, it is surprising and disappointing that the incidence of user and ROI (Return on Investment) studies is not a good deal higher. GPO needs to take up this issue with participating libraries. While those libraries will need to be convinced and to co-operate, it

seems possible that GPO could design modules which could be incorporated into participants' operating procedures in order to collect data without undue additional cost.

Finer segmental focus: It is evident from the demographics that Public Libraries serve the most numerous actual and potential user base. GPO needs to consider whether dedicated services or better focused services can be provided for this segment. Subsequently, it may also be appropriate to consider more customized services for other segments.

Finally, it has to be recognized that several of the problems and issues highlighted by the survey – particularly those relating to financial constraints and staffing – are not such as can be resolved directly by the FDLP. In enumerating essential actions below, therefore, Outsell has focused on actions which GPO may be able to undertake more or less on its own. Further, less critical and more detailed recommendations are also presented in the main body of the report.

Key Considerations

Bearing in mind the general points identified, Outsell puts forward the following recommendations for specific essential actions in rough order of priority:

- As a first step, GPO needs to review priorities in the light of survey guidance on most and least important services and on segmental variations, with a view to possible reallocation of resources in order to ensure that satisfaction with the most important services is maintained/increased and that areas of dissatisfaction are reduced/eliminated.
- Access to government fee-based databases presents a relatively consistent gap between importance of service and satisfaction which requires remedy. GPO should investigate the nature of the dissatisfaction in order to be able to devise and implement remedies.
- GPO should assess the cost-effective feasibility of providing the three most requested services not currently available, specifically: Digitized historical collection of FDLP publications, Addition of pre-1976 cataloging records to OCLC, and Online historical coverage of GPO Access/FDsys titles.
- Since libraries which do not capture performance metrics for depository services may not fully appreciate the role and value of FDLP, GPO should encourage libraries to undertake such studies in order to reduce that risk, possibly by co-sponsoring or providing an easy-to-implement survey kit.
- At the same time, libraries which do employ metrics in relation to their own content collection usage should be encouraged to ensure that data relating to depository materials can be isolated and spun out for separate analysis.
- As the number of interested libraries increases, GPO should pursue plans to implement delivery of digital files for depository materials.

- Public Libraries often face challenges on a different scale from libraries serving a more targeted audience. It may therefore be appropriate to target Public Libraries more than other segments, since they identified more issues as major/minor problems, including a lack of training on searching/using the resources, and time management. Attention should also be given to the desirability of providing item selection flexibility or Dewey classification for Public Libraries.
- Similarly, consideration should be given to enhancing services for other individual segments and appropriately segmenting support programs and offers by type and by size, as necessary.
- Given the wide-spread impact of the identified finance-related challenges, GPO's support programs should aim to include proactive education for managing FDLP participation in the most cost-effective manner.
- GPO's customerrelations program should encompass specific resources and procedures to engage with libraries planning to leave the program, and have a process for identifying and entering into dialog with 'at risk' libraries.
- GPO should investigate reported barriers in consultation with participating libraries in order to establish whether or how GPO can be of assistance
- GPO should investigate the circumstances of the small number of libraries which are not court libraries, but where access is restricted, to ascertain whether such restriction, which would appear to work against program objectives, is necessary or can be relaxed.

Background to the survey

The Federal Depository Library Program, FDLP, consists of a diverse grouping of approximately 1,250 institutions encompassing academic, federal, state, local, public, and special libraries. Each federal depository library must comply with legal responsibilities to 'make government publications available for the free use of the general public.' Individual libraries may determine how to meet this requirement.

Through its Public Access Assessment (PAA) program, GPO bears the responsibility of ensuring that the resources it distributes to federal depository libraries are made accessible to the general public. Assessments are categorized (access, collections, service, and cooperative efforts), and touch almost every aspect of library operations and service including access to depository resources through bibliographic, physical building, tangible collection, Internet, and onsite computer access. GPO's PAA program also has an educational and customer relations aspect, with GPO looking to develop the library's knowledge-base about FDLP requirements and best practices, as well as tools and services to enable libraries to successfully serve as federal depository libraries.

Outsell, Inc., based in California and London (www.outsellinc.com), was commissioned by the United States Government Printing Office (GPO) to carry out a needs assessment and benchmark exercise within the context of the biennial survey required under the Federal Depository Libraries Program (FDLP). The exercise was carried out between October 2009 and May 2010.

Over the past year, Outsell has worked closely with GPO to understand better the discrete segments within FDLP. With the revised FDLP library types segmentation completed, Outsell designed a needs assessment and benchmark instrument to survey the FDLP libraries as input to its customerrelations program.

This report presents the findings from that survey, both on an overall basis, and with detailed analysis by type of library. Greater detail, with full graphical illustration, is provided in an accompanying Appendix, including findings for each of the four main library segments.

Methodology

Data Collection. Outsell designed, programmed, and fielded the needs assessment and benchmark study instrument with input from GPO. Specifically, Outsell:

- Programmed the questionnaire into a secure web-based server and performed quality testing of the survey program;
- Provided a draft invitation which FDLP adapted and used to invite FDLP member library personnel to the survey site;
- Collected responses into a database and monitored response, providing updates to FDLP on a regular basis during fielding.
- Made the survey open to respondents from October 2009 through January 2010.

Data Processing & Tabulation. Once data collection was completed, Outsell processed the survey data and tabulated the responses. Data processing included cleaning and quality-checking the data, coding up to three open-ended questions, and providing a set of data cross-tabulated by up to 20 segments such as library type. Outsell has previously provided a raw data file showing individual responses to the survey, including individual library metrics.

Analysis. Drawing on a deep understanding of academic, government, and special libraries; segmentation analysis; research design; needs assessment and benchmark research methods, Outsell consultants analyzed the survey results to identify key findings and draw implications for FDLP's customerrelations program.

General and demographic

The 2010 Survey succeeded in obtaining valid responses from 1,129 of the almost 1,250 FDLP libraries. A break-down of responses by library segment is shown below. In considering the figures derived from the survey, however, it is essential always to keep in mind both the numbers of libraries in each of these segments and the sizes of the populations that they serve.

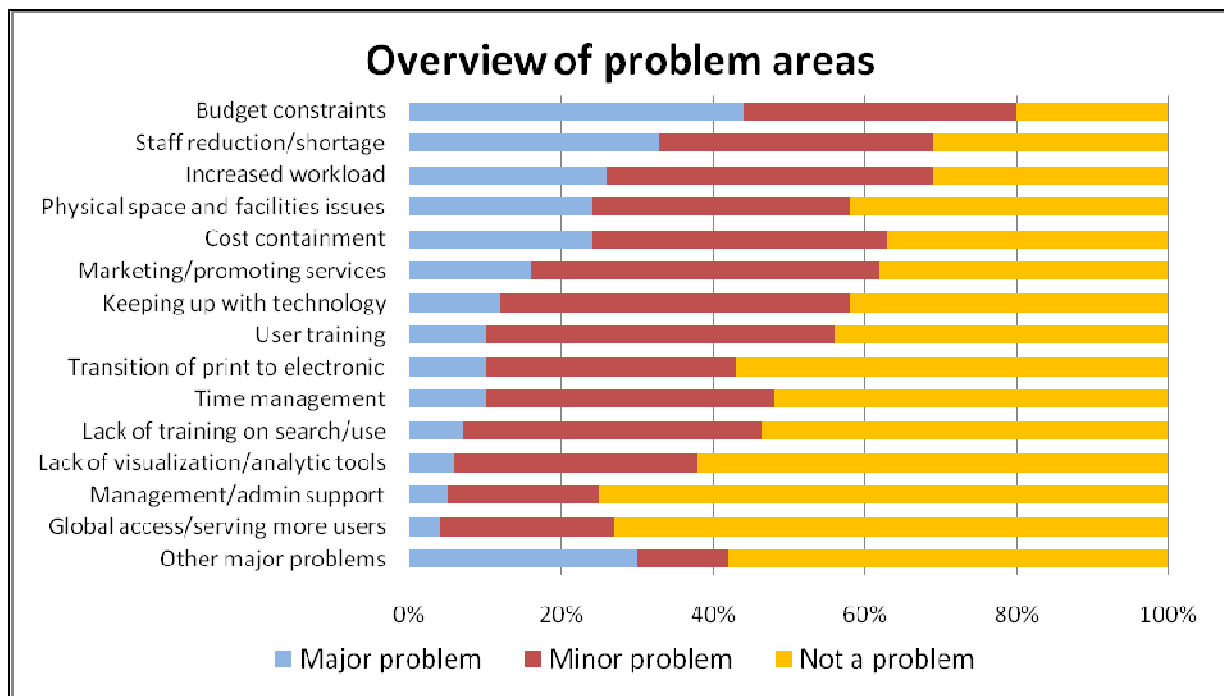
Overall, therefore, *Outsell recommends that GPO consider investigating the Public Library segment further* to gain greater understanding of its needs and concerns as related to FDLP, since it services the largest number of actual users and has substantial numbers of potential users

	Responses	Potential Users (Base)	Actual Users (Mean)	Users of depository services as percentage of actual users (median)
Academic	812	700-900,000	63,000	25%
Public	191	700-900,000	>300,000	9%
State Government	74	>4 million	>125,000	12%
Federal Government	38	400-500,000	24,000	22%
Local Government	7	Included, where feasible, within State Government – small number of responses insufficient for separate segmental analysis		
Special Libraries	5	Small number of responses insufficient for segmental analysis.		
Other	2	Small number of responses insufficient for segmental analysis.		

Problems and challenges

Highlights from survey results

Overall, respondents indicated that the FDLP was free from program-specific problems. However, five generic issues, mostly finance-related, were picked out as a major problem by 20 per cent of respondents and as at least a minor problem by between 58 and 80 per cent, namely: Budget constraints (80 per cent); Staffing (69 per cent); Workload (69 per cent); Space (58 per cent); Cost containment (63 per cent).



Further analysis of the five problem areas showed that they were particularly felt in Public and State & Local Libraries, with the larger and smaller libraries generally more affected than the medium-sized libraries.

Public Libraries more than other segments also identified more issues as major/minor problems, including a lack of training on searching/using the resources and time management.

Recommendations

Given the wide-spread impact of the identified finance-related challenges, GPO’s support programs should look to include both proactive education for managing FDLP participation in

the most cost-effective manner, and perhaps include 1:1 advisory or consultative services for libraries facing prohibitive burdens (time, resources, money). Not only would such efforts help reduce any perceptions that depository status creates more burdens, but a successful program would also highlight how FDLP also helps member libraries serve their own broader mission.

Public Libraries in particular face unique challenges on a different scale from libraries serving a more targeted audience. Consideration should be given to appropriately segmenting support programs and offers, by type and by size, as necessary.

Services, tools, studies and metrics

Highlights from survey results

Respondents provide a wide range of services/content management activities, with almost 80% providing: Helpdesk; Electronic access to documents; Management of physical collections; Training on search/use.

Reference/Help desk	100%	Primary research	54%
Electronic access to documents	96%	Web site mgt	53%
Managing physical/print collections	94%	Locating subject experts	50%
Training on searching/use	88%	Current	46%
Document delivery/ordering	74%	Workshops: off-site	31%
Virtual reference assistance	72%	Content integration	29%
Collaborative workspace in library	69%	Customized	27%
Content evaluation/purchasing	64%	Analysis/synthesis/data	24%
Secondary research	64%	Collaborative workspace	19%
Workshops	61%		
Consulting services	60%		

Library size, more than type, influences less common services offered, as well as tools, methods, and applications for managing/delivering information. Only one tool (fax) is offered by more than 50 per cent of all respondents, although when looked at in relation to size, E-mail alerts and Scanning of paper documents are also reasonably common.

A third of all responding libraries, primarily small and medium in size, do not conduct studies to measure library performance with regard to depository services and usage. The most common studies, carried out in 25-30 per cent of responding libraries, are Qualitative and Quantitative studies on user needs, and User Satisfaction studies.

Qualitative studies on user needs	31%
Quantitative user needs assessments	30%

Quantitative user satisfaction studies	19%
Evaluation of product/service portfolio	10%
Benchmarking studies	7%
Quantitative studies on value/ROI	3%
LibQual	2%
User/usage statistics	1%
Circulation statistics/analysis	1%
Feedback/interviews	1%
Comment cards/suggestion box	1%
Hits/click tracking/web page counters	1%
Library wide assessment/service	1%

Performance metrics in relation to libraries' content collection usage are more common, but between 15 and 40+ per cent of respondents, especially in State & Local Government and Public Libraries, indicated that they did not have such metrics.

Recommendations

The percentage of libraries which do not capture performance metrics or perceptions for depository services and usage indicates a potential for libraries not fully to appreciate the role and value of FDLP within their own institutions. Outsell believes GPO should encourage studies to measure library ROI and performance with regard to depository services, possibly by co-sponsoring such initiatives or providing an 'off-the-shelf' survey kit which can be easily implemented.

Similarly, GPO should encourage libraries that employ metrics in relation to their libraries' content collection usage to ensure that data relating to depository materials can be isolated and spun out for separate analysis.

Services provided by the FDLP

Highlights from survey results

Access to depository materials was rated by over 90 per cent of respondents as the most important service provided by the FDLP. Other services rated highly by 50 per cent or more of respondents were the FDLP desktop and Free access to government fee-based databases.

Access to depository materials	91%
FDLP Desktop	59%
Free access to Govt fee-based databases	51%
Persistent identifier capability	50%
Cataloging to national standards	45%
User access tools	40%
Collection development/management tools	30%
FDL Handbook	24%
askGPO	22%
Authentication pubns on GPO Access/FDsys	17%
Conferences	13%
Marketing/promotional materials	12%
Training	7%
FDLP community site	3%
OPAL (interactive Web-based education)	3%
All other	1%

Services considered least important were essentially the inverse of those considered most important, the most cited being the FDLP community site and OPAL.

Services/resources not currently available and requested by 50 per cent or so of respondents were Digitized historical collection of FDLP publications, Addition of pre-1976 cataloging records to OCLC, and Online historical coverage of GPO Access/FDsys titles.

Digitized historical collection	69%
Add pre-1976 cataloging records to OCLC	50%
Online historical coverage	50%
Selection flexibility based on subject	43%
Federated search + Catalog of US Govt Pubns	35%
Selection flexibility based on collection	31%
Selection flexibility based on geography	27%
Classify publications using LC	24%
Selection flexibility based on size of library	24%
Deposit of digital files	21%
Print on demand	20%
Classify publications using Dewey	10%
All other	4%

One finding which stood out in relation to services requested was a particular need for Dewey classification cited by 40 per cent of Public Libraries.

Recommendations

GPO should assess the cost-effective feasibility of providing the three most requested services not currently available: Digitized historical collection of FDLP publications, Addition of pre-1976 cataloging records to OCLC, and Online historical coverage of GPO Access/FDsys titles.

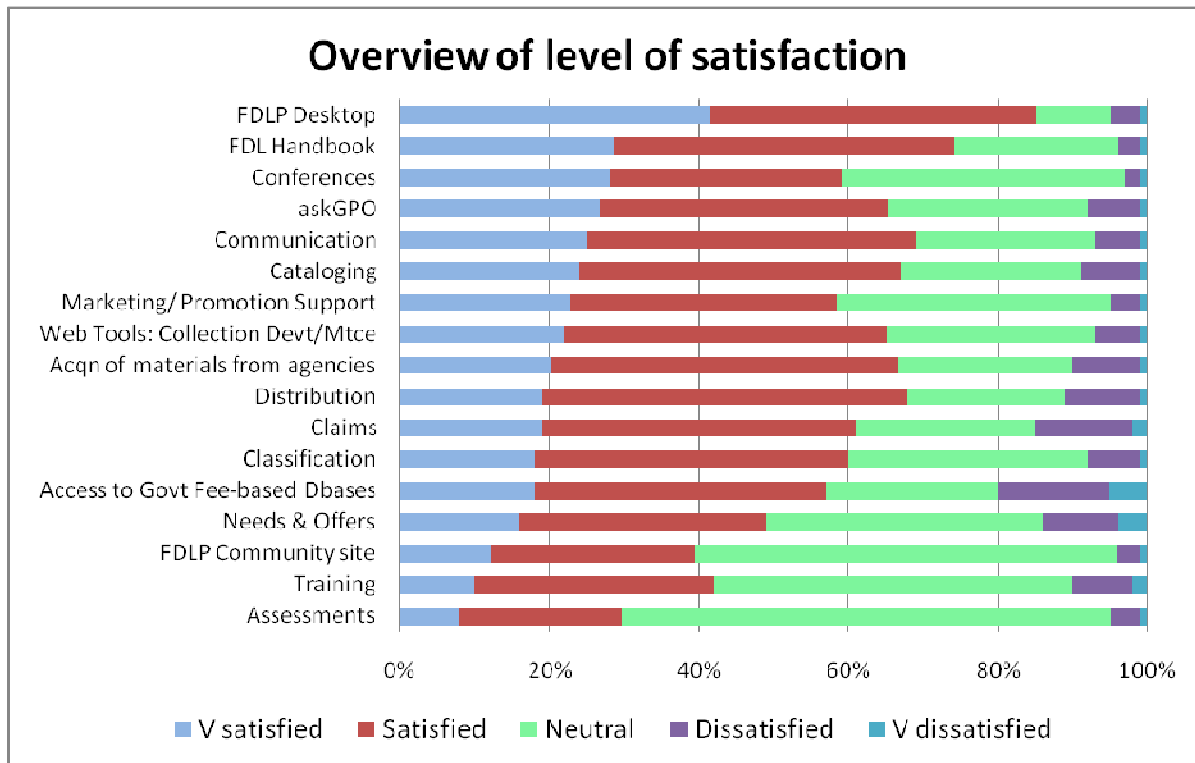
Attention should also be given to the desirability and cost-effective feasibility of enhancing services specifically for particular segments, since Public Libraries in particular – with the largest user populations – had some very unique views on desired services (e.g., item selection flexibility , Dewey classification).

Services cited as least important should be scrutinized to ascertain whether they are not addressing a need in optimum fashion (in which case remedial action should be planned) or whether there is an absence of need (in which case their continuation should be questioned and resources redirected).

Satisfaction with FDLP services

Highlights from survey results

Generally, satisfaction with FDLP services was high, with at least 60 per cent of respondents indicating that they were satisfied or extremely satisfied with the majority of FDLP services, while dissatisfaction was at 15 per cent or lower in all but one instance (Access to government fee-based databases).



Highest levels of dissatisfaction were found amongst State & Local Government, and Academic Libraries, both of which serve large numbers of users, with some amongst Public Libraries.

Further analysis was carried out of six areas where dissatisfaction was 10 per cent or more, as follows: Access to government fee-based databases; Claims; Needs & offers; Distribution; Training; Acquisition of materials from Agencies

Recommendations

Care should be taken to maintain the high level of satisfaction and to promote extended use of the most important services. With survey guidance on most and least important services – and the insights into segment commonalities and variations – GPO should consider re-allocating resources as needed to the most important services to ensure satisfaction is maintained and/or increased and that any dissatisfaction is addressed.

In particular, Access to government fee-based databases presents a relatively consistent gap between importance of service and satisfaction which requires remedy.

Highlights of the biennial survey

FDLP and general satisfaction

Most participants plan to remain in the FDLP, with only 1 per cent deciding against and 7 per cent undecided.

The vast majority of responses (89 per cent) were discussed with the relevant Library Director/Dean.

Collection development

Virtually all responding libraries (98 per cent) had more than 10,000 physical items other than government publications.

Total number of volumes in responding libraries was evenly distributed from >4 million down to 100,000 or less

Bibliographic control

A very high proportion of respondents (70+ per cent) reported piece-level records available for the majority of tangible materials.

A very high proportion of respondents (80+ per cent) reported piece-level records available for online books and serials, while other materials were less well catered for.

Visibility for depository publications comes mainly from Routine cataloguing, FDLP emblem at entrances, Staff knowledge, and Library web pages that indicate depository status and/or highlight US government information.

Maintenance

Discards are regularly processed in accordance with GPO instructions by two thirds of respondents, while the other third do so irregularly, but follow the rules.

Public access

Only 2 per cent of libraries did not grant general public access to government information in all formats or to their general reference service.

Human resources

Staffing was considered adequate to fulfil basic depository responsibilities by 87 per cent of respondents, with State & Local Govt. Libraries and Public Libraries experiencing the problem most.

Digitization

Roughly 37 per cent of respondents expressed interest in receiving digital files on deposit.

Physical facilities

Approaching 40 per cent of respondents reported no barriers to accessing depository resources for the public. Academic libraries were best prepared/equipped in this respect, while Public Libraries evidently had concerns about use of public access computers.

Recommendations

GPO's Customer Relations program should encompass specific resources and procedures to engage with libraries planning to leave the program, and have a process for identifying and entering into dialog with 'at risk' libraries, including:

solicitation of feedback and inquiries from member libraries questioning the value of remaining within FDLP;

'pattern recognition' processes for proactive identification of libraries which may face prohibitive costs or challenges;

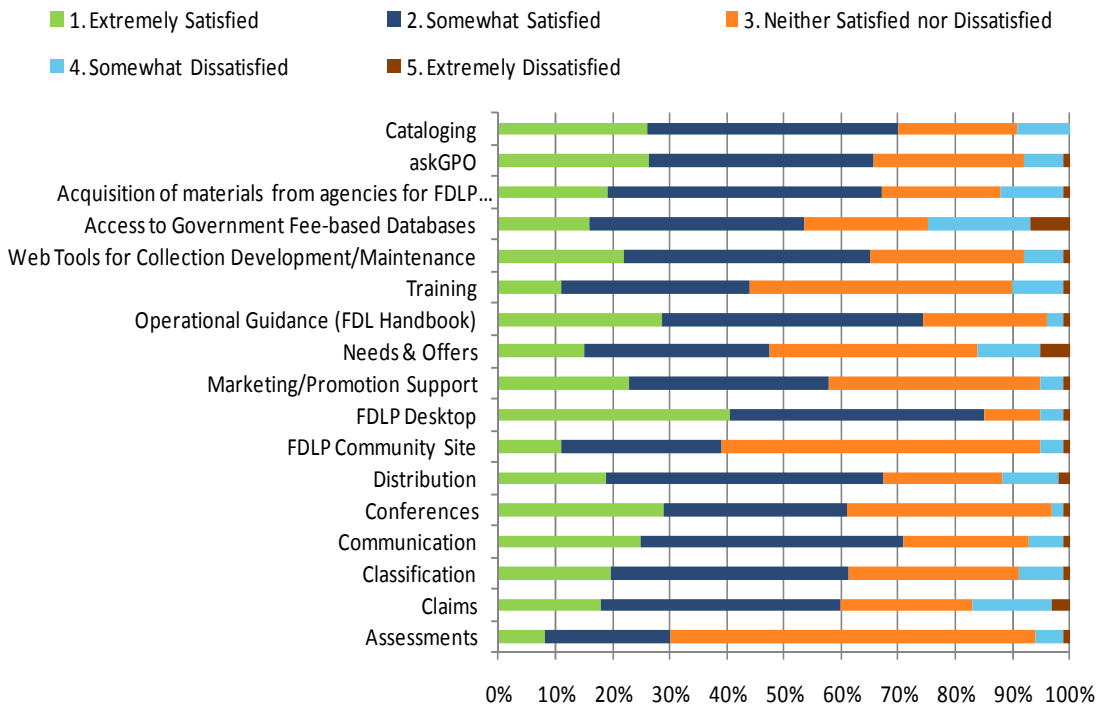
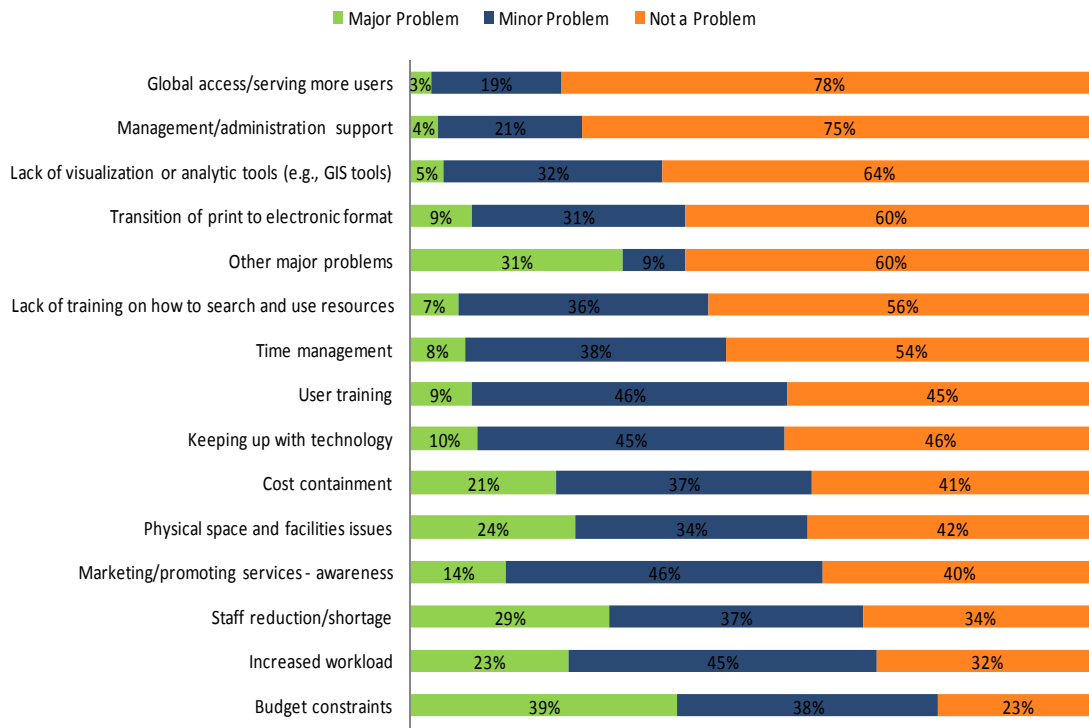
consideration of whether circumstances may exist which require occasional exceptions or waivers to the responsibilities of FDLP libraries.

As the number of interested libraries increases, GPO should pursue plans to implement delivery of digital files for depository materials.

