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>> Good afternoon everyone. Hello. Welcome to our session on communicating value. My name is Kelly [Indiscernible] in presenting with me is outreach library and [Indiscernible] availability should be on the slide is Ashley Holland, because she helped fundamentally with this and she should have credit for her hard hard work. So thank you. >> We are going to cover a lot today. Everything you see here, and we are going to try to inspire some brainstorming and make this interactive and present to you many different things. So let's roll. >> We created this presentation because at the close of the spring the LC virtual meeting we asked the question on the evaluation what you want to see the fall. And we received a lot of consensus that a section about mitigating the value would be very helpful. So here we are. >> So obviously everyone knows what value is. And value is not something anyone doubts when it comes to the SDLC. We know the immense value. The challenge is really and communicating that value. So any time that we approach a congressperson about celebrating an anniversary or coming to an event, there's never a doubt of well yes, this is something I wanted to be involved in. The public services is a win-win for everyone. There's not one iota of bad press that could have to do with being a free government program that helps the government reach the people. So that's not the issue. The issue is communicating that in making that message stick and generating awareness. >> So if you were at our event, I think it was two years ago. We had a keynote speaker. Mr. Jamie Leroux, and he is the director of the office of intellectual freedom at ALA. And he had a very compelling keynote and it really stuck with me, because he told a very specific story that used to have nothing to do with support. And he went on to talk about a library that he had work with. That they were struggling with some budget cuts, and they were really looking for some advocates to speak on their behalf to renew their funding. >> In this particular library had a very devoted patron, and she had four children and she came in every single week and she checked out 20 books a week for her kids. And she was constantly at the library. So naturally the director thought this is a perfect advocate. So she approached her and said would you please speak on our behalf, and her immediate answer was sorry, my taxes are way too high. >> So youth has nothing to do with report. By the same token at the same exact library they had a gentleman who is coming to visit the library constantly. And he would bring family members and friends in to show them that the majestic old library, and he often commented that it would be a specific investment that communities should be proud of. So obviously the director also approached this man and said I love what you're saying, would you advocate on our behalf and he said absolutely. I really believe in this library, and she said could you also work into your talking points that we have DVDs. And he said oh you have DVDs, I should get a library card. So youth has nothing to do with support. >> So this is the challenge we face. We notice value. We know it's a mess. But there are challenges facing you and sorting that message. >> So we divided up our session today for perception and business. The purpose is pretty self-explanatory, as we said we will go through that. We'll go through some exceptions that exist out there and how to overcome those. And then some strategies you can use to persist to spread the awareness of your library. >> So obviously there's a lot of purpose here. And we put together some core values to help you communicate that. Obviously being a depository demonstrates your library commitment to core democratic value. You can enhance your collection with official primary sources materials. And all different types of formats and all different types of topics. You can provide a wider range of resources and values to your patrons. And of course more information leads to a more informed citizenry, and as the depository staff or the gatekeepers of that really important best information. >> And also of course serving as the depository an official partner of GTO, it does elevate the prestige and the credibility of your library, and goodwill of your institutions designated members of Congress. So again, win-win for your congressperson. >> Now if you weeks ago we put out and FLP news alert and we asked can you send us testimonials, video clips, anything fun that communicates the value

of the SDLC, that communicates your love for the FDIC or the great things it has to offer so I put together for you a little compilation of what we received. >> [video playing] >> The topics covered by US government documents are endless. Here are some of our favorites. [Indiscernible] [Indiscernible - muffled speaker/audio] language of the land. Treasured landscape. Federal [Indiscernible] allows citizens to make decisions the federal library program [Indiscernible] to get print and online. >> My SDLC library -- [Indiscernible - muffled speaker/audio] >> Would you like to see presidential pictures to Congress, [Indiscernible - low volume] [Audio fading in and out]

>> [video playing] >> [