With less than half of FDLP libraries reporting no barriers to accessing depository resources, GPO should investigate reported barriers in consultation with participating libraries in order to establish whether or how GPO can be of assistance

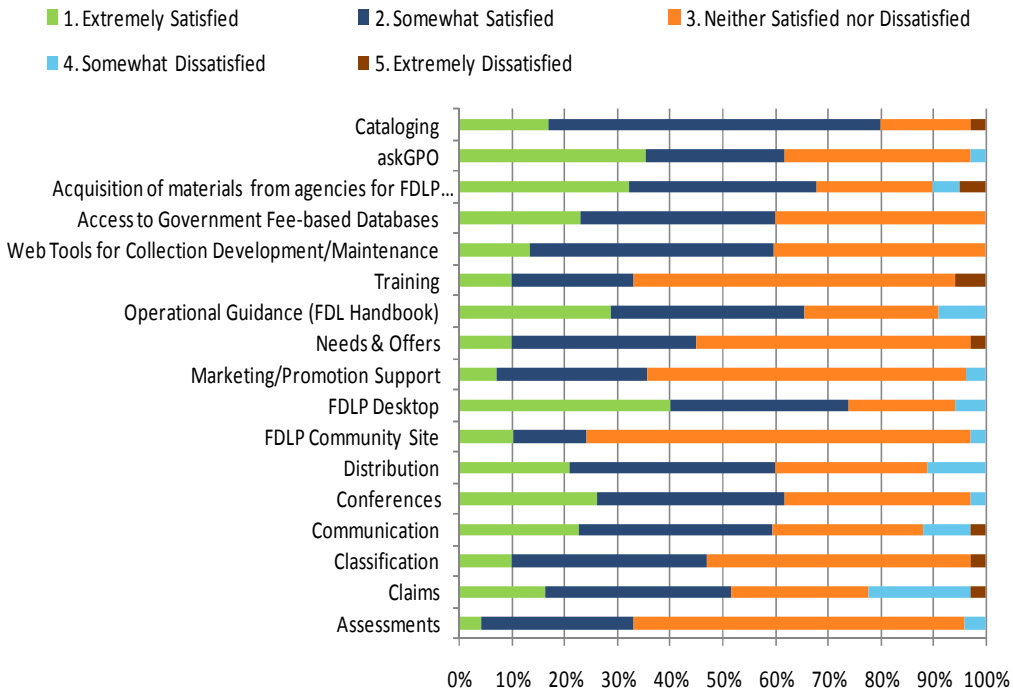
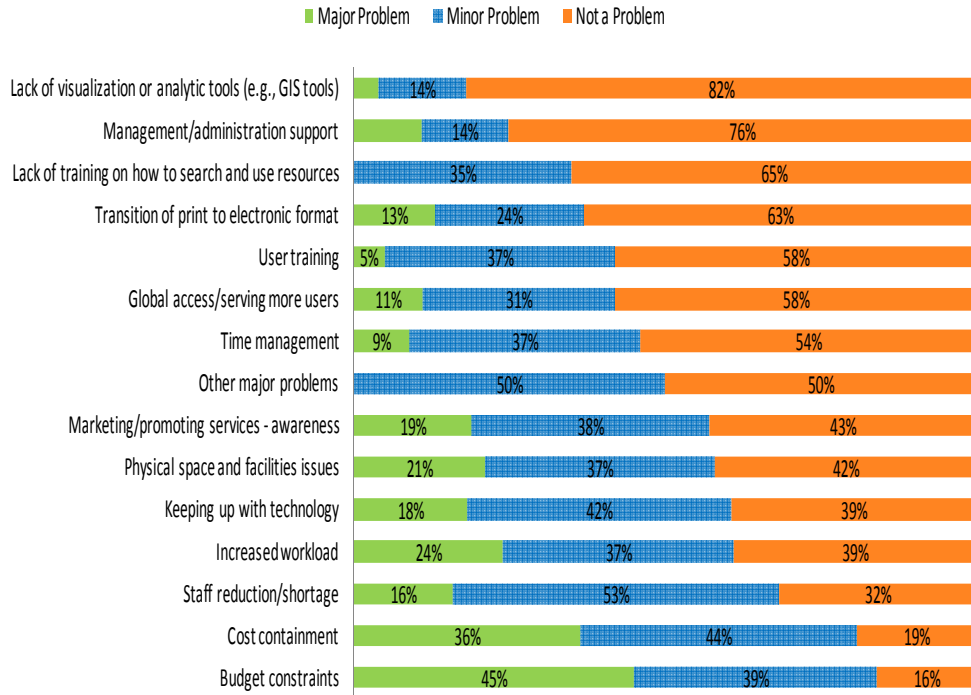
As part of this investigation, GPO should also evaluate the circumstances of the small number of libraries where access is restricted to ascertain whether such restriction is necessary or can be relaxed.

Academic libraries segment



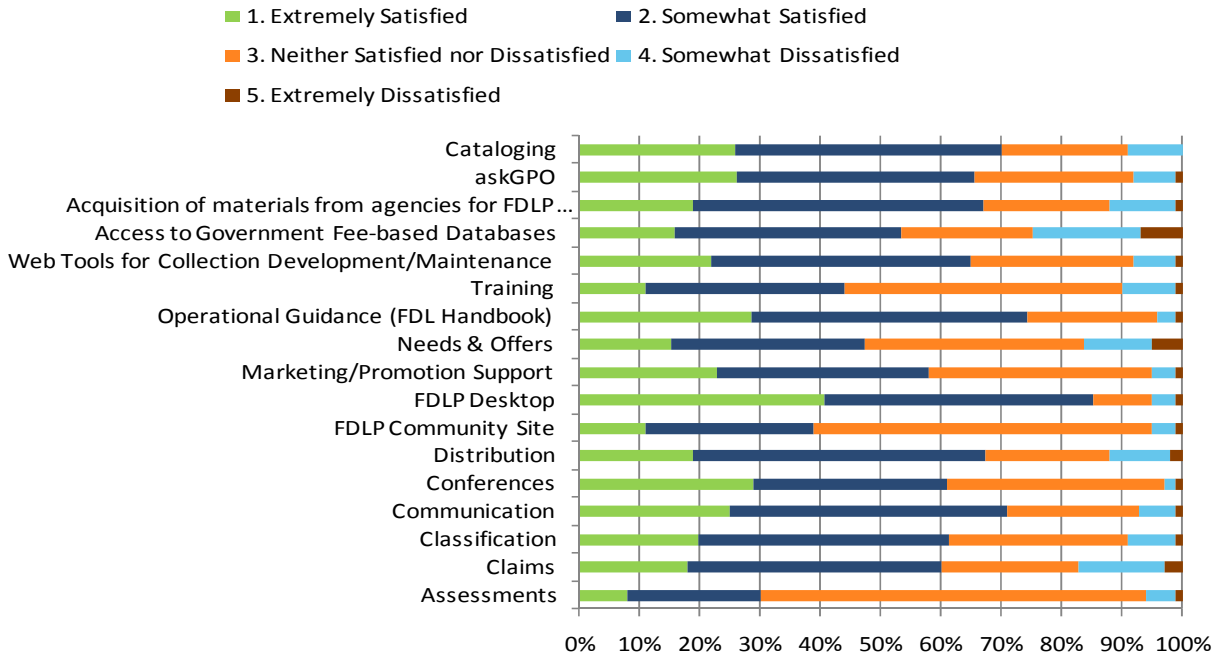
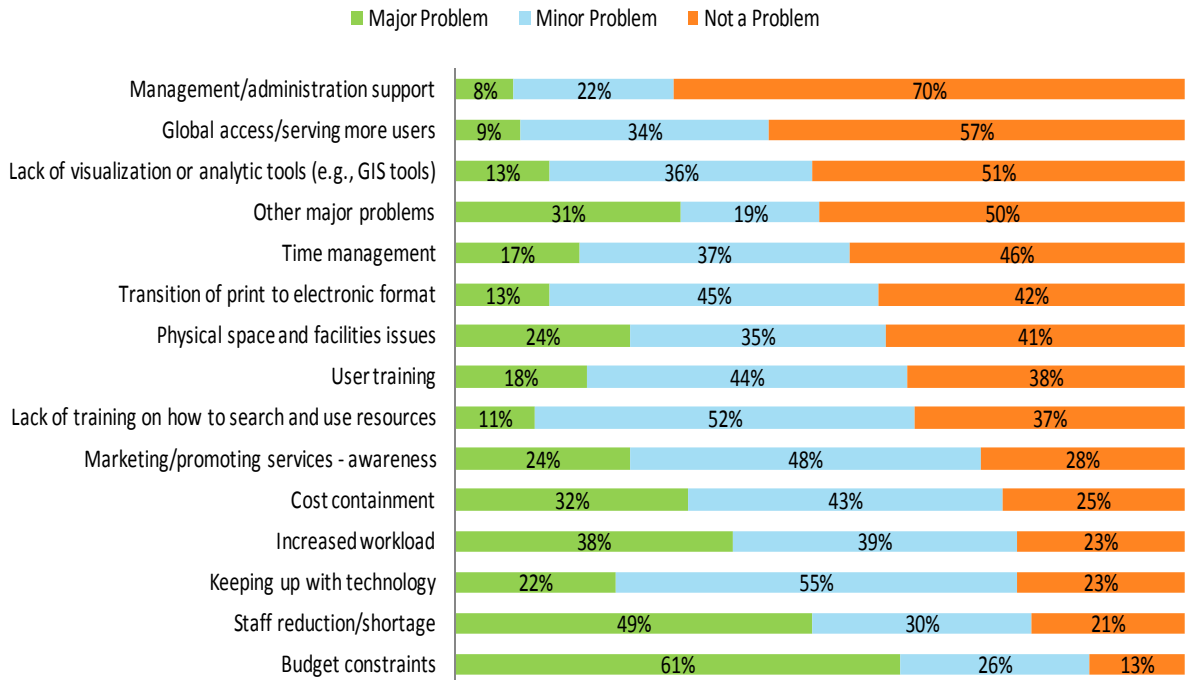
- 812 Academic libraries responded. Doctoral or master's college/university libraries accounted for more than half of all responses (53%). Potential number of users (median): 300,000; actual users (median): 7,000.
- Approaching 50% of respondents identified users of depository services as 2,000+; 25% identified 7,500+ users. Across all respondents, median number of depository services users: 1700.
- Respondents identified budget, workload, staffing, space/facilities management and cost-containment as leading (and clearly inter-related) concerns. More than half of respondents also identified Marketing/promoting services, Keeping up with technology, and User training as either a Major or Minor Problem.
- Almost all respondents (90+%) identified core services and content management activities: Reference desk, Electronic access to documents, Managing a physical library/collection, and Providing training on searching and effective use of information were cited by 90+% respondents.
- Almost 60% of respondents do not measure library performance with regard to depository services. Those that do primarily use needs assessments. Less than 25% utilize satisfaction surveys.
- Almost all (91%) respondents identified access to depository materials as the most important FDLP services. More than half also identified: FDLP Desktop, Persistent identifier capability in cataloging records to full text, and Free access to Government fee-based databases.
- A digitized collection of FDLP historical materials led responses as the desired service/resource not currently available (73%). More than half of all respondents also identified the addition of pre-1976 cataloging records to OCLC and online historical coverage of GPO/Fedsys titles followed, albeit with less demand (55% and 54%, respectively).
- 90+% respondents cited Routine cataloging, Display of the FDLP emblem, and Knowledgeable library staff as methods for making all formats of depository publications visible to the public. 43% of respondents identified no barriers for access to depository materials. For those who did cite barriers, online authentication to public access computers and the difficulty of accessing the collection within the library were prominent concerns.
- Respondents expressed the greatest levels of satisfaction with FDLP Desktop, the FDL Handbook, Conferences, askGPO, Cataloging, Communication, Web Tools, Classification, Distribution, and Acquisition of Agency Materials. The greatest levels of dissatisfaction were with Access to Government Fee-based Databases and Needs and Offers.
- 40% of respondents identified an interest in receiving digital files on deposit. While more than 50% had discussed this interest with their Dean/Director, most felt they did not have Administrative Support.
- Only 6% of respondents are considering whether to remain within FDLP.

Federal libraries segment



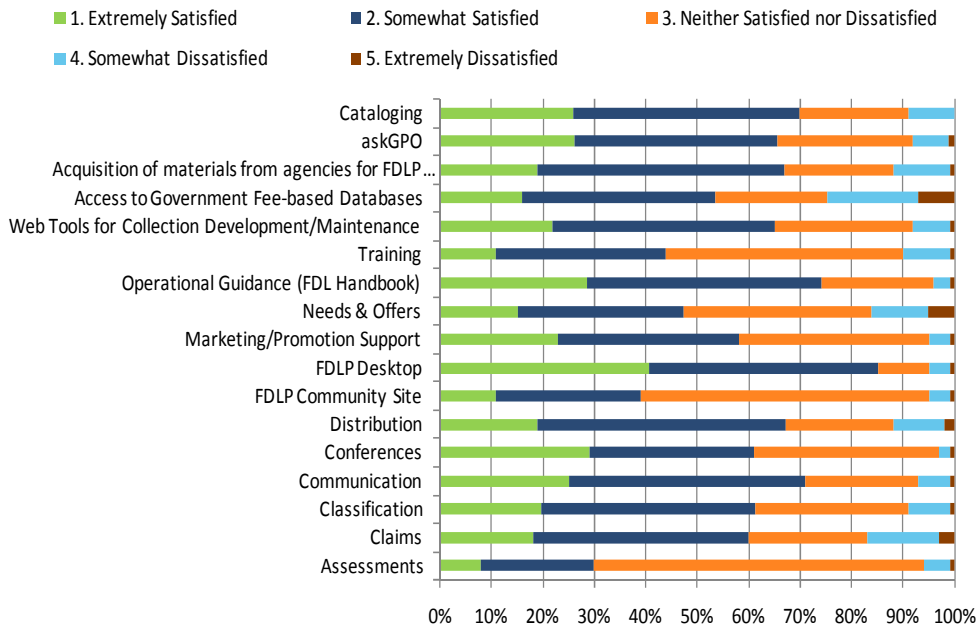
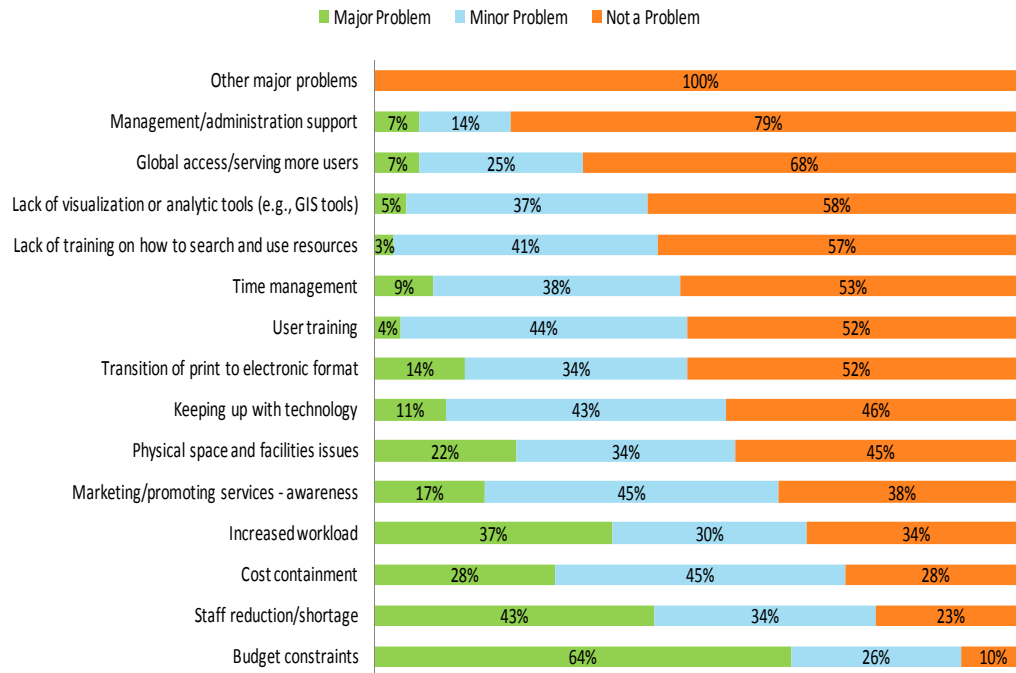
- 38 Federal libraries responded, comprised primarily of agency libraries and then court libraries. Potential number of users (median): 5,500; actual users (median): 2,500.
- Approaching 50% of respondents identified 100-700 users of depository services. Across all respondents, median number of depository services users: 500.
- Respondents identified budget, workload, staffing, space/facilities management and cost-containment as leading (and clearly inter-related) concerns. More than half of respondents also identified Marketing/promoting services and Keeping up with technology as either a Major or Minor Problem. 50% of respondents identified 'Other Major Problems' - with no greater information, GPO should probe this issue farther.
- Reference desk, Electronic access to documents, Managing a physical library/collection, Providing training on searching and use, and Content evaluation and/or purchasing were cited by 90+% of respondents.
- Almost 35% of respondents do not measure library performance with regard to depository services. Those that do primarily use quantitative and qualitative needs assessments.
- Approximately 90% of respondents identified access to depository materials as the most important FDLP services. Fewer than half identified any other services as 'most important' with Cataloging to National Standards and FDLP Desktop leading the list.
- A digitized collection of FDLP historical materials led responses as the desired service/resource not currently available (66%). More than half of all respondents also identified the addition of online historical coverage of GPO/Fedsys titles as a needed service.
- 90+% of respondents cited Knowledgeable library staff, Routine cataloging, and Display of the FDLP emblem as methods for making all formats of depository publications visible to the public.
- Only 24% of respondents identified no barriers for access to depository materials. For those who did cite barriers, security guards and limited public access were the greatest factors.
- Respondents expressed the greatest levels of overall satisfaction with Cataloging, FDLP Desktop, and AskGPO with the latter two also receiving the most "Extremely Satisfied" scores.
- 50% of respondents identified an interest in receiving digital files on deposit. While approximately 60% had discussed this interest with their Director, fewer than half felt they had Administrative Support.
- Only 8% of respondents are considering whether to remain within FDLP.

Public libraries segment



- 191 Public Libraries responded, with municipal libraries accounting for the greatest sub-segment. Potential number of users (median): 477,000; actual users (median): 114,000.
- Approaching 50% of respondents identified the user base for depository services as 10,000+. Across all respondents, median number of depository services users: 10,000.
- Respondents identified budget, workload, staffing, space/facilities management and cost-containment as leading (and clearly inter-related) concerns. More than half of respondents also cited the lack of training to search/use resources and time management.
- Almost all respondents (90+%) identified core services and content management activities: Reference desk, Electronic access to documents, and Managing a physical library/collection were cited by 90+% respondents.
- Almost 60% respondents do not measure library performance with regard to depository services. Those that do primarily use qualitative and quantitative needs assessments.
- Almost all respondents (91%) identified access to depository materials as the most important FDLP services. Unlike other segments' responses which also highlighted the importance of services such as FDLP Desktop, Persistent identifier capability in cataloging records to full text, and Free access to Government fee-based databases, Public library respondents specifically also cited User access tools and Collections development/management.
- A digitized collection of FDLP historical materials led responses as the desired service/resource not currently available (55%). More than in any other segment, Item selection flexibility (by subject, geography, and collection) was highlighted as a needed service/resource, as was the desire for classification of publications by the Dewey Decimal system.
- Approximately 90% respondents cited Routine cataloging, Display of the FDLP emblem, and Knowledgeable library staff as methods for making all formats of depository publications visible to the public. More than half of all respondents also highlighted FDL status or resources on library websites.
- 32% of respondents identified no barriers for access to depository materials. For those who did cite barriers, filtering/blocking software on public access computers, online authentication to public access computers, and the difficulty of accessing the collection within the library were prominent concerns.
- Respondents expressed the greatest levels of satisfaction with FDLP Desktop, the FDL Handbook, Conferences, askGPO, Cataloging, Communication, Web Tools, Classification, Distribution, and Acquisition of Agency Materials. The greatest levels of dissatisfaction were with Access to Government Fee-based Databases and Needs and Offers.
- Approximately 30% of respondents identified an interest in receiving digital files on deposit. While more than 50% had discussed this interest with their Director, 30% felt they did not have Administrative Support.
- 2% of respondents are not continuing with FDLP, and 9% respondents are considering whether to remain within FDLP.

State libraries segment



- 74 State libraries responded, with general state libraries accounting for the majority of responses.
- More than 50% of respondents identified users of depository services as 1,000 or fewer. Across all respondents, median number of depository services users was, in fact, 1,000.
- Respondents identified budget, workload, staffing, space/facilities management and cost-containment as leading (and clearly inter-related) concerns. More than half of respondents also identified Marketing/promoting services and Keeping up with technology as either a Major or Minor Problem. While not at 50%, a higher number of respondents (48%) cited the Transition from Print to Electronic as a problem.
- 90% or more of the respondents identified core services and content management activities: Reference desk, Electronic access to documents, and Managing a physical library/collection.
- Almost 70% of respondents do not measure library performance with regard to depository services. Those that do primarily use qualitative needs assessment and quantitative user satisfaction studies.
- More than 90% of respondents identified access to depository materials as the most important FDLP services. Approximately 50% also identified: FDLP Desktop, Cataloging to national standards, and Free access to Government fee-based databases.
- A digitized collection of FDLP historical materials led responses as the desired service/resource not currently available (70%). Half of all respondents also identified the addition of pre-1976 cataloging records to OCLC and online historical coverage of GPO/Fedsys titles followed, albeit with less demand (50-51%).
- Routine cataloging was cited by almost all respondents (97%) as a method for making all formats of depository publications visible to the public. Display of the FDLP emblem, and Knowledgeable library staff were also highly used.
- While only 18% of respondents identified no barriers for access to depository materials, it should be noted that 46% of respondents indicated they were not open to the general public. For those who did cite barriers, the difficulty of accessing the collection within the library and computer/online access issues were prominent concerns.
- Respondents expressed the greatest levels of satisfaction with FDLP Desktop and the FDL Handbook. The greatest levels of dissatisfaction were with Access to Government Fee-based Databases and Claims.
- Almost 30% of respondents identified an interest in receiving digital files on deposit. While more than 65% had discussed this interest with their Director, approximately 25% felt they did not have Administrative Support.
- 7% of respondents are considering whether to remain within FDLP.

APPENDIX: Web Survey



2009 Biennial Survey of Federal Depository Libraries & Library Needs Assessment
October 15, 2009 – FINAL

This survey is to be filled out by ALL Federal depository libraries. It is through this mechanism that depositories fulfill their legal obligation to “report to the Superintendent of Documents at least every two years concerning their condition” (44 USC §1909).

This year’s survey is different from past surveys. In addition to the Biennial Survey, you’ll note this is also a needs assessment. Library Services and Content Management wants to learn “how well we are doing” and “what we need to do next”. This entire survey will take about 15 minutes. The survey will end November 30, 2009.

NOTE: To obtain a copy of your survey responses for your records you must print the questionnaire and fill it out with the answers you will submit online and review it with your director. In order to have verification that your survey was submitted, print the last page of the survey that states, “Those are all of our questions.”

For any questions related to the interpretation of the questions please use askGPO. (<http://gpo.custhelp.com/cgi-bin/gpo.cfg/php/enduser/ask.php>)

For any technical questions about the survey please send questions to sking@outsellinc.com

1 Which of the following best describes your library type? *Please select only one*

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?

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? *Since these numbers may overlap, they do NOT need to add to the total number of actual users in Q2.*

- Number of Depository Services users
- Number of Other Library Services users

3 What are the key subject categories that your patrons use most regularly? *Please select all that apply*

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? *Please select one response (Major Problem, Minor Problem, Not a Problem, Don't Know) on each row*

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. *Please select all that apply*

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? *Please select all that apply*

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

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? *Please select all that apply*

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

8 Which of the following performance metrics, if any, do you measure related to your library's content collection usage? *Please select all that apply*

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

9 What are the most important services provided by the FDLP to your library? *Please select up to five*

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? *Please select up to five*

Access to depository materials	Free access to Government fee-based databases
askGPO	Marketing/promotional materials
Authentication (digitally signing) publications on GPO	OPAL (interactive Web-based education)
Access/FDsys	Persistent identifier capability in cataloging records to full text (MARC 856)
Cataloging to national standards	Training
Collection development and management tools	User access tools (Browse Topics, Catalog of U.S. Government Publications)
Conferences	Other, please specify: _____
FDL Handbook	
FDLP community site	
FDLP Desktop	

10 What services and/or resources do you need from the FDLP that you currently do not have? *Please select all that apply*

Add pre-1976 cataloging records to OCLC	Item selection flexibility based on <u>geography</u>
Classify publications using the LC Classification System	Item selection flexibility based on <u>collection</u> (e.g., one item number for the Basic Collection, Essential Titles, etc.)
Classify publications using the Dewey Decimal Classification System	Online historical coverage of GPO Access/FDsys titles
Deposit of digital files	Print on demand
Digitized historical collection of FDLP publications	Other, please specify: _____
Federated search capability with the Catalog of U.S. Government Publications	Other, please specify: _____
Item selection flexibility based on <u>recommendations for size of library</u>	
Item selection flexibility based on <u>subject</u>	

11 Please indicate your level of satisfaction with FDLP services? *Please select one response (Extremely Satisfied, Somewhat Satisfied, Neither Satisfied nor Dissatisfied, Somewhat Dissatisfied, Extremely Dissatisfied, N/A) on each row*

Access to Government Fee-based Databases	Conferences
Acquisition of materials from agencies for FDLP distribution/dissemination	Distribution
askGPO	FDLP Community site
Assessments	FDLP Desktop
Cataloging	Marketing/ Promotion Support
Claims	Needs & Offers
Classification	Operational Guidance (FDL Handbook)
Communication	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 other than government documents? *Include material in cataloged and uncataloged collections under the purview of your library director.*

Less than 10,000
More than 10,000

13a How many total volumes in your library or library system? *Include material in all cataloged and uncataloged collections under the purview of your library director.*

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? *Please select all that apply*

- 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. *Please select all that apply*

Pamphlets	CD-ROMs
Maps	DVD-ROMs
Microfiche	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? *Please select all that apply*

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? *Please select all that apply and then describe existing work-arounds where applicable*

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

21 Are there any additional comments you'd like to share regarding your needs from the FDLP?

22 Please provide the following information below:

Depository Library # (e.g., 0064D)

Survey Completed by:

Did you share your survey responses with your library directory/dean?

Those are all of our questions. Thank you for submitting the Biennial Survey/Needs Assessment.
Please print, or otherwise capture, this page so you have confirmation that your survey was submitted.
Click on the exit button below to leave the survey.

APPENDIX: Detailed Segment Analysis

The following sections provide both aggregated results from the Needs Assessment/Biennial Survey and individual segment results for Academic, Federal, State, and Public Libraries.

The information, analysis, and opinions (the "Content") contained herein are based on the qualitative and quantitative research methods of Outsell, Inc. and its staff's extensive professional expertise in the industry. Outsell has used its best efforts and judgment in the compilation and presentation of the Content and to ensure to the best of its ability that the Content is accurate as of the date published. However, the industry information covered by this report is subject to rapid change. Outsell makes no representations or warranties, express or implied, concerning or relating to the accuracy of the Content in this report and Outsell assumes no liability related to claims concerning the Content of this report.

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Depository Library Needs Assessment/Benchmark

For the US Government Printing Office



June 2010

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Table of Contents

- ***INTRODUCTION***

- Background & Methodology

- ***EXECUTIVE SUMMARY / IN OUTSELL'S OPINION***

- Key Findings
- Recommendations

- ***RESEARCH & ANALYSIS***

- Profile of the user base: Potential and actual users, Services used, Subjects
- Combined Results (All Segments): Needs Assessment and Performance
- Combined Results (All Segments): Biennial Survey
- Segment Results: Needs Assessment & Biennial Survey
- Conclusion

- ***ABOUT OUTSELL***

Background

- The Federal Depository Library Program, FDLP, consists of a diverse grouping of almost 1,300 institutions encompassing academic, federal, state, local, public, and special libraries. Each federal depository library must comply with legal responsibilities to “make government publications available for the free use of the general public.” Individual libraries may determine how to meet this requirement.
- Through its Public Access Assessment (PAA) program, the GPO bears the responsibility of ensuring that the resources it distributes to Federal depository libraries are made accessible to the general public. Assessments are categorized (access, collections, service, and cooperative efforts), and touch almost every aspect of library operations and service including access to depository resources through bibliographic, physical building, tangible collection, Internet, and onsite computer access. The GPO’s PAA program also has an educational and customer relations aspect, with the GPO looking to develop the library’s knowledge-base about FDLP requirements and best practices, as well as tools and services to enable libraries to successfully serve as federal depository libraries.
- Over the past year, Outsell has worked closely with the GPO to better understand that led to the identification of discrete segments within FDLP. With the revised FDLP library types segmentation completed, Outsell designed a needs assessment and benchmark instrument to survey the FDLP libraries as input to its client relations program.
- This report presents the findings from that survey, both on an overall basis and with detailed analysis by type of library.

Methodology

- **Data Collection.** Outsell designed, programmed, and fielded the needs assessment and benchmark study instrument with input from GPO. Specifically, Outsell:
 - Programmed the questionnaire into a secure web-based server and performed quality testing of the survey program;
 - Provided a draft invitation which FDLP adapted and used to invite FDLP member library personnel to the survey site.
 - Collected responses into a database and monitored response, providing updates to FDLP on a regular basis during fielding.
- **Data Processing & Tabulation.** Once data collection was completed, Outsell processed the survey data and tabulated the responses. Data processing included cleaning and quality-checking the data, coding up to three open-ended questions, and providing a set of data cross-tabulated by up to 20 segments such as library type. Outsell has previously provided a raw data file showing individual responses to the survey, including individual library metrics.
- **Analysis.** Drawing on a deep understanding of academic, government, and special libraries; segmentation analysis; research design; needs assessment and benchmark research methods, Outsell consultants analyzed the survey results to identify key findings and draw implications for FDLP's client relations program.
- **Presentation.** In addition to the written report, Outsell will attend an on-site meeting to present the project and facilitate a discussion with the goal of identifying the group's "center of gravity" on reactions and thoughts about the outcomes and strategy. During this meeting Outsell will debrief and discuss the key findings and recommendations in a combination of facilitated discussion, and brainstorming actions for inclusion in the customer relations plan.



Executive Summary | In Outsell's opinion:

- **Summary of conclusions**
- **Recommendations**



General and Demographic

- The 2010 Survey succeeded in obtaining valid responses from 1,127 of the almost 1,300 FDLP libraries. In considering the figures derived from the survey, it is essential always to keep in mind both the numbers of libraries in these segments as a whole and the sizes of the populations that they serve.
- On an overall basis, Outsell does recommend that GPO consider investigating the Public Library segment further to gain greater understanding of the needs and concerns as relates to FDLP, since it services the largest number of actual users and has substantial numbers of potential users

	Responses	Potential Users (Base)	Actual Users (Mean)	Users of depository services as percentage of actual users (median)
Academic	812	700-900,000	63,000	25%
Public	191	700-900,000	>300,000	9%
State Government	74	>4 million	>125,000	12%
Federal Government	38	400-500,000	24,000	22%
Local Government	7	Included within State Government - Small number of responses insufficient for separate segmental analysis		
Special Libraries	5	Small number of responses insufficient for segmental analysis		

Source: 2009 Biennial Survey of Federal Depository Libraries & Library Needs Assessment (2009)

Problems and Challenges

Highlights from survey results

- Overall, respondents indicated that the FDLP was free from program-specific problems, but five generic issues, mostly finance-related, were picked out as a major problem by 20 per cent of respondents and as at least a minor problem by between 58 and 80 per cent.
 - Budget constraints
 - Staffing
 - Workload
 - Space
 - Cost containment
- Further analysis of the five problem areas showed that they were particularly felt in Public and State & Local Libraries, with the larger and smaller libraries generally more affected than the medium-sized ones.
- Public libraries more than other segments also identified more issues as major/minor problems, including a lack of training on searching/using the resources and time management.

Recommendations

- *Given the wide-spread impact of the identified finance-related challenges, GPO's support programs should look to include both proactive education for managing FDLP participation in the most cost-effective manner, and perhaps include 1:1 advisory or consultative services for libraries facing prohibitive burdens (time, resources, money). Not only would such efforts help reduce any perceptions that depository status creates more burdens, but a successful program would also highlight how FDLP also helps member libraries serve their own broader mission.*
- *Public libraries in particular face unique challenges on a different scale than libraries serving a more targeted audience. Consideration should be given to appropriately segmenting support programs and offers, by type and by size, as necessary.*

Services, tools, studies, and metrics

Highlights from survey results

- Respondents provide a wide range of services/content management activities, with almost 80% providing: Helpdesk; Electronic access to documents; Management of physical collections; Training on search/use.
- Library size, more than type, influences less common services offered, as well as tools, methods, and applications for managing/delivering information.
 - Only one tool (Fax) is offered by more than 50 per cent of all respondents, although when looked at in relation to size, E-mail alerts and Scanning of paper documents are also reasonably common.
- A third of all responding libraries, primarily small and medium in size, do not conduct studies to measure library performance with regard to depository services and usage. The most common studies, carried out in 25-30 per cent of responding libraries, are Qualitative and Quantitative studies on user needs, and User satisfaction studies.
- Performance metrics in relation to libraries' content collection usage are more common, but between 15 and 40+ per cent of respondents, especially in State & Local Government and Public Libraries, indicated that they did not have such metrics.

Recommendations

- *The percentage of libraries who do not capture performance metrics or perceptions for depository services and usage poses the potential for libraries to not fully appreciate the role and value of FDLP within their own institutions. Outsell believes GPO should encourage studies to measure library ROI and performance with regard to depository services, possibly by co-sponsoring such initiatives or providing a “off-the-shelf” survey kit which can be easily implemented.*
- *Similarly, GPO should encourage libraries that employ metrics in relation to their libraries' content collection usage to ensure that data relating to depository materials can be isolated and spun out for separate analysis.*

Services provided by the FDLP

Highlights from survey results

- Only Access to depository materials was rated by over 90+ per cent of respondents as the most important service provided by the FDLP.
 - Other services rated highly by 50 per cent or more respondents were the FDLP desktop and Free access to government fee-based databases.
 - Services considered least important were essentially the inverse of those considered most important, the most cited being the FDLP community site and OPAL.
- Services/resources not currently available and requested by 50 per cent or so of respondents were Digitized historical collection of FDLP publications, Addition of pre-1956 cataloging records to OCLC, and Online historical coverage of GPO Access/FDsys titles.
- One finding which stood out in relation to services requested was a particular need for Dewey classification cited by 40 per cent of Public Libraries.

Recommendations

- *GPO should assess carefully currently available, in particular the three most requested, viz: Digitized historical collection of FDLP publications, Addition of pre-1956 cataloging records to OCLC, and Online historical coverage of GPO Access/FDsys titles.*
- *At the same time, Public Libraries - with the largest user populations – had some very unique views on desired services, (e.g., item selection flexibility, Dewey classification) and attention should also be given to the desirability and cost-effective feasibility of enhancing services specifically for particular sectors. .*

Satisfaction with FDLP services

Highlights from survey results

- Generally, satisfaction with FDLP services was high, with at least 60 per cent of respondents at least satisfied with the majority of FDLP services and dissatisfaction at 15 per cent or lower in all but one instance.
- Further analysis of six areas where dissatisfaction was 10 per cent or more showed dissatisfaction to be well spread across library segments and sizes
 - Highest levels of dissatisfaction amongst State & Local Government, and Academic Libraries, both of which serve large numbers of users, with some amongst Public Libraries.
 - Areas of dissatisfaction:
 - *Access to government fee-based databases;*
 - *Claims;*
 - *Needs & offers;*
 - *Distribution;*
 - *Training;*
 - *Acquisition of materials from Agencies*

Recommendations

- *Care should be taken to maintain the high level of satisfaction and to extend use of the most important services. With survey guidance on most and least important services – and the insights into segment commonalities and variations – GPO should consider re-allocating resources as needed to the most important services to ensure satisfaction is maintained and/or increased and that any dissatisfaction is addressed.*
- *In particular, Access to government fee-based databases presents a relatively consistent gap between importance of service and satisfaction which requires remedy.*

Selected Highlights from the Biennial Survey

FDLP and General Satisfaction

- Most participants plan to remain in the FDLP, with only 7 per cent deciding against and 1 per cent undecided.
- The vast majority of responses (89 per cent) were discussed with the relevant Library Director/Dean.

Collection Development

- Virtually all responding libraries (98 per cent) had more than 10,000 physical items other than government publications.
- Total number of volumes in responding libraries was evenly distributed from >4 million down to 100,000 or less

Bibliographic Control

- A very high proportion of respondents (70+ per cent) reported piece-level records available for the majority of tangible materials.
- A very high proportion of respondents (80+ per cent) reported piece-level records available for online books and serials, while other materials were less well catered for.
- Visibility for depository publications comes mainly from Routine cataloguing, FDLP emblem at entrances, Staff knowledge, and Library web pages that indicate depository status and/or highlight US government information.

Recommendations

- *GPO 's Client Relations program should encompass specific resources and procedures to engage with libraries planning to leave the program, and have a process for identifying "at risk" libraries, including:*
 - *solicitation of feedback and inquiries from member libraries questioning the value of remaining within FDLP*
 - *"pattern recognition" processes to proactively identify libraries who may face prohibitive costs or challenges*
 - *consideration of whether circumstances may exist which require occasional exceptions or waivers to the responsibilities of FDLP libraries*

Selected Highlights from the Biennial Survey

Maintenance

- Discards are regularly processed in accordance with GPO instructions by two thirds of respondents, while the other third do so irregularly, but follow the rules.

Public Access

- Only 2 per cent of libraries did not grant general public access to government information in all formats or to their general reference service.

Human Resources

- Staffing was considered adequate to fulfil basic depository responsibilities by 87 per cent of respondents, with State & Local Govt. Libraries and Public Libraries experiencing the problem most.

Digitization

- Roughly 37 per cent of respondents expressed interest in receiving digital files on deposit.

Physical Facilities

- Approaching 40 per cent of respondents reported no barriers to accessing depository resources for the public. Academic libraries were best prepared/equipped in this respect, whilst public libraries evidently had concerns about use of public access computers.

Recommendations

• *As the number of interested libraries increases, GP must pursue plans to implement the delivery of digital files for depository materials.*

• *With less than half of FDLP libraries reporting no barriers to accessing depository resources, GPO should investigate reported barriers in consultation with participating libraries with a view to establishing whether or how GPO can be of assistance*

• *As part of this investigation, GPO should also evaluate the circumstances of the small number of libraries where access is restricted to ascertain whether such restriction is necessary or can be relaxed.*



Profile of the user base:

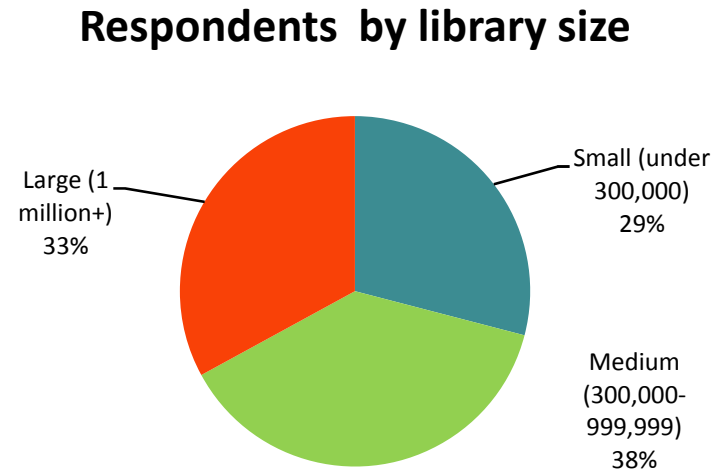
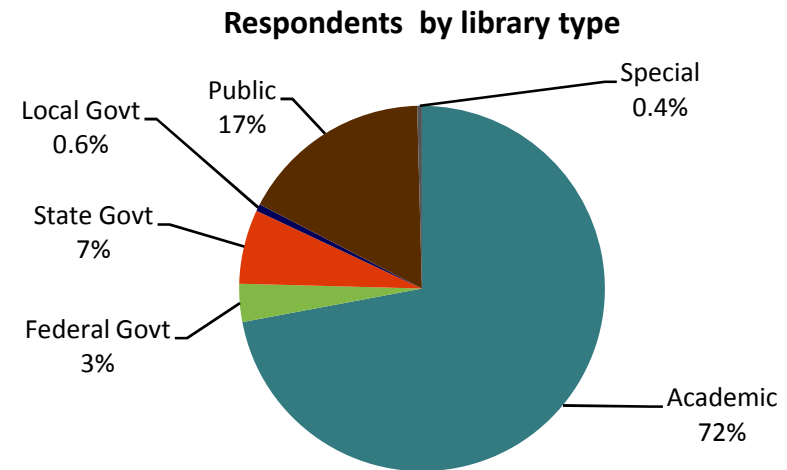
- **Characterization of the sample**
- **Potential and actual users**
- **Services used and subject categories consulted**



Characterization of the sample

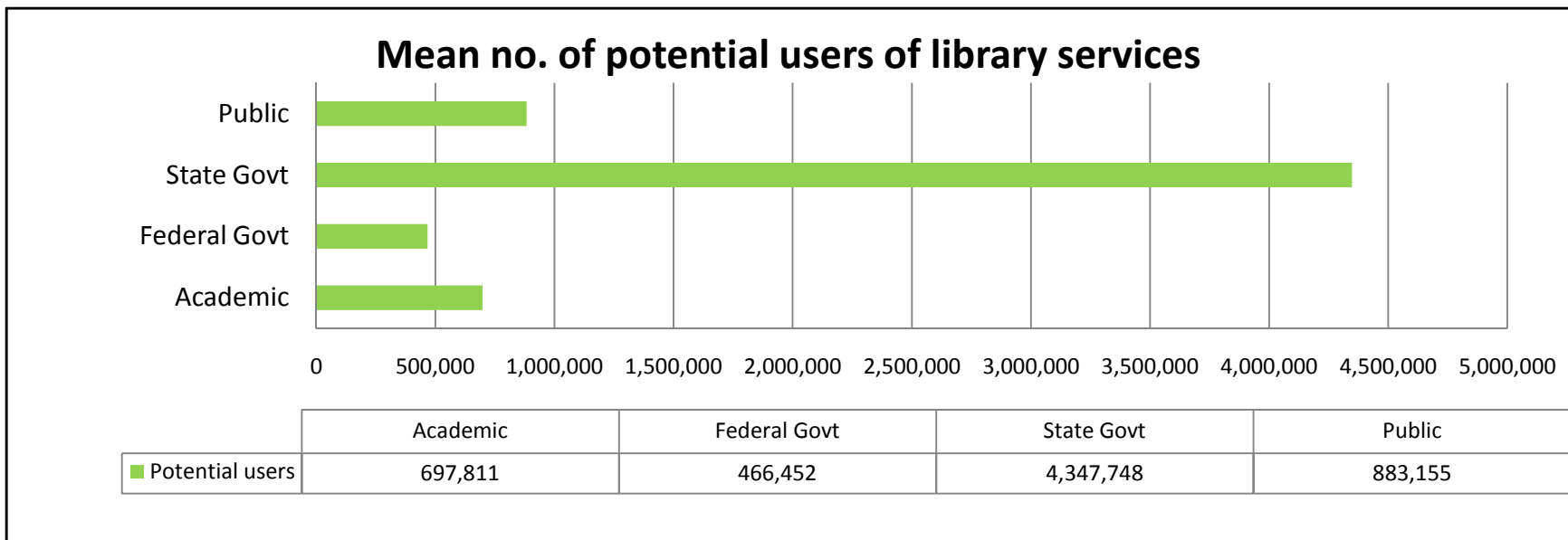
- Total of 1,127 valid responses received
- Largest segment by far was Academic (812 responses), followed by Public (191)
- Local Government responses (7) combined with State Government (74) for the purpose of detailed analysis
- Federal library responses (38) constituted the smallest segment susceptible of analysis
- Insufficient responses for detailed analysis in Special (5) category
- Evenly balanced sample on the basis of library size (1,002 responses)

Source: Q1. Which of the following best describes your library type?
Q2. 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 user base served by libraries

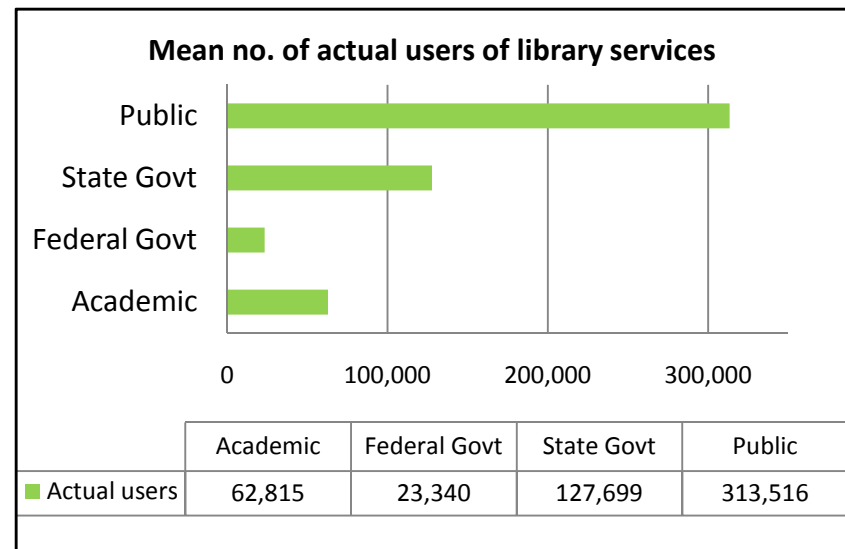
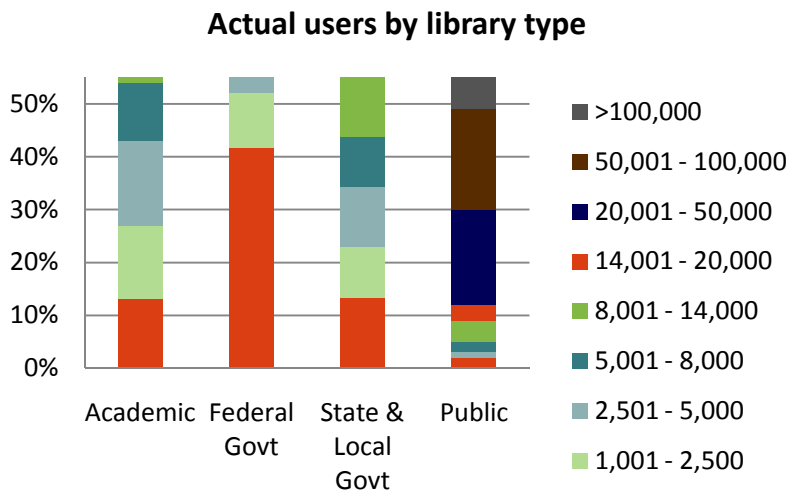
- Potential user base varies according to type of library
- Academic and Public Libraries obviously address well-defined user constituencies related to city/town and institutional membership
- State Government Libraries evidently consider that they have extensive reach
- The relatively small potential base suggested by Federal Government Libraries may perhaps be related to physical location



Q2. 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?

Actual user base served by libraries

- Not surprisingly, Public Libraries have the largest numbers of users and over 50 per cent of them have >1m volumes
- Federal Government Libraries appear to serve the most specialist constituency and over 40 per cent of their libraries fall into the smallest category

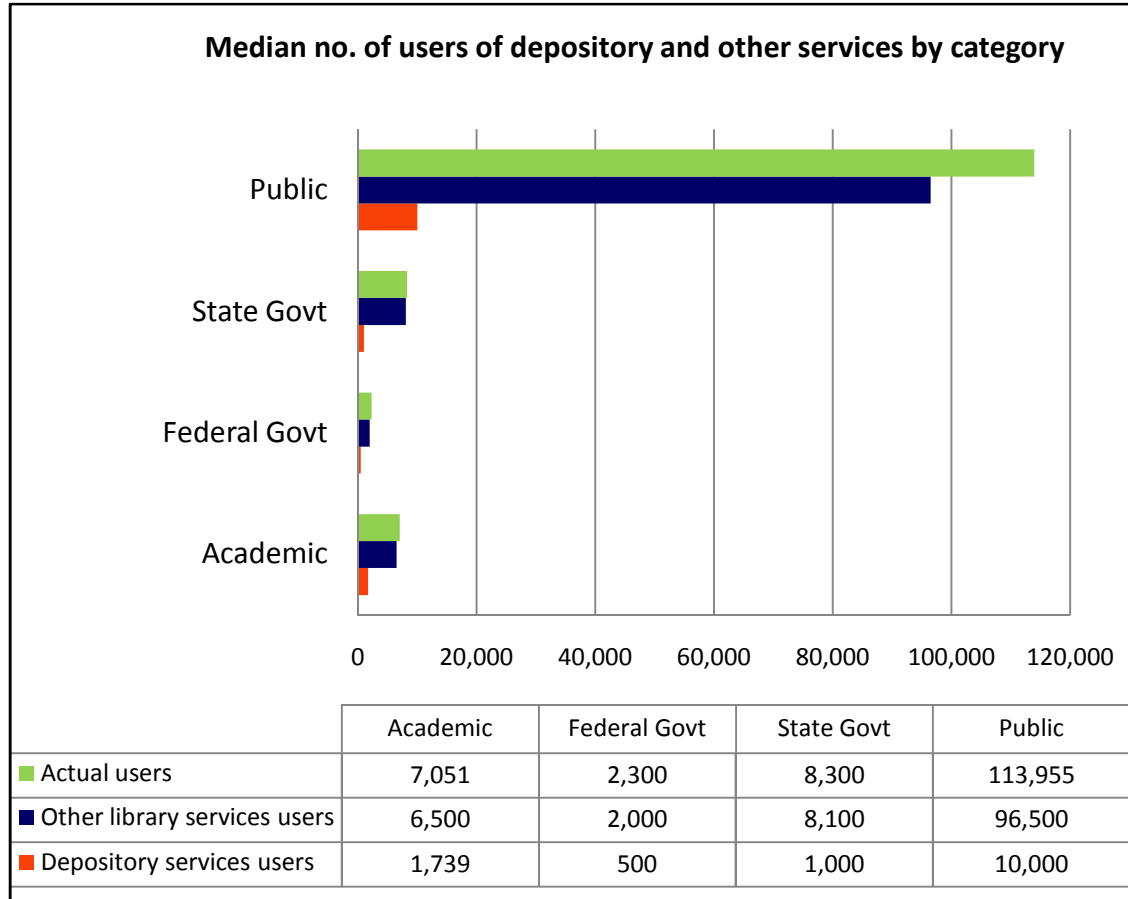


Q2. What is your best estimate of the approximate number of potential users (those in your area who would likely benefit from your services) and the approximate number of actual users that your library supports?

Services used by actual users

- Actual users of depository library services constitute only a small proportion of all library users
- There is no means of judging whether the small proportion results from lack of need or lack of knowledge

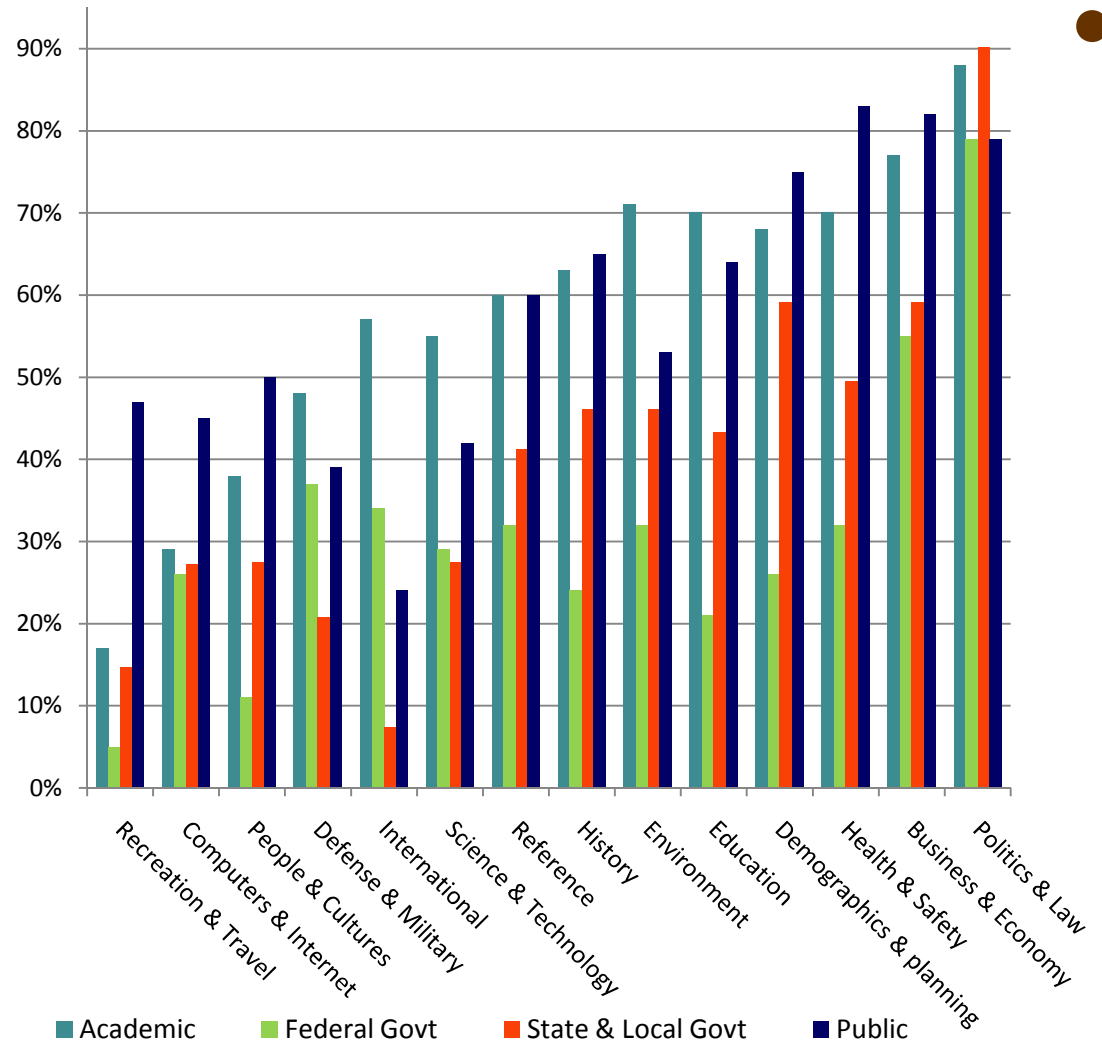
Q2a. Of those [INSERT # OF ACTUAL USERS IN Q2] actual users, approximately how many of them represent your user base for depository services and how many represent your user base for other library services?



Subject categories most consulted by library users

•As regards subjects, library users consult a wide range, focusing especially upon subjects related to government departments and regulatory issues, such as (in descending order):

- Politics & Law,
- Business & Economics,
- Health & Safety,
- Demographics & Planning,
- Education,
- Environment.



Q3. What are the key subject categories that your patrons use most regularly?





Combined Results: Part I

- **Needs assessment**
- **Performance: How well FDLP is doing**
- **Performance: What FDLP needs to do next**



Problems/challenges to providing information and services: Overview



Overview of problem areas



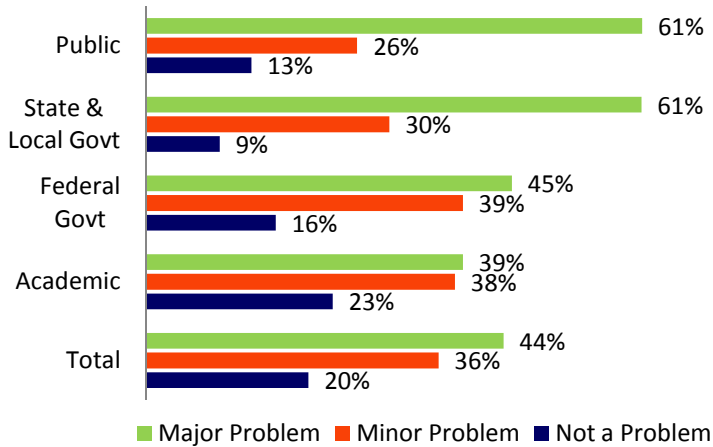
- Overall, the preponderance of red (not a problem) to blue (major problem) in the graphic indicates a situation which is reasonably satisfactory
- Program-specific problems do not appear to be significant
- **Five issues** categorized as **major problems** by over 20 per cent of respondents are not program-specific, and are particularly intractable, being all ultimately financial in nature
- The same five issues are cited as *at least* a minor problem by at least 58 per cent of respondents, and in one case (budget constraints) by 80 per cent
- The incidence of these five issues is investigated further in the following slides

Q4. In general, to what extent do you consider the following factors to be problems or challenges to providing information and services?

Problems/challenges to providing information and services: Budget constraints



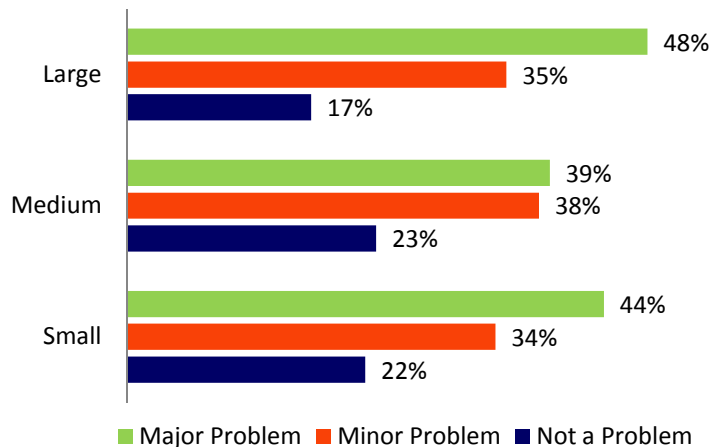
Budget constraints by type of library



- Public, State and Local Libraries evidently feel the pressure of budget constraints most of all

- Nevertheless, budget issues are widespread, since 44 per cent of all respondents saw it as a major problem, and a further 36 saw it as a minor problem

Budget constraints by library size



- Only 20 per cent of respondents did not consider budget issues a problem

- The problem is evenly spread, reported as slightly worse than the mean in large libraries, and slightly less in small libraries

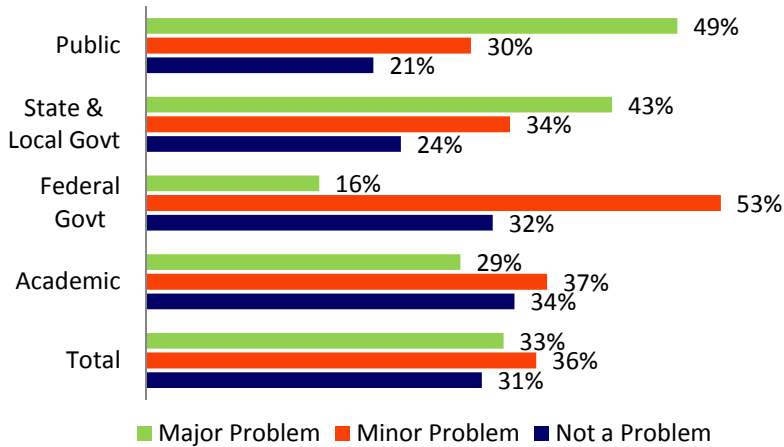
Q4. In general, to what extent do you consider the following factors to be problems or challenges to providing information and services?



Problems/challenges to providing information and services: Staff reduction/shortage



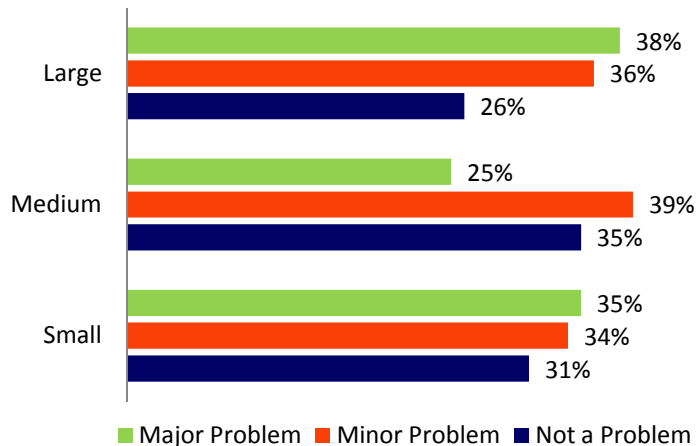
Staff reduction/shortage by type of library



- As with budget constraints, Public, State and Local Libraries reported experiencing staffing problems rather more than others

- At the same time, Federal Libraries reported staffing as something of a problem

Staff reduction/shortage by library size

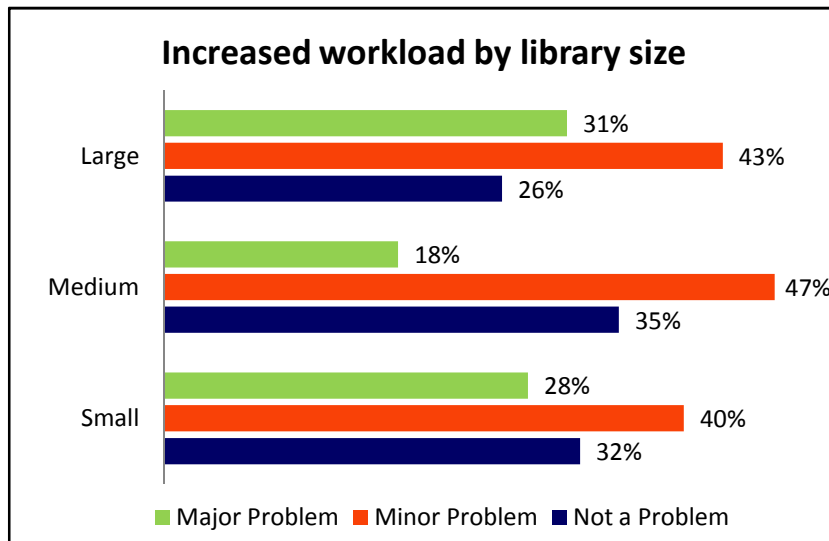
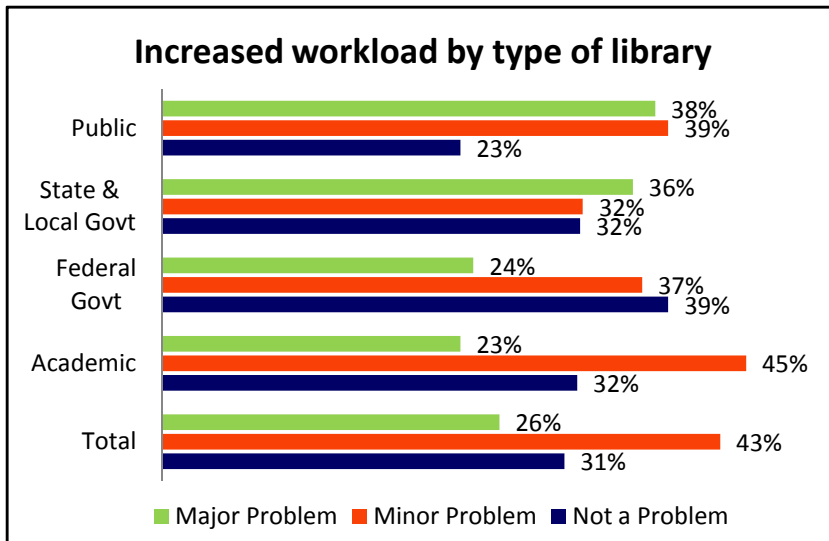


- The largest and the smallest libraries appear to be feeling the problem most, whilst for those in the middle the issue is mostly regarded as minor

Q4. In general, to what extent do you consider the following factors to be problems or challenges to providing information and services?



Problems/challenges to providing information and services: Increased workload

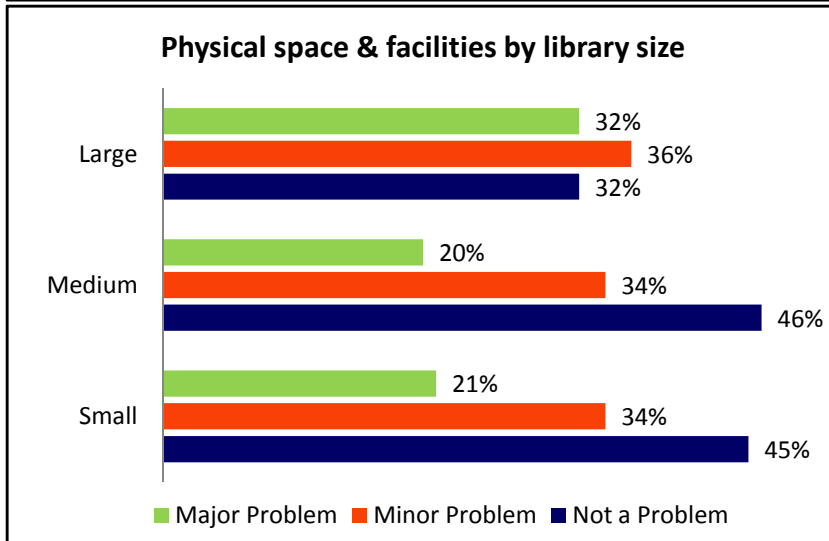
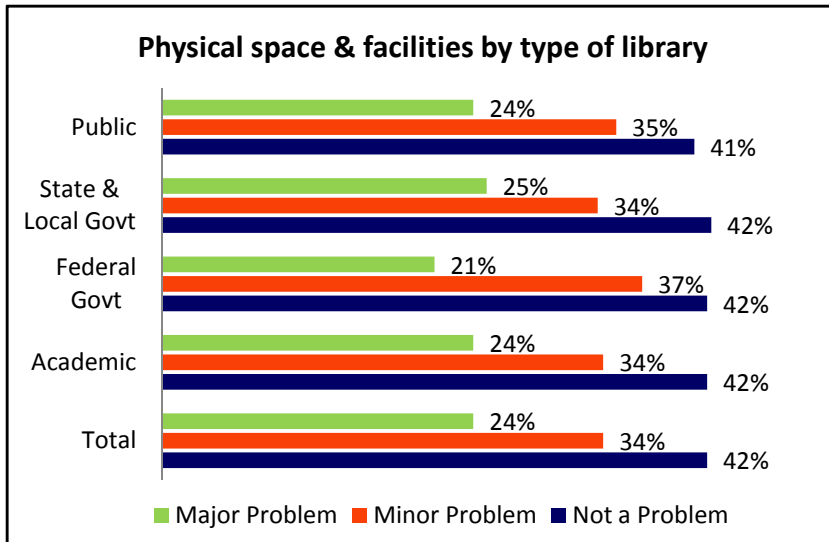


- Once again, it is the Public, State and Local Libraries which see workload as a major problem
- Federal Libraries appear to be best placed in this respect, with 39 per cent considering workload not to be a problem
- Again, it is the largest and smallest libraries which report experiencing this problem more acutely
- Pressure seems least for the medium libraries, where 82 per cent of respondents regarded workload as a minor problem or not a problem

Q4. In general, to what extent do you consider the following factors to be problems or challenges to providing information and services?



Problems/challenges to providing information and services: Physical space and facilities



- Space appears not to be viewed as a major problem in general, with 76 per cent of respondents categorizing it as a minor problem or not a problem
- Little differentiation is apparent between library segments
- Examined from the perspective of library size, it is evident that the large libraries are under most pressure from space and facilities
- Small and medium libraries are relatively well placed in this respect

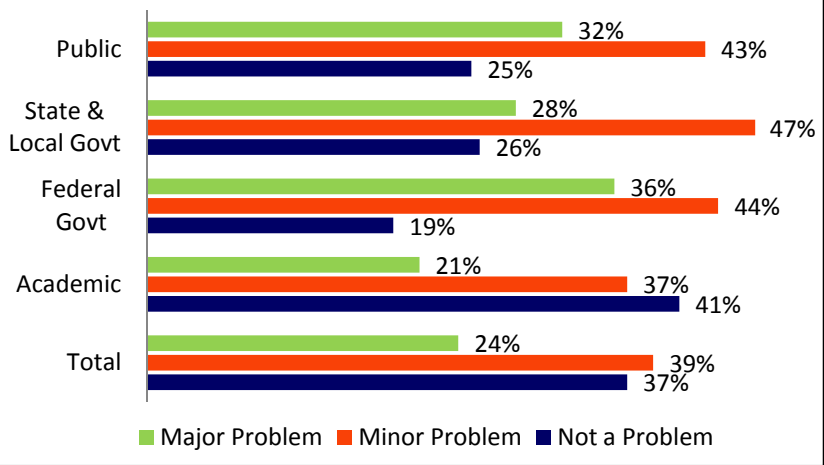
Q4. In general, to what extent do you consider the following factors to be problems or challenges to providing information and services?



Problems/challenges to providing information and services: Cost containment



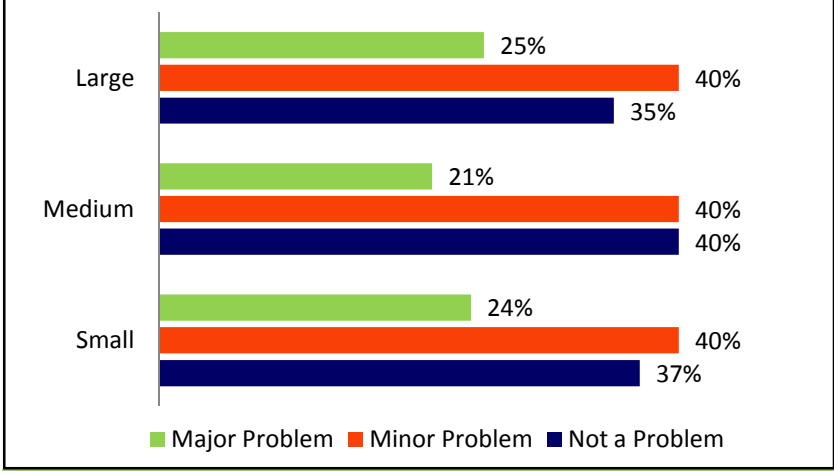
Cost containment by type of library



- Overall, most respondents saw cost containment as at least a minor problem, it being perhaps most acute in the Federal Library segment

- Across libraries of different sizes, little differentiation is apparent, with the medium-sized libraries once again showing some slight advantage in this respect

Cost containment by library size



Q4. In general, to what extent do you consider the following factors to be problems or challenges to providing information and services?

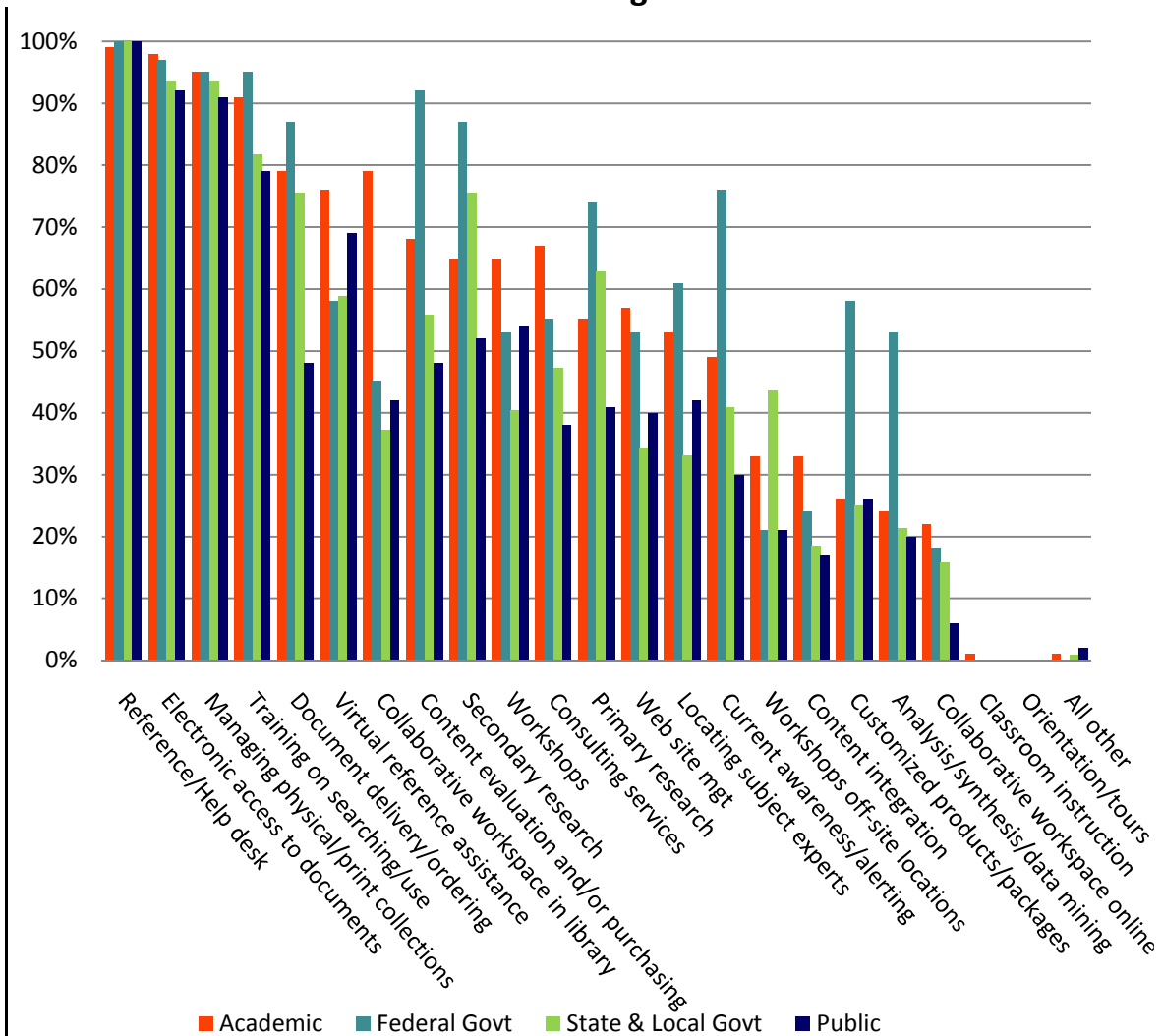


Services and content management activities offered by libraries: 1

- The top four services are provided by close to 80 per cent of responding libraries: Reference/Help desk, Electronic access to documents, Managing physical/print collections, and Training

- The bottom three are provided by virtually none of the responding libraries: Orientation, Classroom instruction, Collaborative online workspace

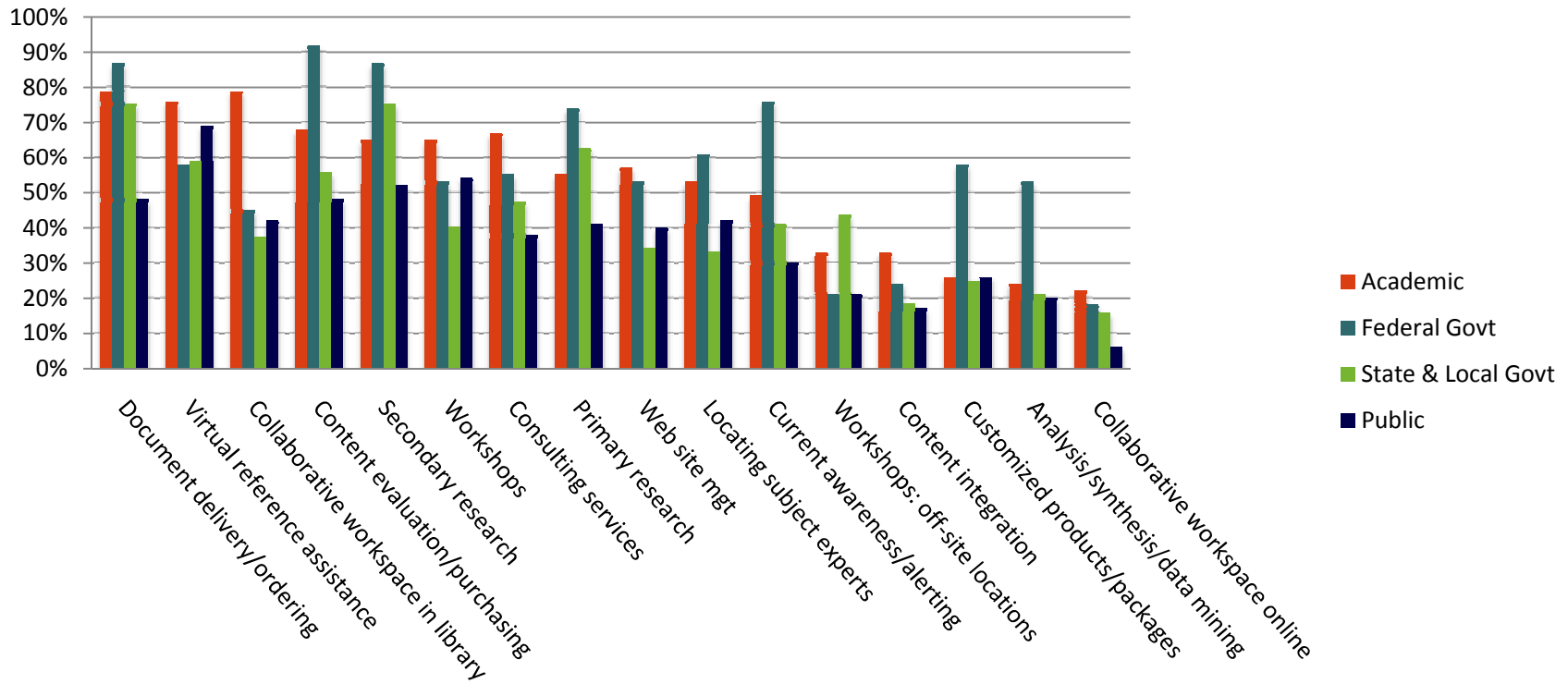
Services & content management activities



Q5. Please indicate which of the following services and content management activities that you provide to your patrons.

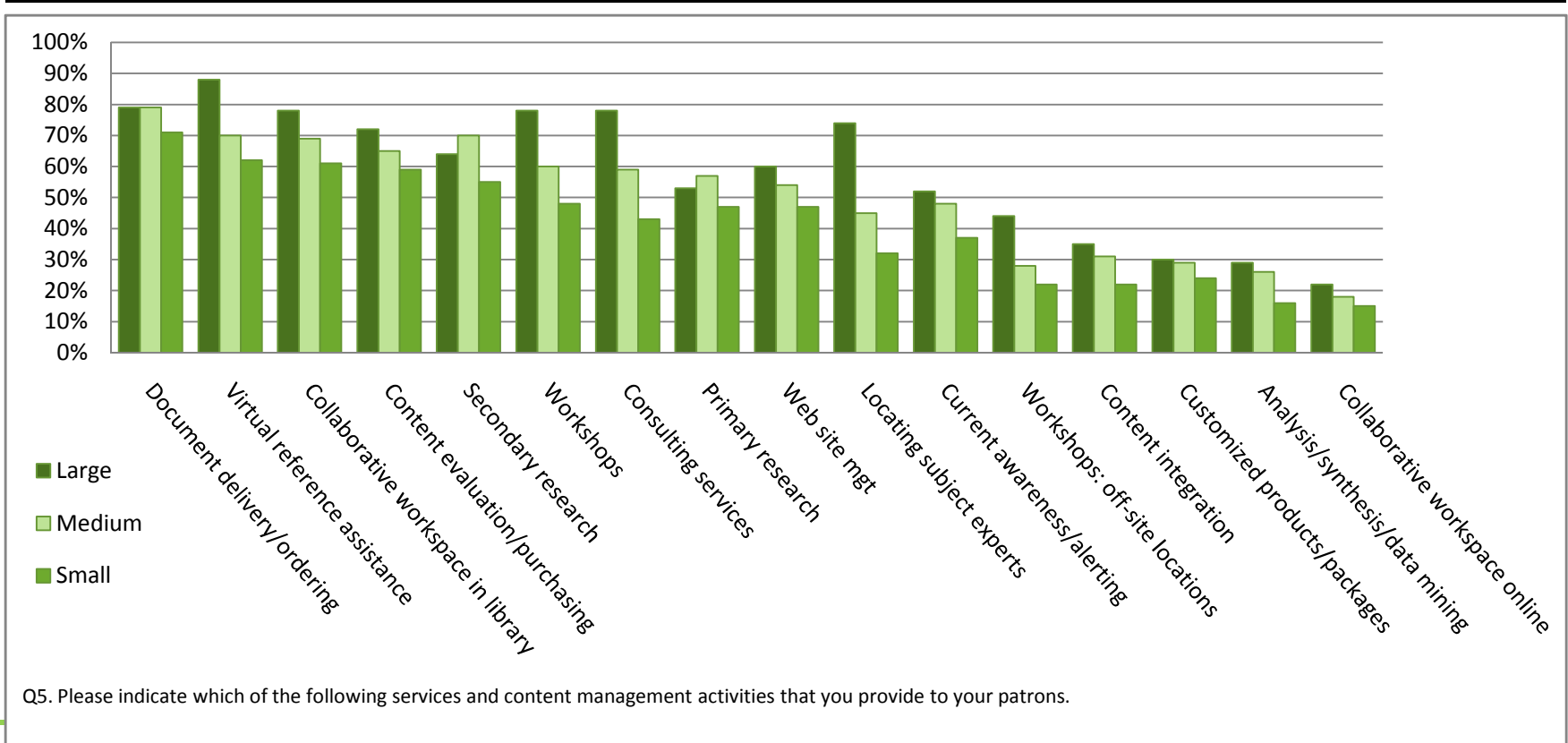
Services and content management activities offered by libraries: 2

- Federal Libraries (of which there are relatively fewer) provide the widest range of the less common services – over 70 per cent of respondents in several instances
- Academic also offer a good range, occasionally better than the Federal Libraries
- Public Libraries tend to offer the smallest range of services



Services and content management activities offered by libraries: 3

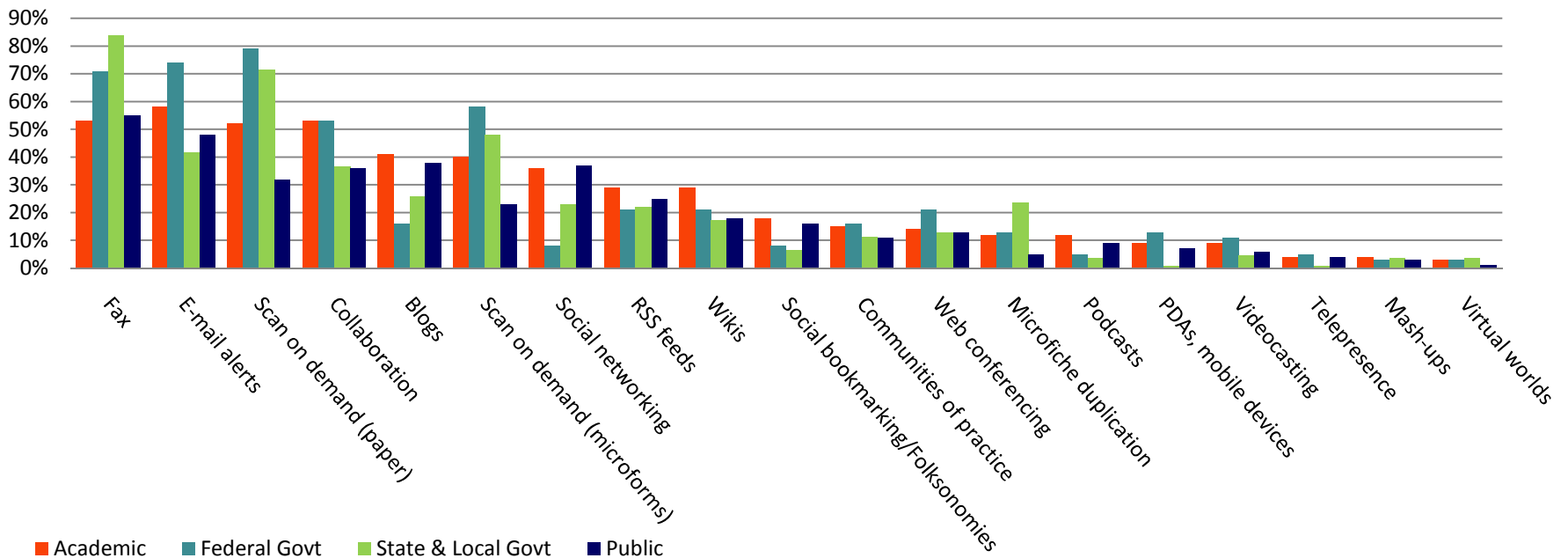
- As might be expected, the range of services offered is largely a function of size
- Except in two cases, responses from large libraries indicated that they were generally offering a wider range of services





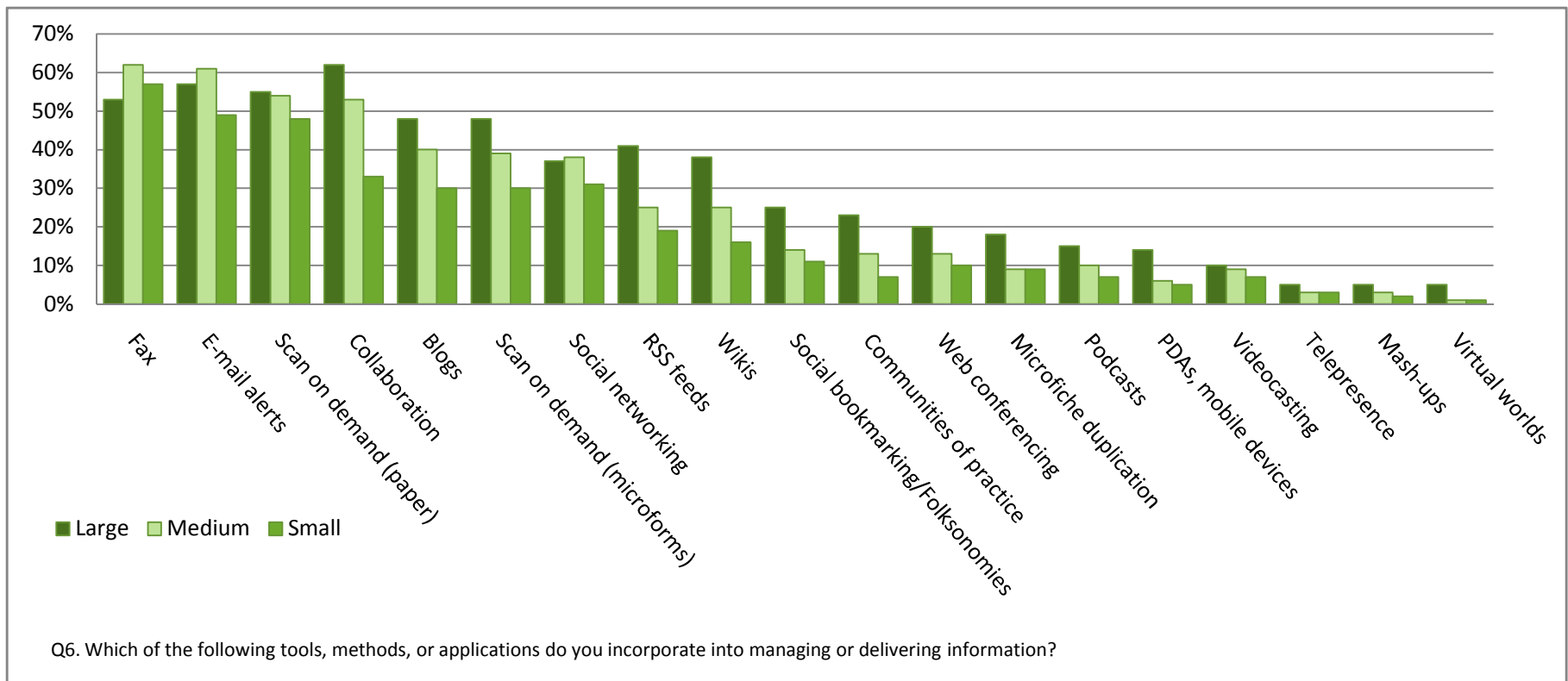
Tools, methods, applications for managing/delivering information: 1

- Considerable diversity was found amongst the different library segments
- Only five of the tools envisaged in the questionnaire were reported as being used by more than 50 per cent of respondents in at least one segment
- The last five or six tools appear to have found little favour at present
- Nine other tools envisaged in the questionnaire were acknowledged by no more than 2 per cent of respondents
- A significant number of Public Libraries (8 per cent) indicated that they used *none* of the tools envisaged in the questionnaire



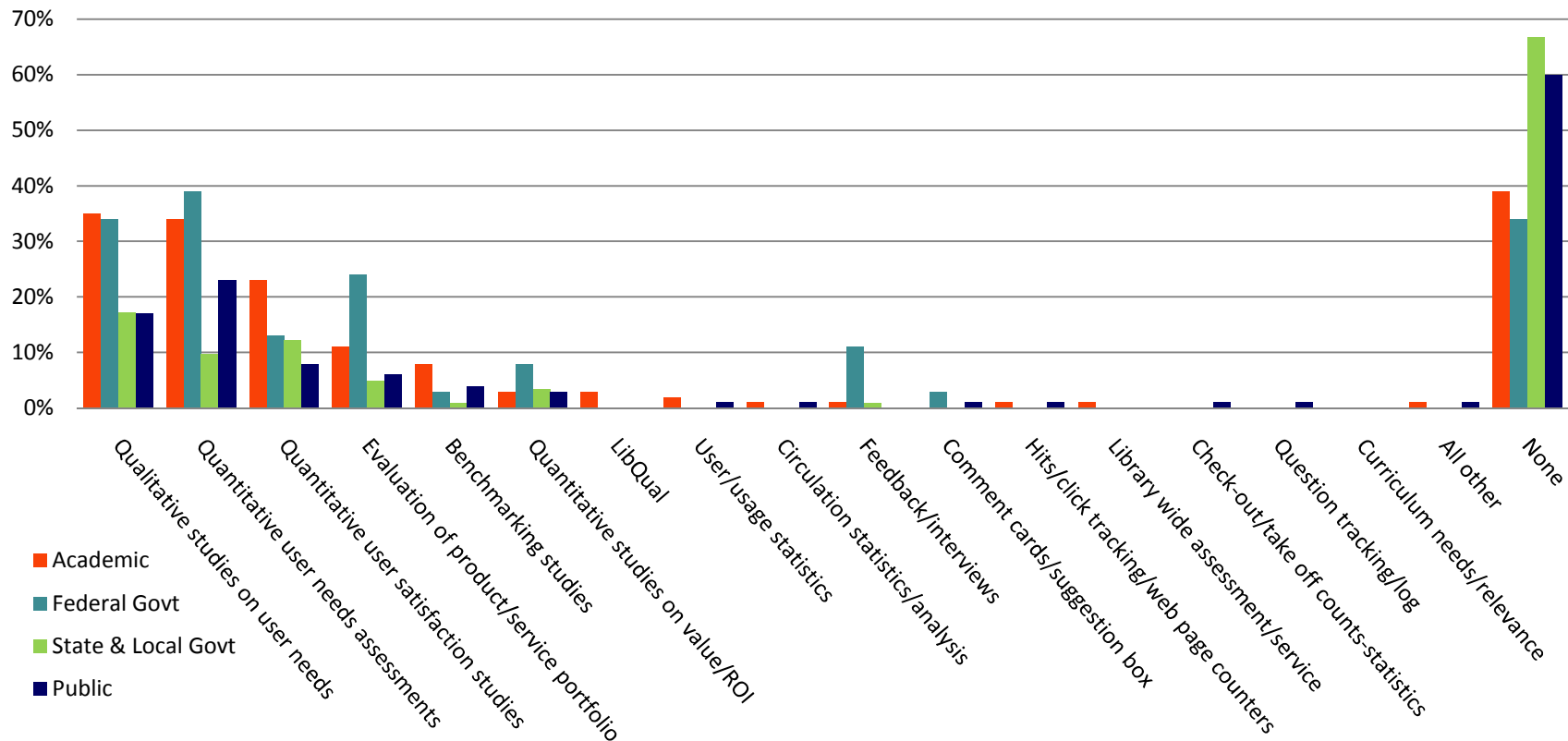
Tools, methods, applications for managing/delivering information: 2

- When the question of tools is viewed relative to library size rather than library type, there is a clearer response pattern, with the larger libraries on the whole utilizing a wider range of tools to manage or deliver information



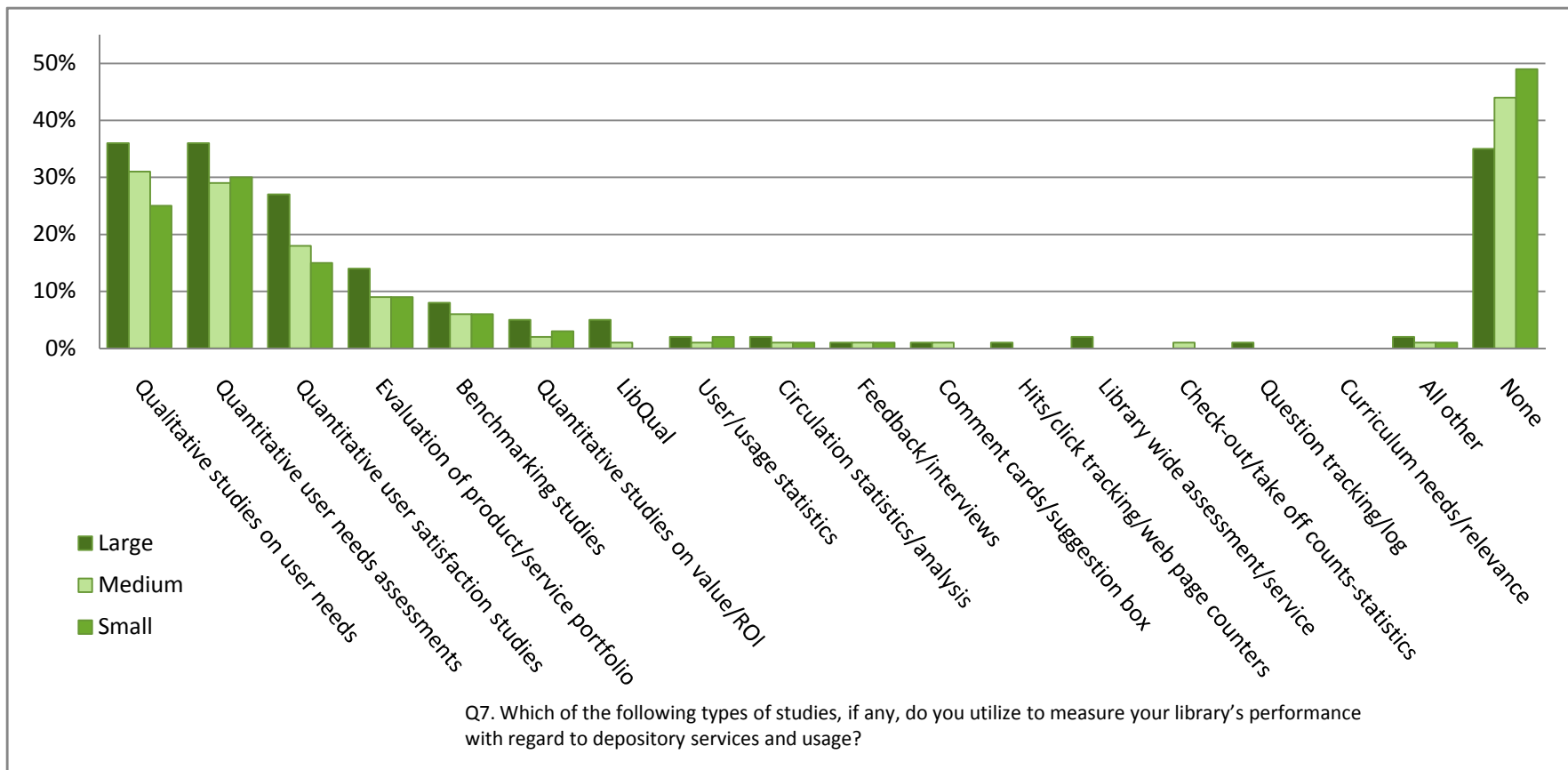
Studies to measure library performance re depository services/usage: 1

- The percentage of respondents indicating that they carry out studies in relation to depository services/usage is low
- A large proportion does nothing at all
- Academic and Federal Libraries appear to make more effort than others



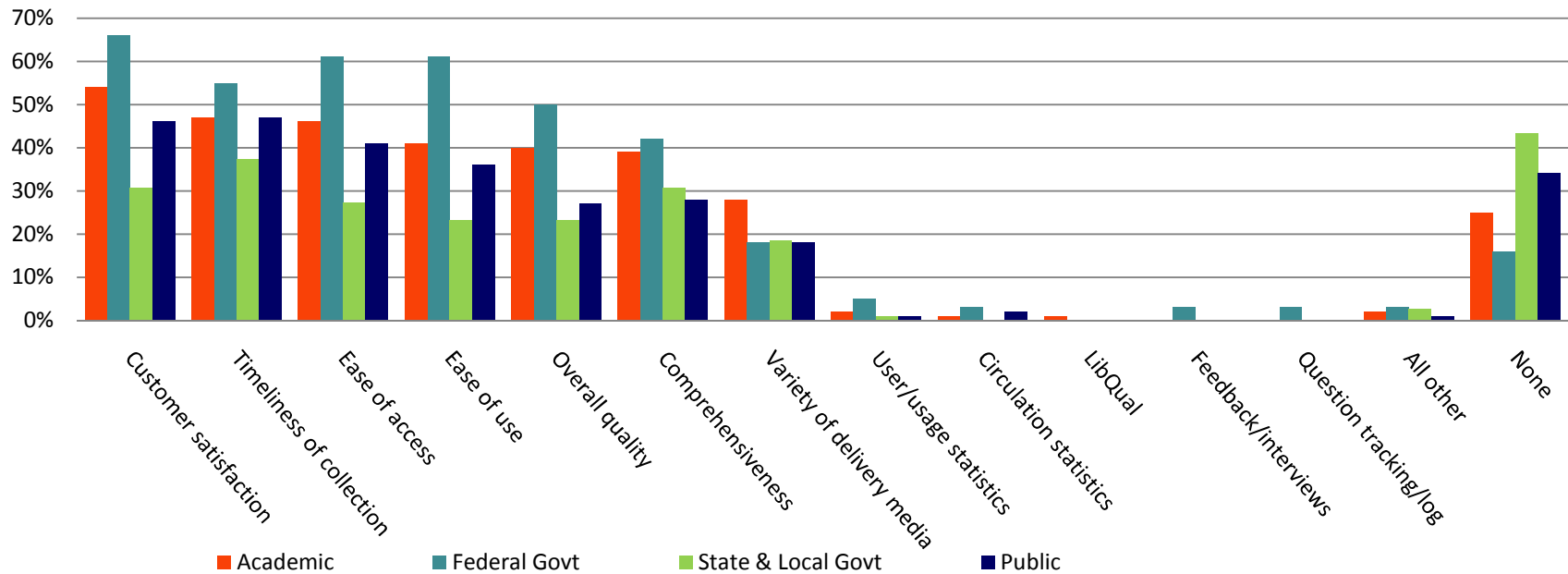
Studies to measure library performance re depository services/usage: 2

- As before a clearer pattern is visible when results are viewed relative to library size rather than library type
- A high proportion of responding libraries does nothing to examine library performance
- Large libraries lead in carrying out key performance measurement studies, but only around 25-35 per cent of those responding



Performance metrics related to library's content collection usage: 1

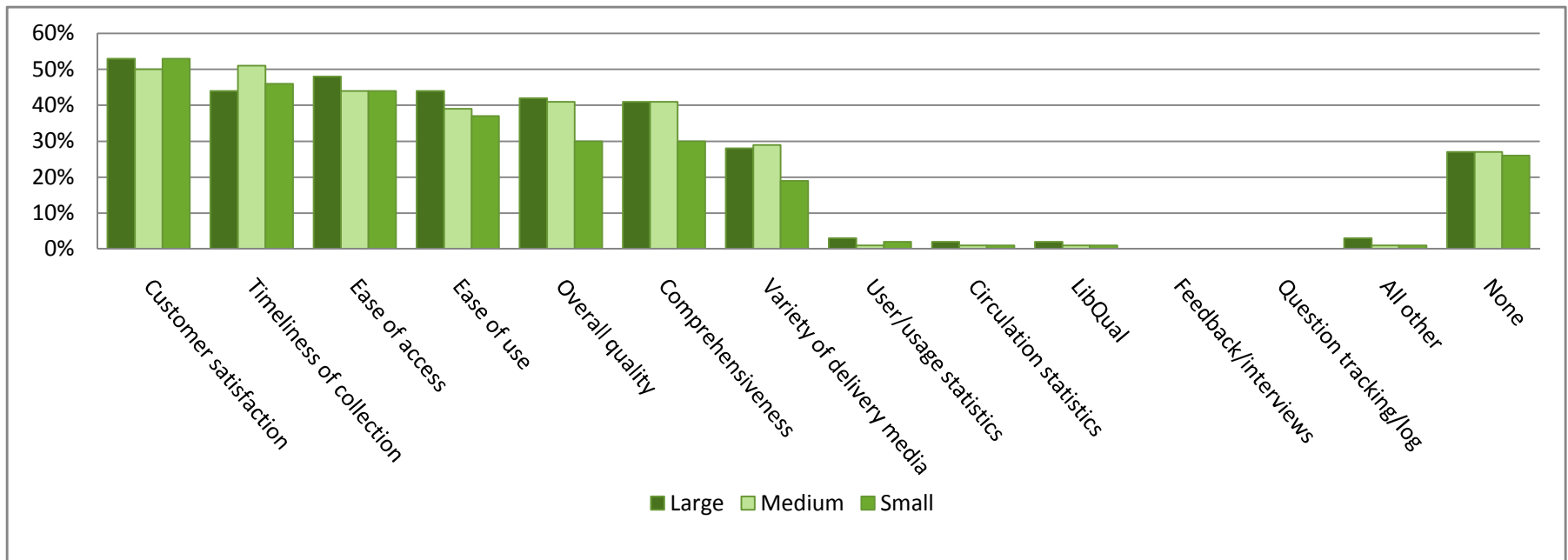
- Apart from Federal Government libraries (of which there are relatively fewer) and one other exception in the Academic segment, less than 50 per cent of respondents used relevant performance metrics
- Roughly 20-45 per cent used some sort of performance metrics
- Between 15 and 40+ per cent of respondents indicated that no such metrics were used



Q8. Which of the following performance metrics, if any, do you measure related to your library's content collection usage?

Performance metrics related to library's content collection usage: 2

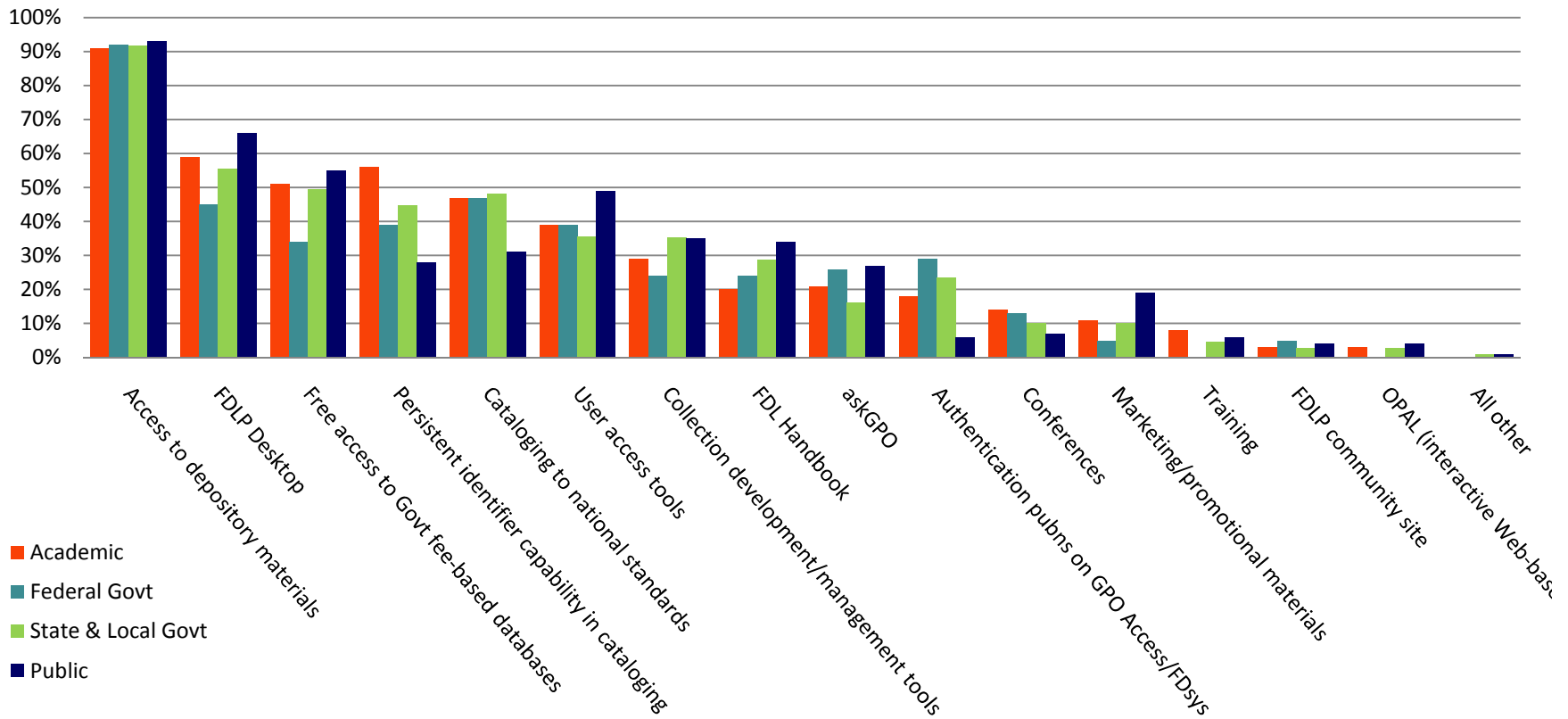
- Viewed from the perspective of size, there is a fairly strong correlation between size and the number of respondents indicating use of performance metrics relating to content collection usage
- At the same time, over 20 per cent of respondents in each size category indicate no use of such performance metrics



Q8. Which of the following performance metrics, if any, do you measure related to your library's content collection usage?

Most important services provided by the FDLP: 1

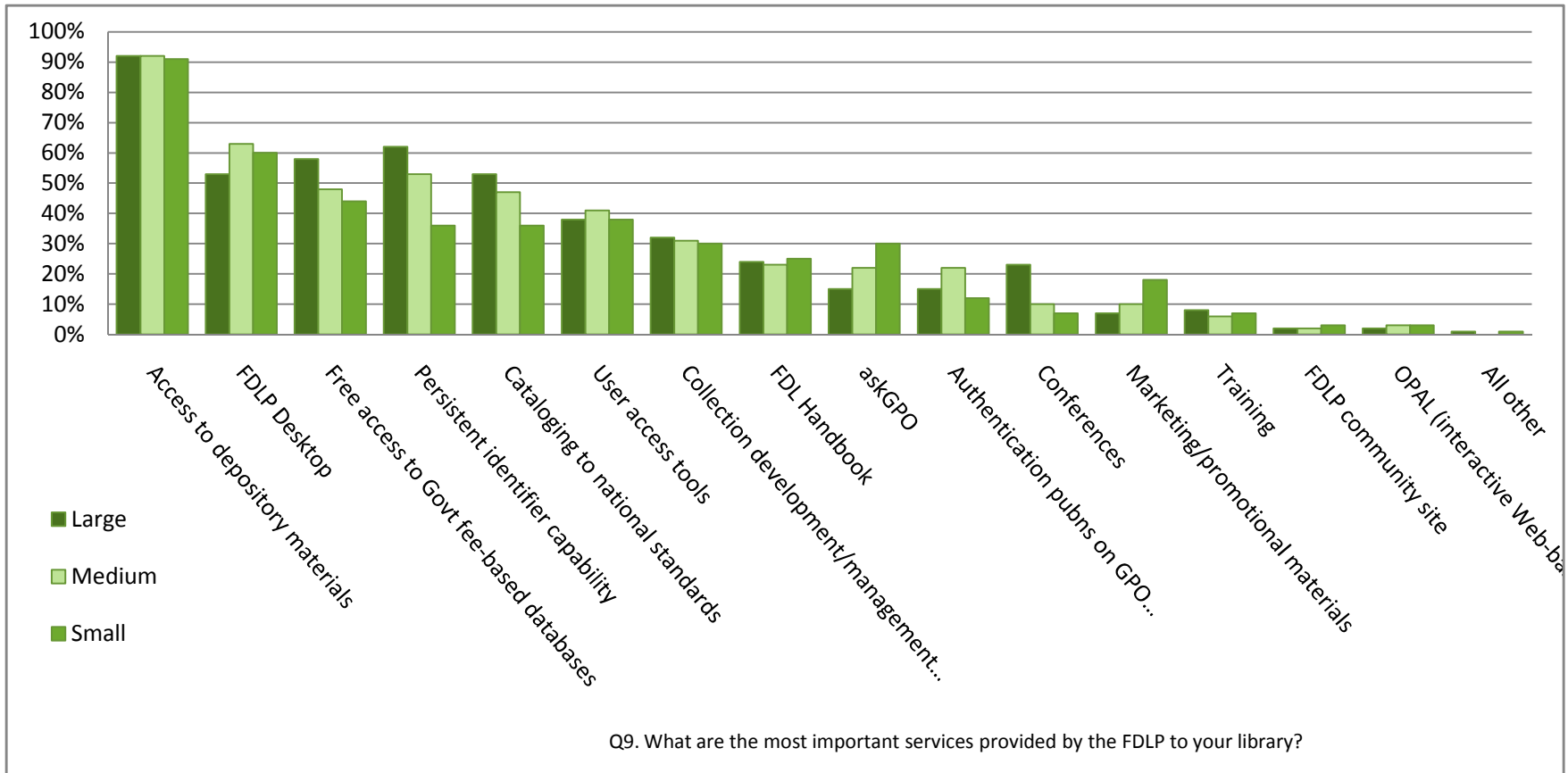
- Most types of library rate access to depository materials very highly
- After that, there is some disparity amongst types of library, but with relatively few services being rated highly by more than 50 per cent of respondents



Q9. What are the most important services provided by the FDLP to your library?

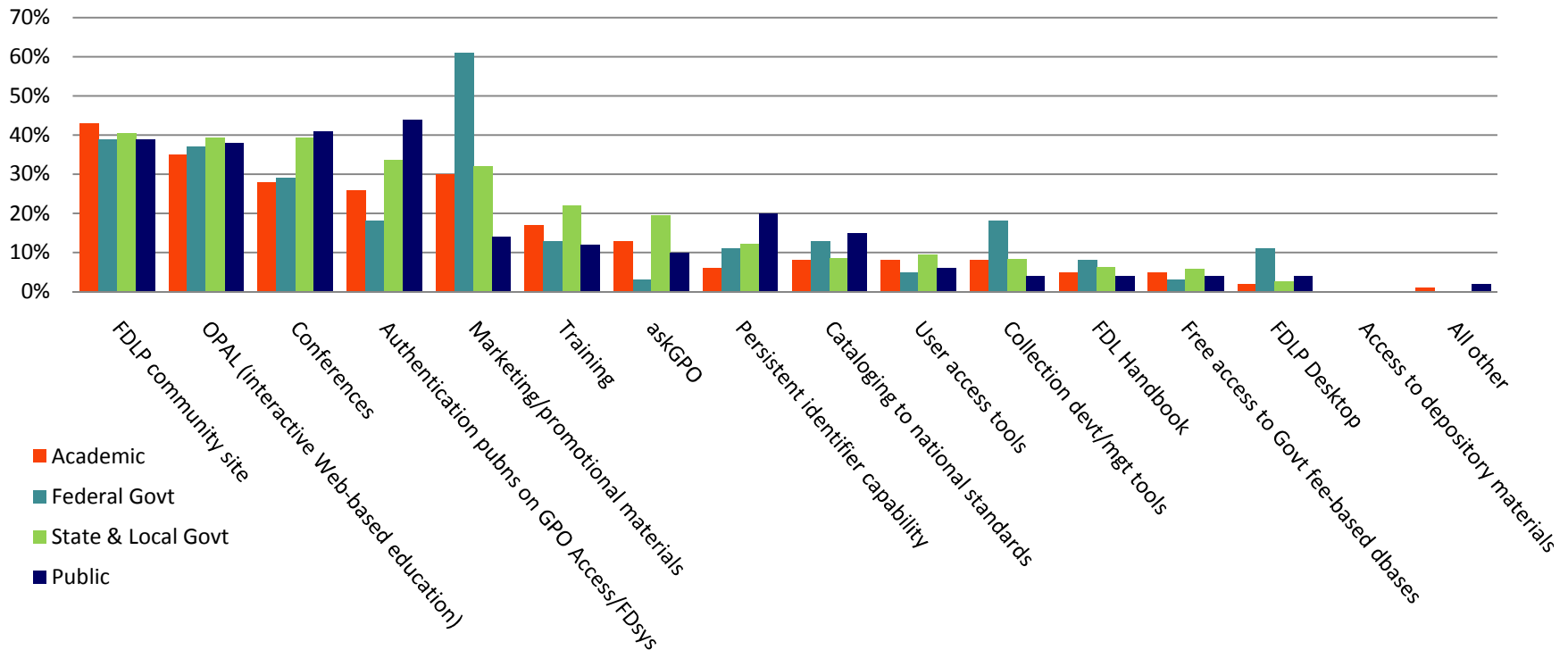
Most important services provided by the FDLP: 2

- Once again, there is a clearer picture when viewed according to library size
- The overall message would appear to be that a wide range of services is appreciated, and that after 'Access to depository materials' three or four services are given a fairly equal rating: FDLP Desktop, Free access to Govt fee-based databases, and persistent identifier capability



Least important services provided by the FDLP: 1

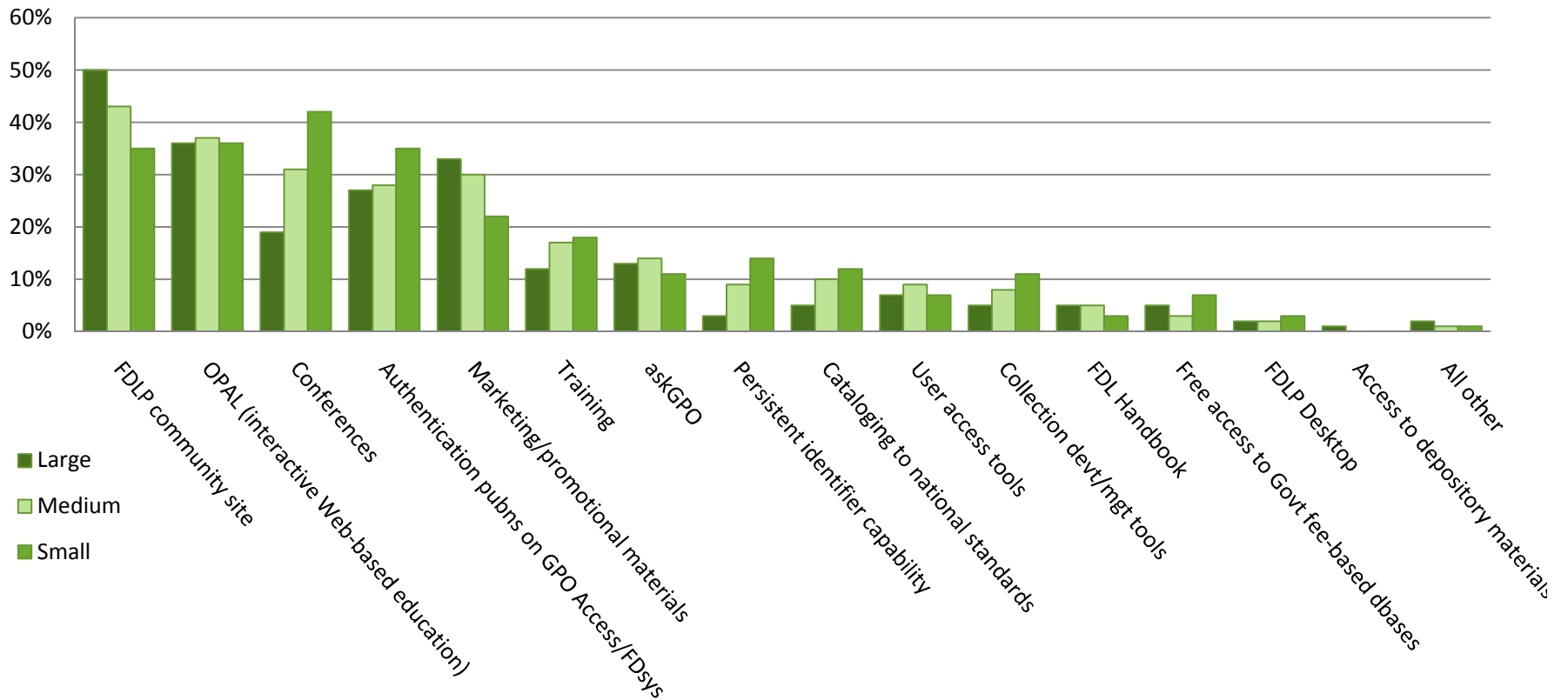
- With some minor differences in order, this is essentially the inverse of the results for the most important services
- It is probably not particularly surprising that the smaller number of Federal Libraries do not feel a strong need for marketing/training materials



Q9a. Now please indicate the least important services provided by the FDLP to your library

Least important services provided by the FDLP: 2

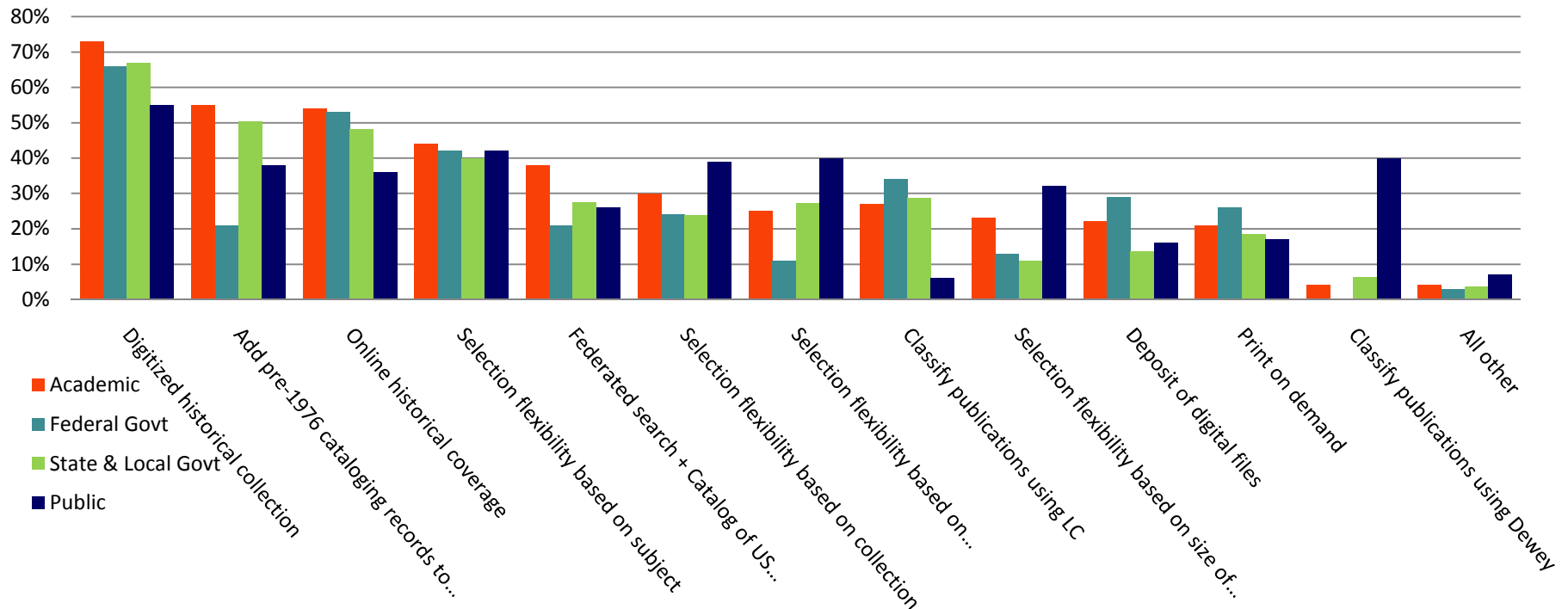
- No significant difference in order exists between library types and library sizes



Q9a. Now please indicate the least important services provided by the FDLP to your library

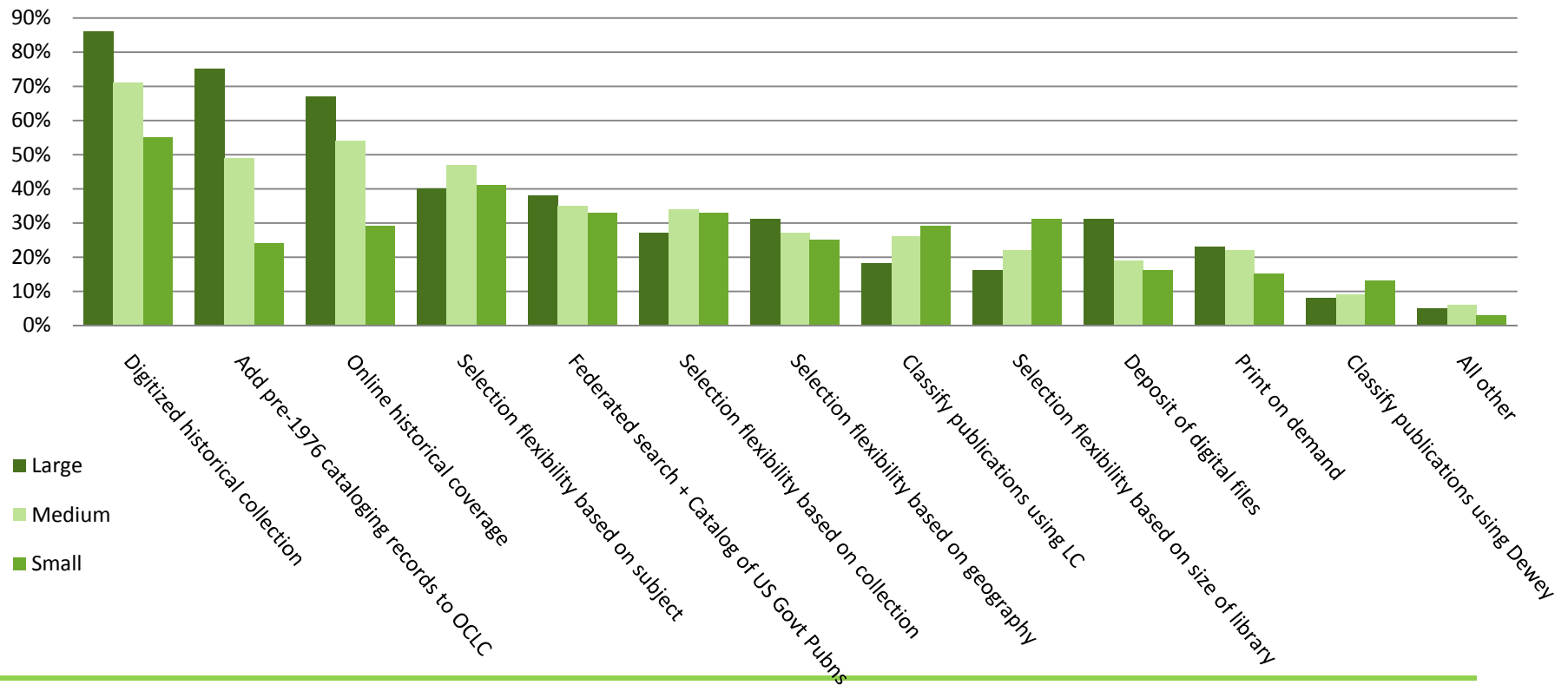
Services and/or resources needed from the FDLP: 1

- Only three services/resources were requested by more than 50 per cent of respondents in at least one category: Digitized historical collection, pre-1976 records to OCLC, and Online historical coverage
- Amongst the rather less commonly requested services/resources, there is a clearly a strong preference for Dewey classification on the part of Public Libraries, which constitute the second largest library segment

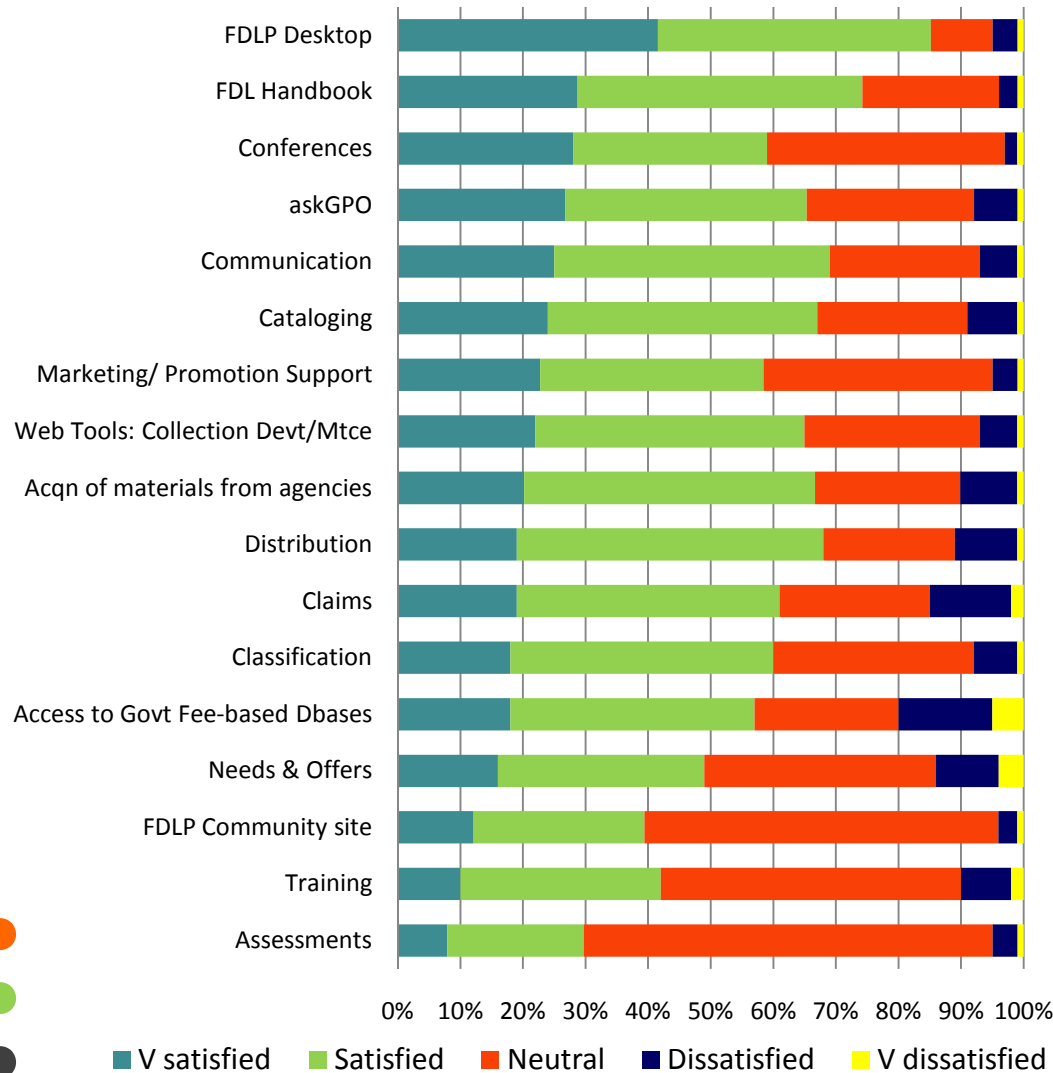


Services and/or resources needed from the FDLP: 2

- Perceived need for the three most requested services/resources is strongest amongst the large libraries
- The fact that Public Library respondents are evenly distributed across the three size categories conceals the strength of their request for Dewey classification



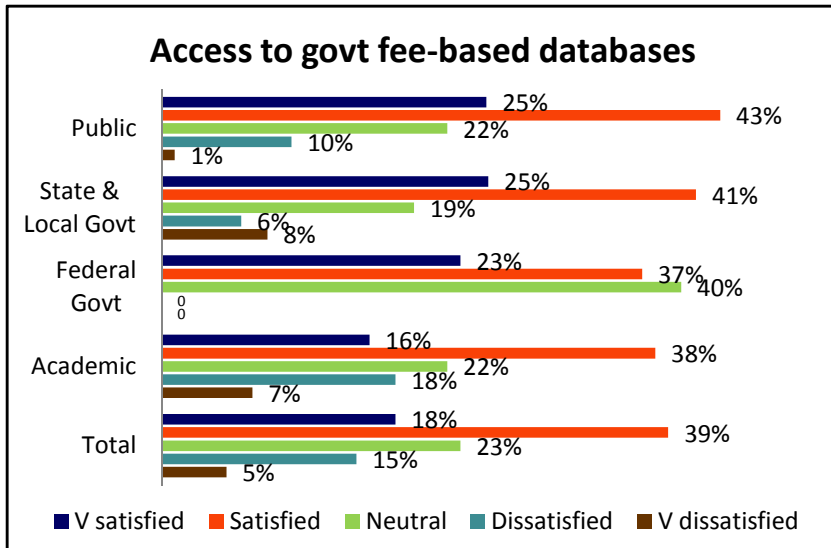
Levels of satisfaction with FDLP services: Overview



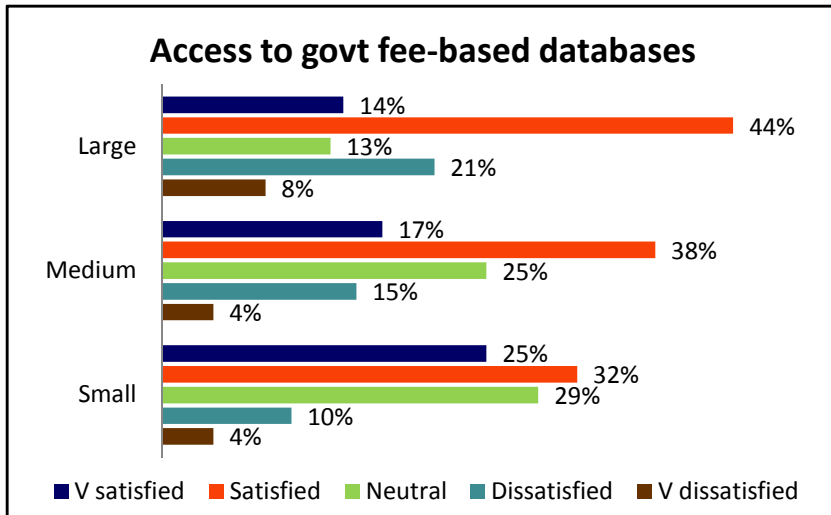
- Overall, 60 per cent or more of respondents were at least satisfied with the majority of FDLP services
- Several services were rated extremely satisfactory by around 20-25 per cent of respondents
- Dissatisfaction was 15 per cent or lower in all but one instance
- Extreme dissatisfaction was scarcely apparent (<3 per cent) except in two instances
- Six areas where 10 per cent or more of respondents expressed **dissatisfaction** will be investigated further in the following slides

Q11. Please indicate your level of satisfaction with FDLP services?

Levels of satisfaction with FDLP services: Access to government fee-based databases

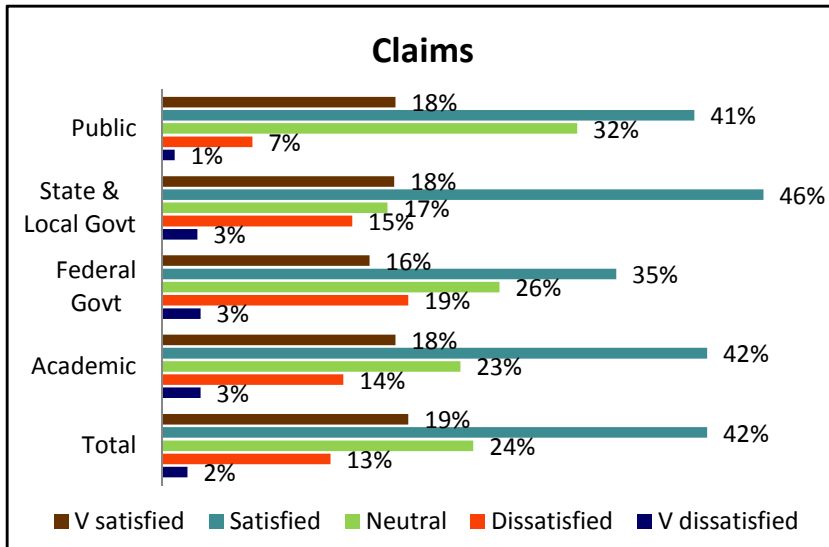


- This is the highest area of dissatisfaction, with 15 per cent of respondents somewhat dissatisfied and 5 per cent extremely dissatisfied
- Dissatisfaction over access to government fee-based databases is strongest in the Academic library segment (25 per cent)
- Additionally, there is significant dissatisfaction amongst State & Local Government Libraries (14 per cent), and Public Libraries (11 per cent)
- Viewed according to library size, dissatisfaction is strongest amongst the large libraries (29 per cent)

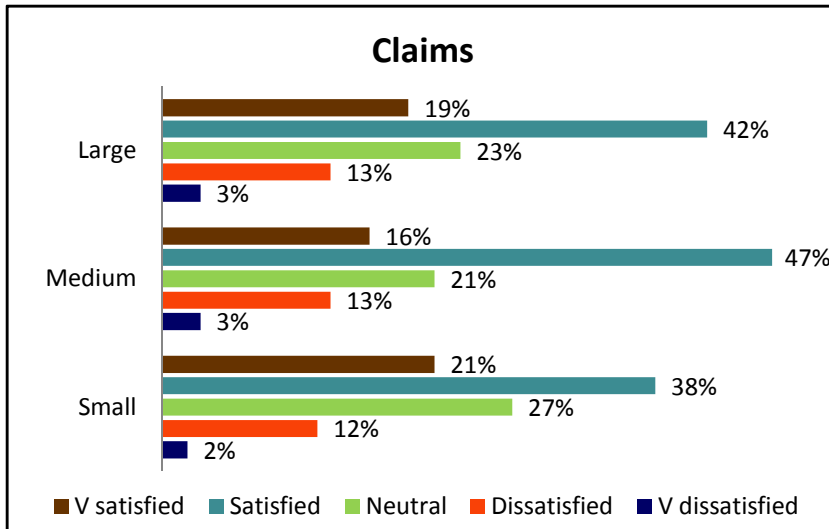


Q11. Please indicate your level of satisfaction with FDLP services?

Levels of satisfaction with FDLP services: Claims



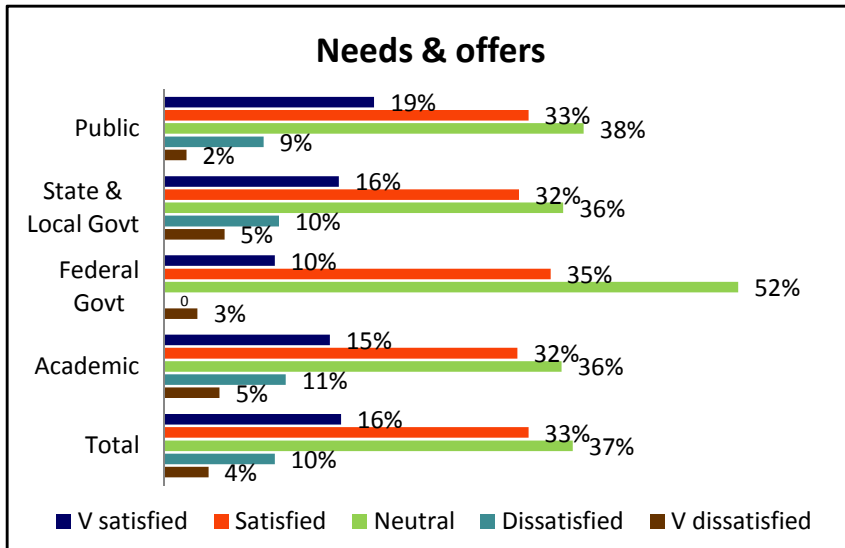
- Dissatisfaction over claims is strongest in the relatively small Federal Library segment (22 per cent)
- Additionally, there is significant dissatisfaction amongst State & Local Government Libraries (18 per cent), and Academic Libraries (17 per cent)
- Viewed according to library size, dissatisfaction is fairly evenly distributed with large and medium libraries (both 16 per cent), marginally more dissatisfied than the small libraries



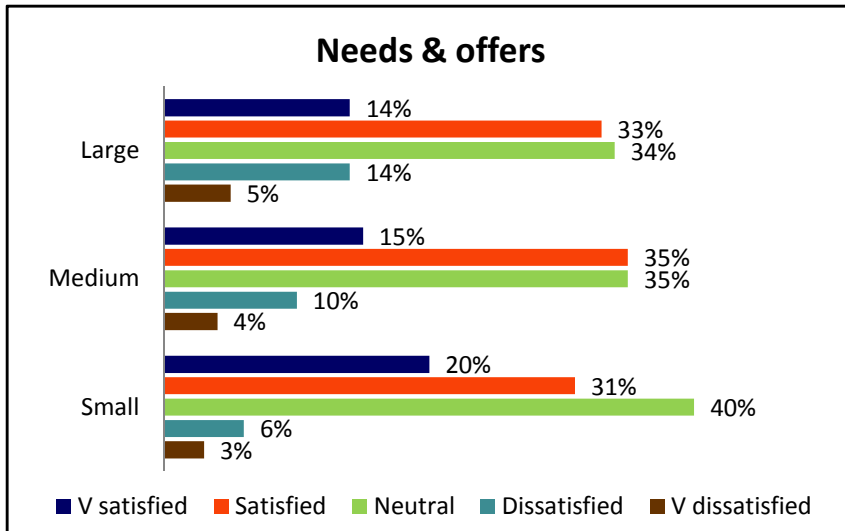
Q11. Please indicate your level of satisfaction with FDLP services?



Levels of satisfaction with FDLP services: Needs and offers



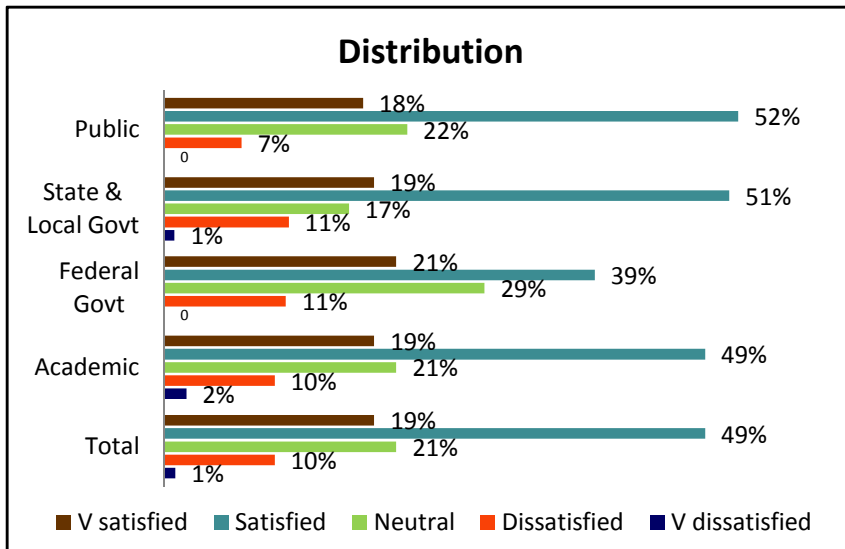
- Dissatisfaction over Needs & Offers is strongest in the Academic Library segment (16 per cent)
- Additionally, there is some dissatisfaction amongst State & Local Government Libraries (15 per cent), and Public Libraries (11 per cent)
- Viewed according to library size, dissatisfaction is strongest amongst the large libraries (19 per cent), with significant dissatisfaction also amongst medium libraries (14 per cent)



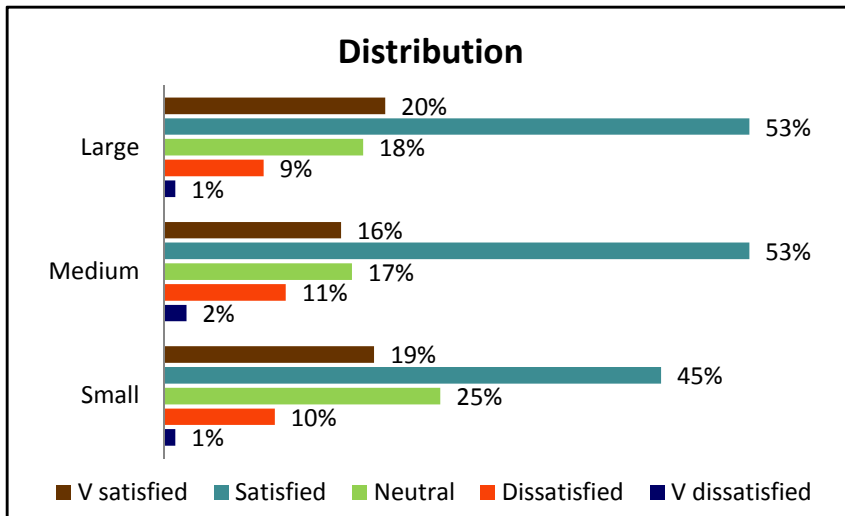
Q11. Please indicate your level of satisfaction with FDLP services?



Levels of satisfaction with FDLP services: Distribution



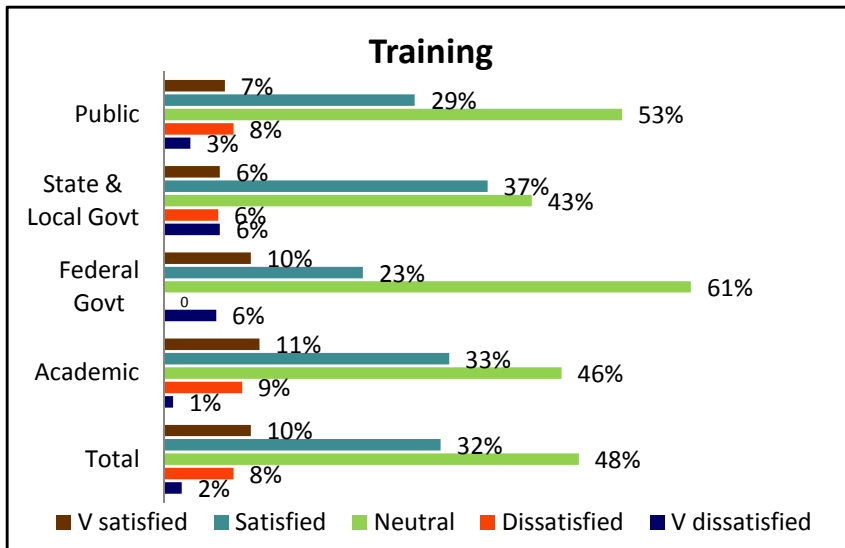
- Dissatisfaction over distribution was strongest amongst State & Local Government Libraries, and Academic Libraries (both 12 per cent)
- The Federal Library segment registered a slightly lower level of dissatisfaction (11 per cent)
- Viewed according to library size, dissatisfaction was found to be strongest amongst medium-sized libraries (13 per cent)



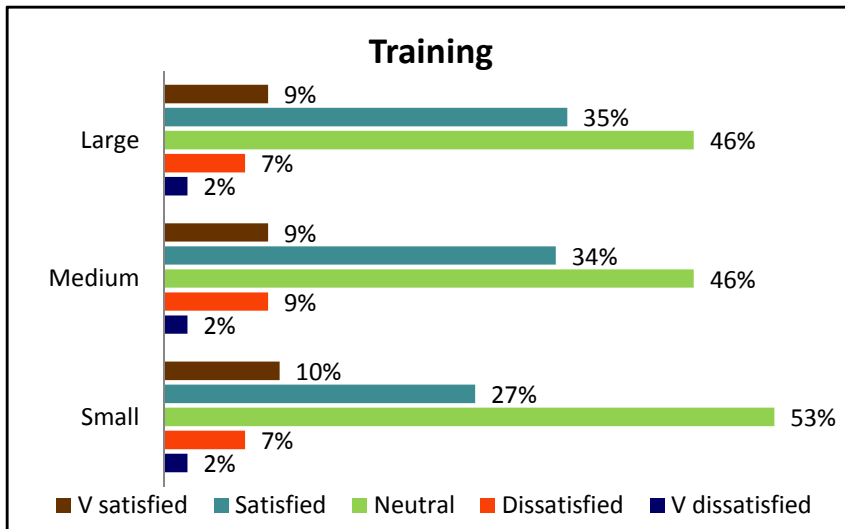
Q11. Please indicate your level of satisfaction with FDLP services?



Levels of satisfaction with FDLP services: Training



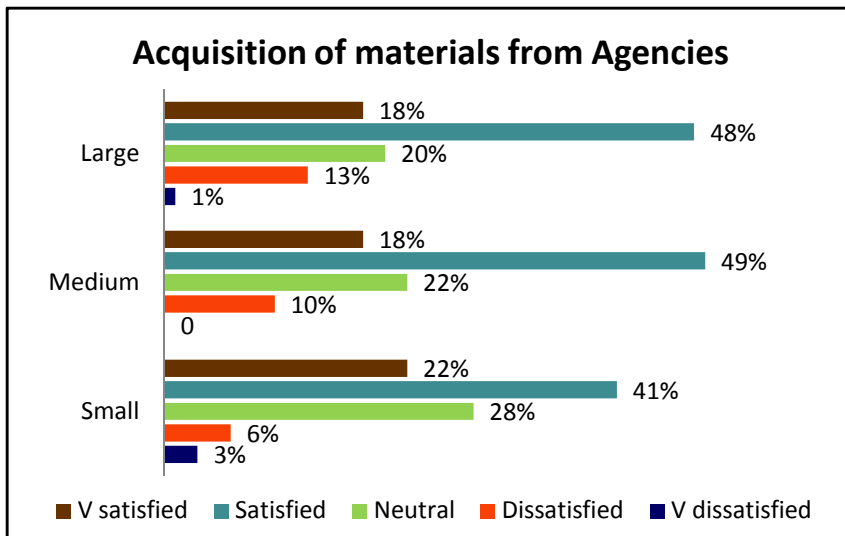
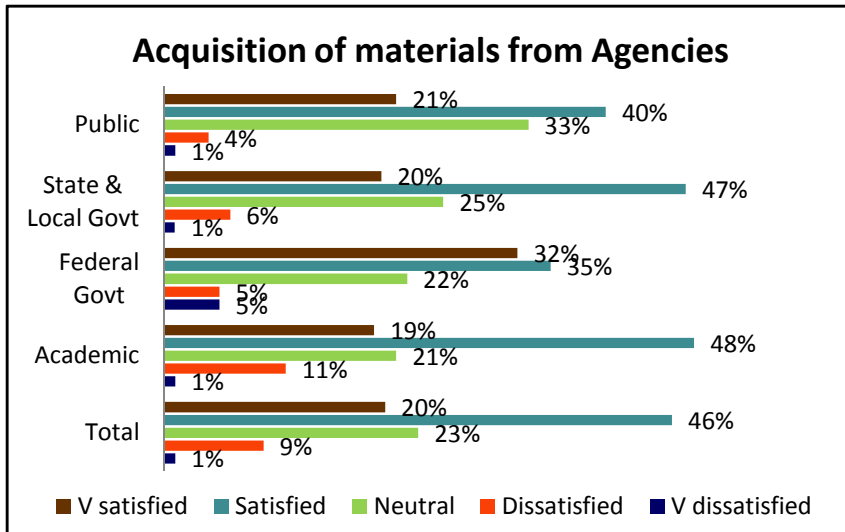
- Dissatisfaction over training was strongest amongst State & Local Government Libraries (12 per cent, of which 6 per cent extremely dissatisfied), and Public Libraries (11 per cent)
- Academic Libraries showed a somewhat lower level of dissatisfaction (10 per cent)
- Viewed according to library size, dissatisfaction was slightly higher amongst medium-sized libraries (11 per cent)



Q11. Please indicate your level of satisfaction with FDLP services?



Levels of satisfaction with FDLP services: Acquisition of materials from Agencies for FDL distribution/dissemination



- Dissatisfaction over Acquisition of materials from Agencies was strongest amongst Academic Libraries (12 per cent)
- The smaller community of Federal Libraries indicated a lower level of dissatisfaction (10 per cent), but showing a high level of extreme dissatisfaction (5 per cent)
- Viewed according to library size, dissatisfaction was highest amongst large libraries (14 per cent)

Q11. Please indicate your level of satisfaction with FDLP services?



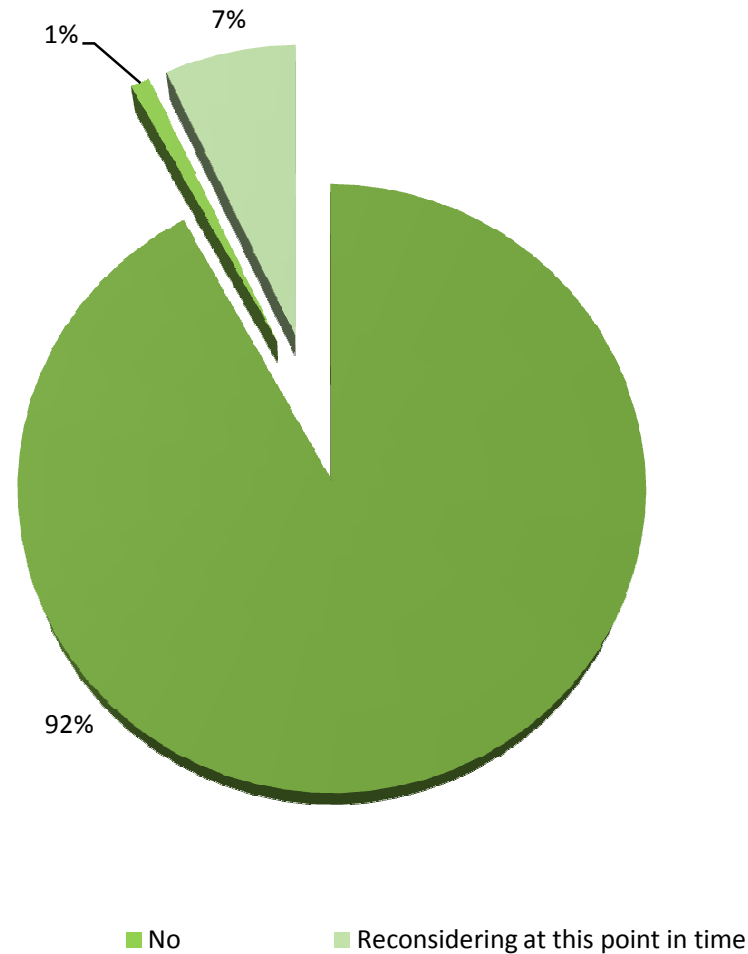
Combined Results: Part II

- **Biennial survey**



Plans to remain in the FDLP

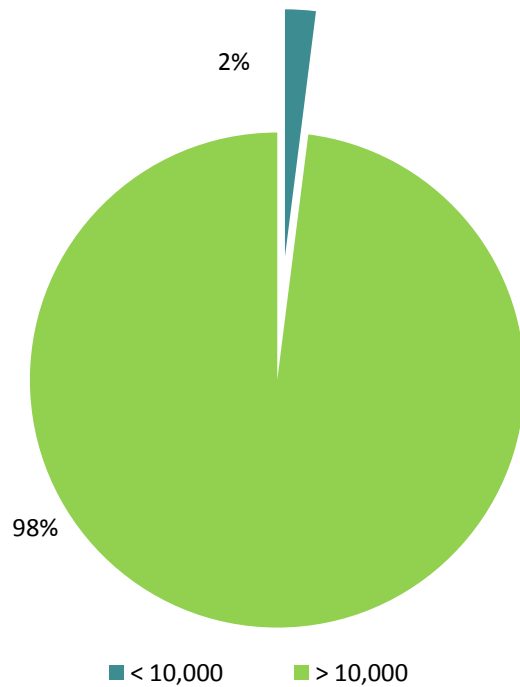
- Overwhelming majority of respondents plan to remain in FDLP
- No appreciable differences between categories of library
- Of 56 respondents designated as regional, 9 (17 per cent) were considering changing designation to selective



Q12. Does your library plan to remain in the FDLP?

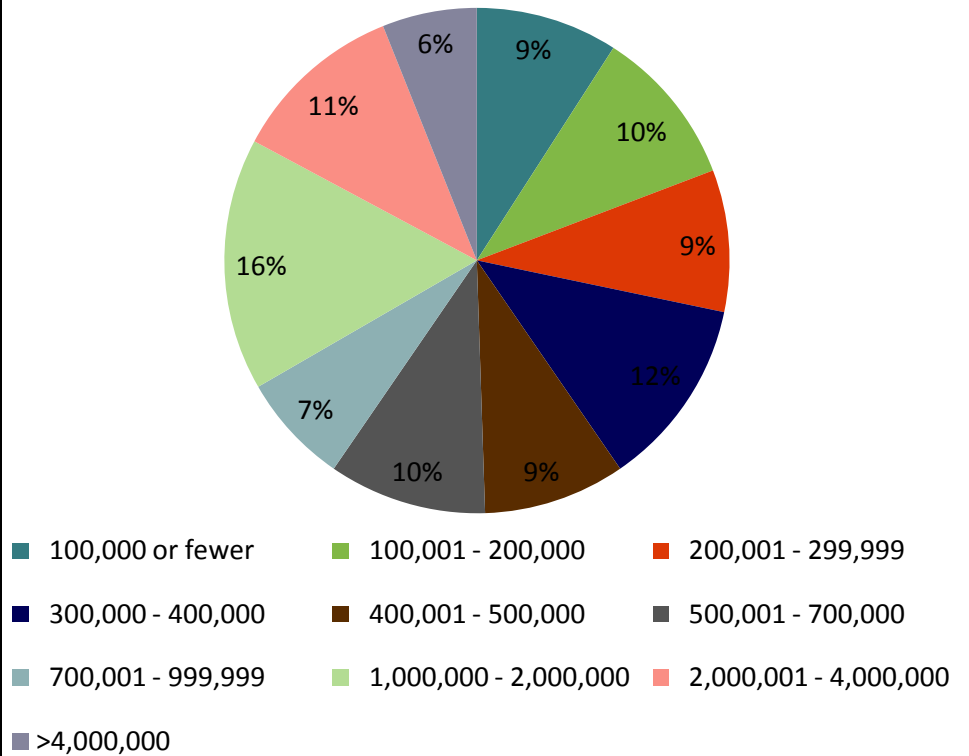
Number of publications in the library

Number of physical/tangible publications in the library other than government publications



Q13. How many physical or tangible publications are in your library or library system other than government documents?

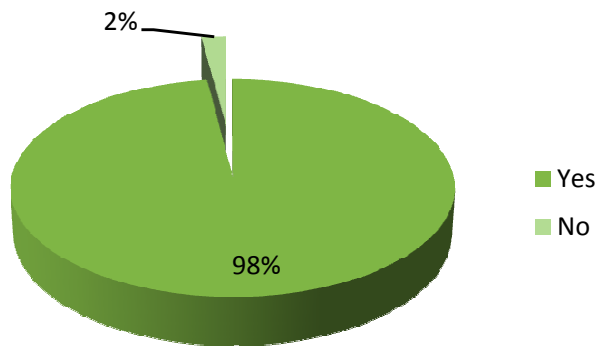
Total number of volumes in library or library system



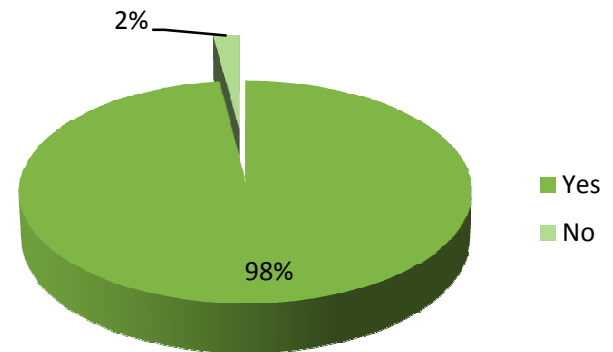
Q13a. How many total volumes in your library or library system?

Access for the general public

General public allowed access to Federal Government information resources in all formats in the library



Reference service for the general public provided by library

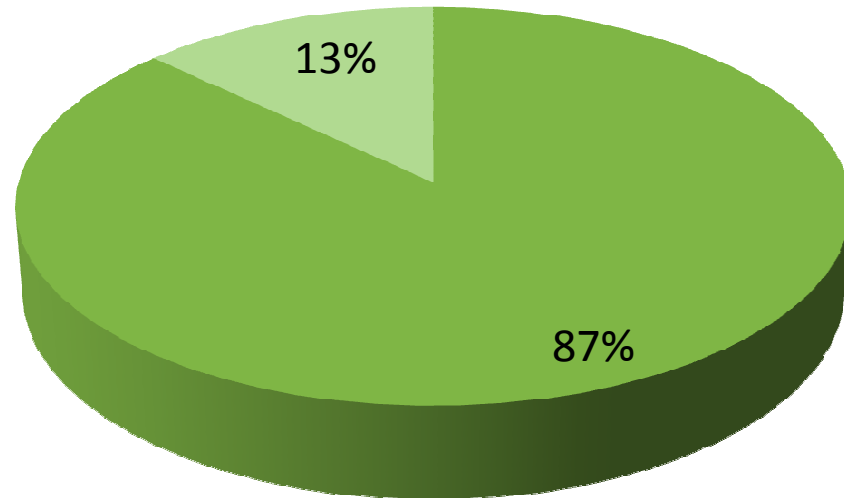


Q14. May any member of the general public access and use Federal government information resources in all formats at your library?

Q15. Does the library provide reference service for the general public?

Adequacy of depository staffing to fulfil basic depository responsibilities

- Some variation noted between library categories: State Libraries (18 per cent) and Public Libraries (19 per cent) appear to experience the problem more than most, whilst Federal Libraries experience it least (5 per cent)
- Large and small libraries are close to the overall mean, whilst medium libraries (9 per cent) evidently have less difficulty

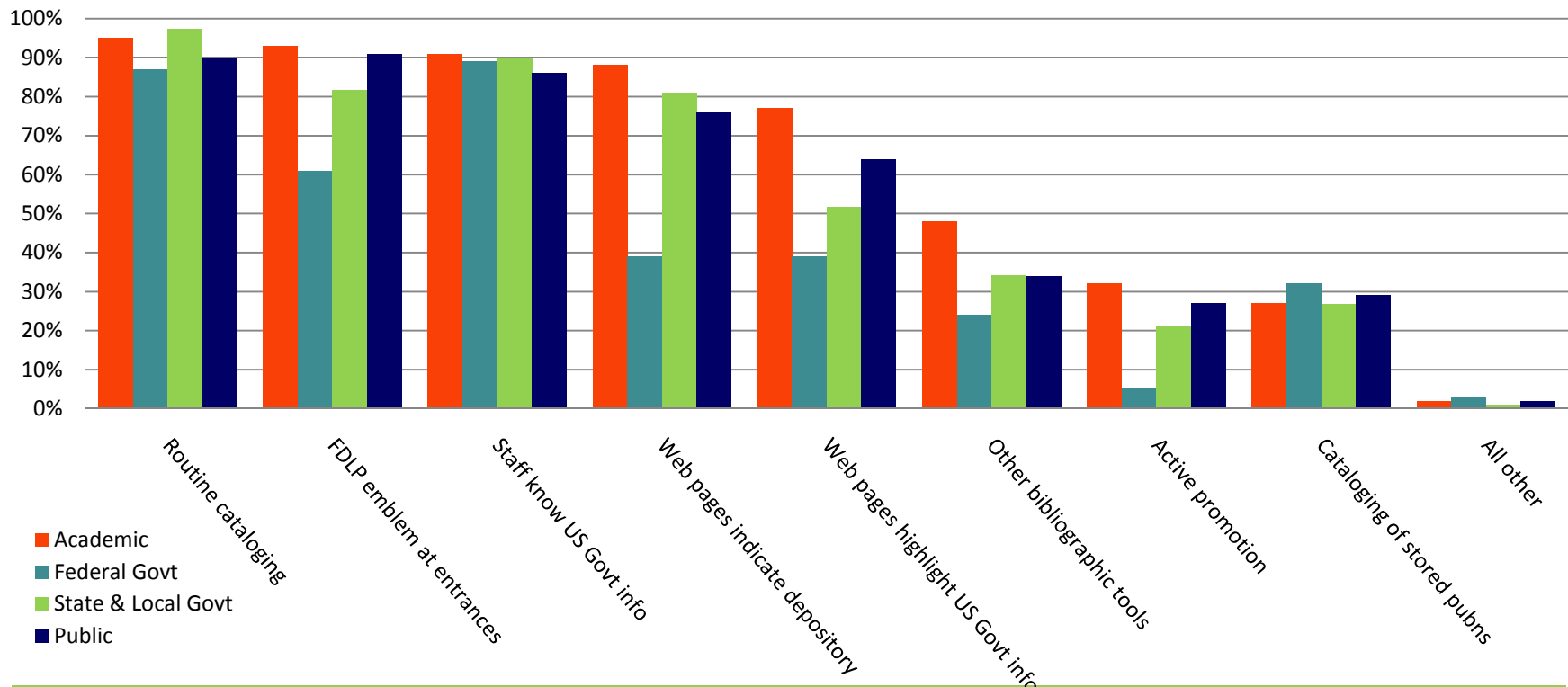


■ Yes, adequate ■ No, inadequate

Q16. Do you find that depository staffing is adequate to fulfill basic depository responsibilities?

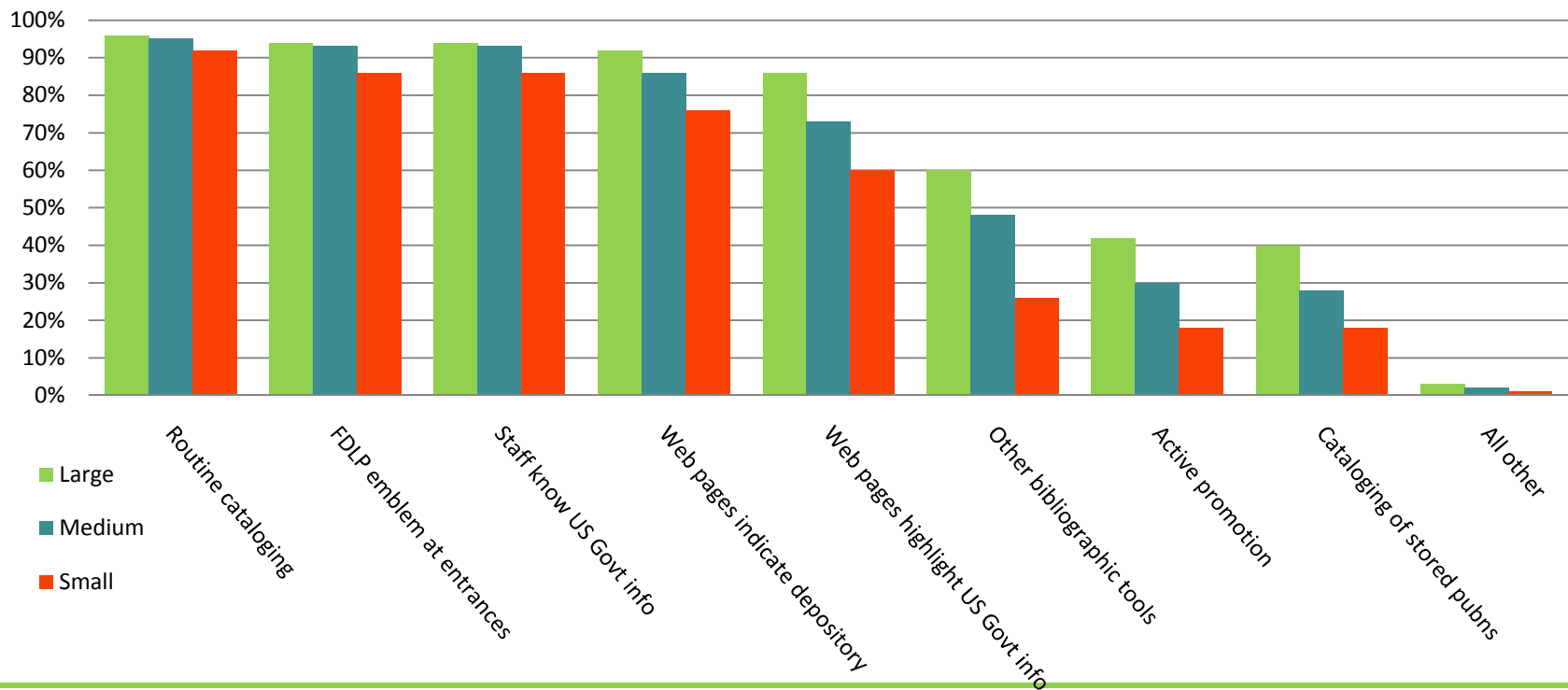
How the library makes depository publications visible to the public: 1

- Over 70 per cent of respondents in three out of four types of library use four key means of making publications visible to the public
- Federal Libraries appear to lag behind in most areas



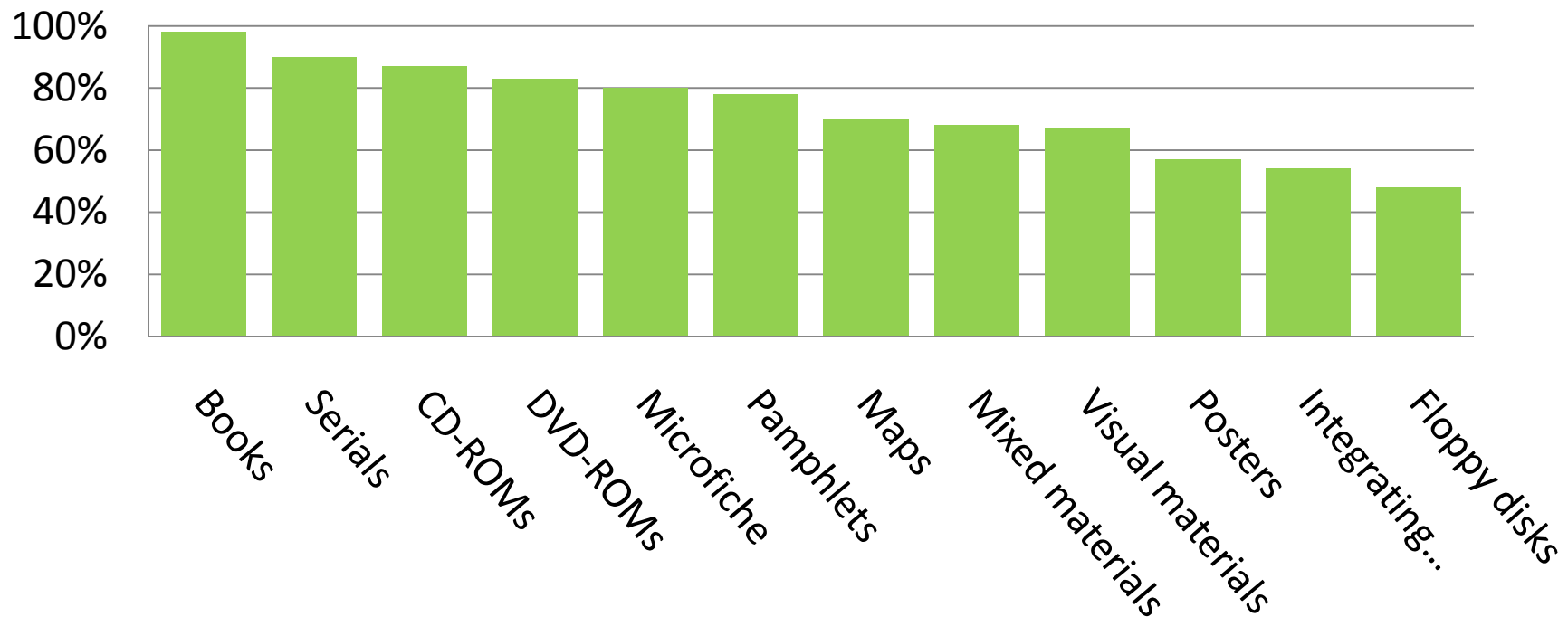
How the library makes depository publications visible to the public: 2

- Deployment of finding tools is closely related to size of library
- Nevertheless, across the four key means of making publications visible to the public, there are not great differences



Piece-level records for tangible materials received in past five years

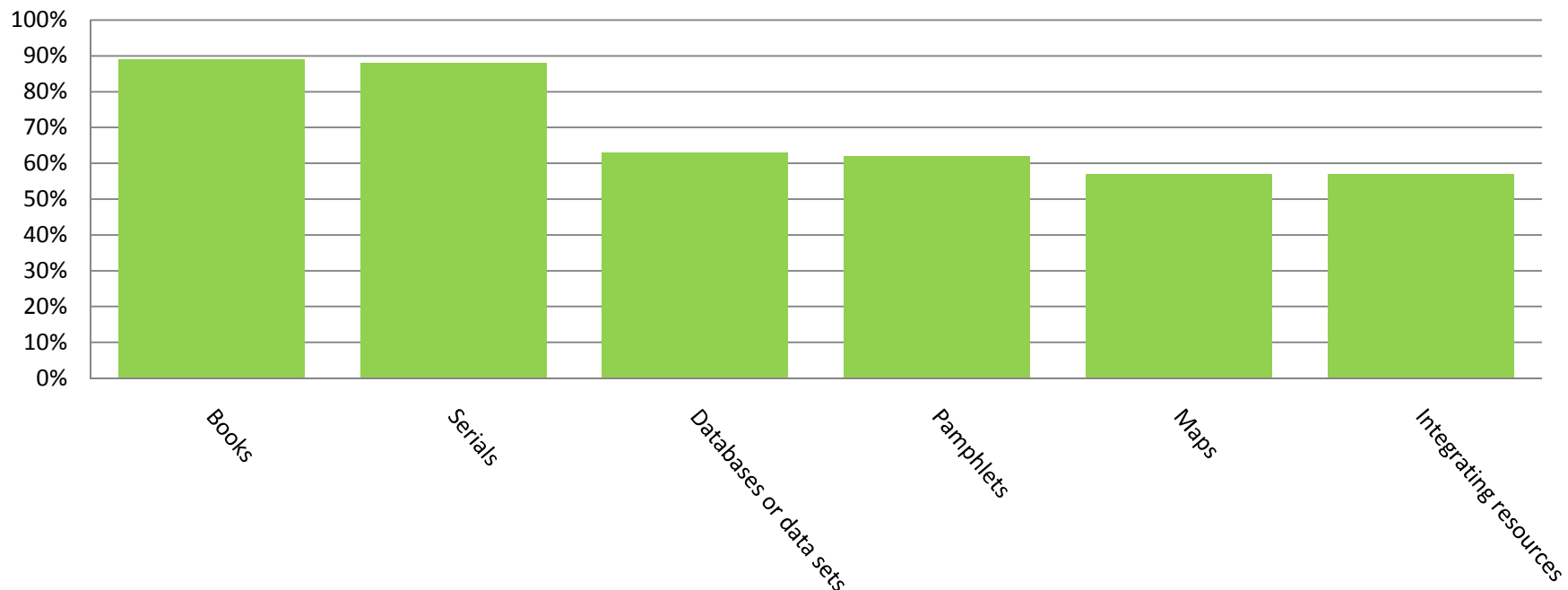
- A very high proportion of respondents (70+ per cent) reported that piece-level records were available for the majority of tangible materials
- Respondents indicated that only less common or difficult materials might not be catered for so well



Q18. Please indicate if you provide piece level records for the following types of tangible materials received within the past five years.

Records included in catalog for types of FDLP online materials

- A very high proportion of respondents (80+ per cent) reported that piece-level records were available for online books and serials
- However, respondents indicated that databases/datasets maps and other materials were not catered for so well



Q18a. Do you include records in your catalog for the following types of online materials disseminated through the FDLP?

Reception of deposit digital files of online publications

	Yes	No
Interested in receiving digital files on deposit	416	709
Discussed with library director/dean	698	427
Administrative support for receiving digital files on deposit	371	754

Q18a. Please answer the following questions related to receiving deposit digital files of online publications

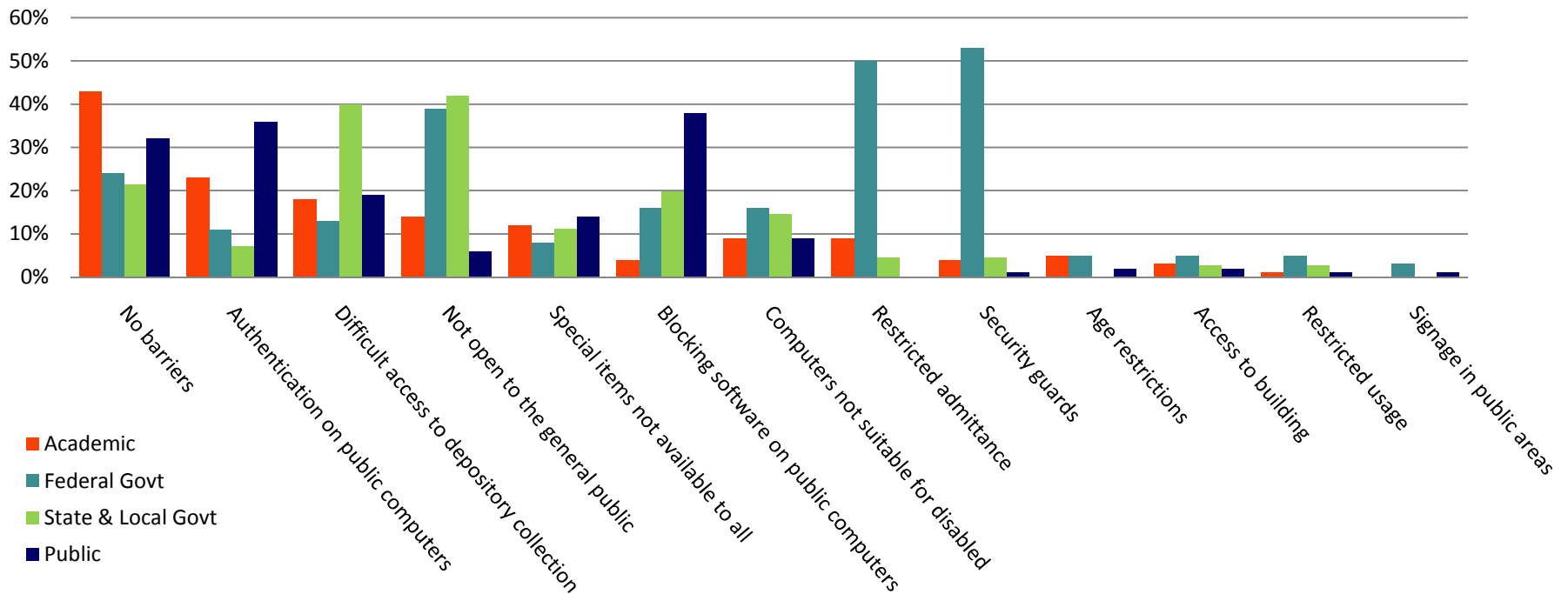
Processing of depository discards in accordance with GPO instructions

	Number
Yes, discards are regularly processed in accordance with GPO instructions in the FDL Handbook	754
No, discards are not regularly processed in accordance with GPO instructions in the FDL Handbook	6
Depository discards are not processed regularly, but rules are followed when discards are processed	360
Do not know	5

Q19. 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?

Barriers to accessing depository resources for the public: 1

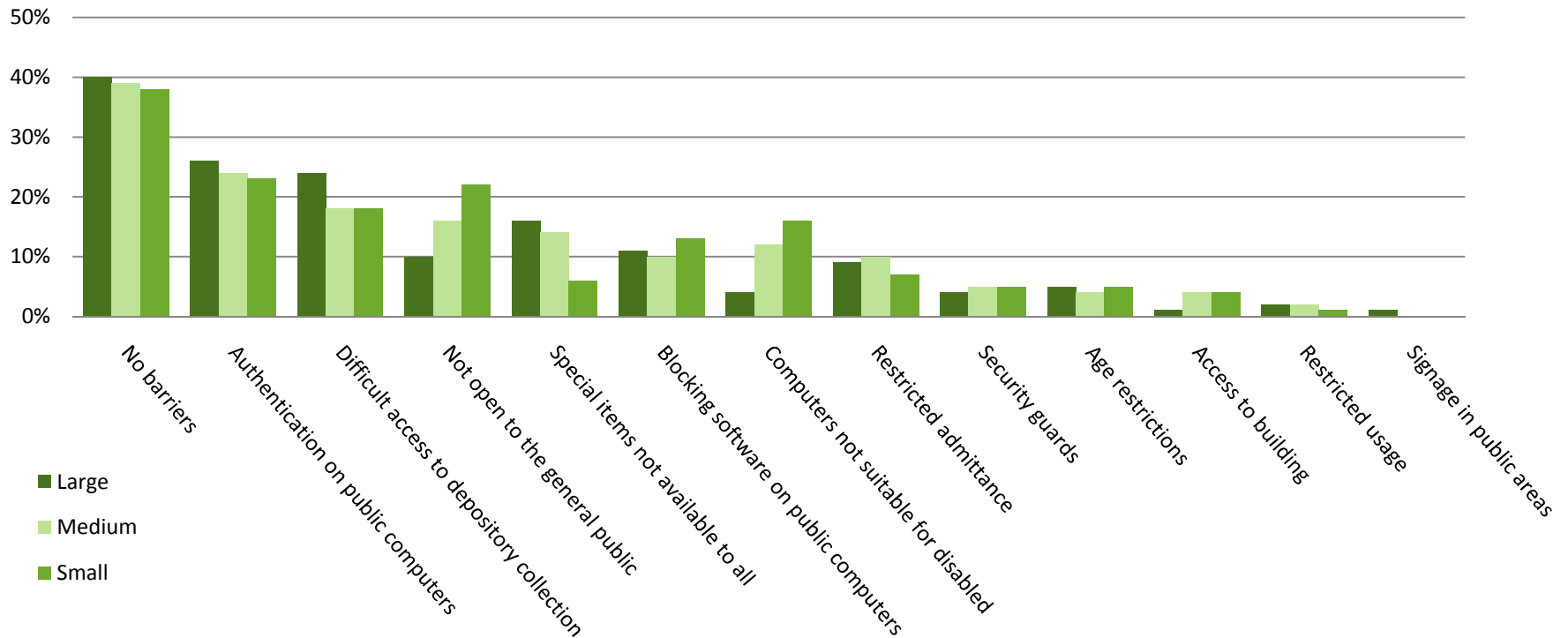
- Overall, 39 per cent of respondents reported no barriers
- Academic libraries are best prepared/equipped in this respect
- Public libraries evidently had concerns about use of public access computers
- Roughly half of Federal Government libraries indicated restricted access and/or security barriers; almost 40 per cent are not open to the general public



Q20. Are there any barriers to depository resources (tangible and electronic) for the public?

Barriers to accessing depository resources for the public: 2

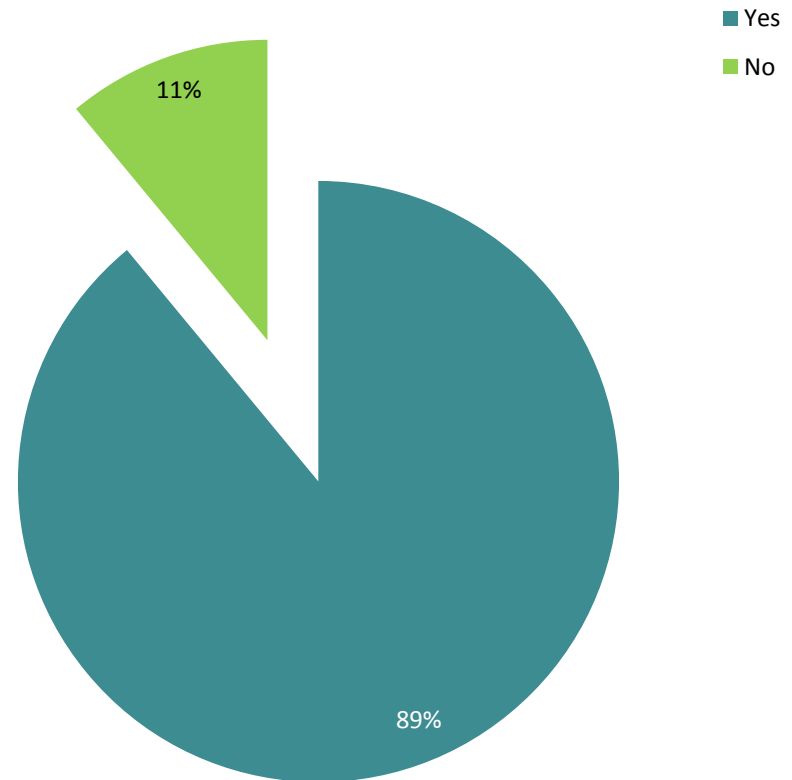
- Viewed from the perspective of size, absence of barriers does not appear to be particularly a function of size
- Similarly, public access computers are an issue for all sizes of library



Q20. Are there any barriers to depository resources (tangible and electronic) for the public?

Sharing survey responses with Library Director/Dean

Clearly, the vast majority of respondents arranged to consult their most senior colleagues in relation to this survey



Q22. Did you share your survey responses with your library director/dean?



Conclusion





APPENDIX – SURVEY QUESTIONNAIRE

(attached as WORD document)



About Outsell



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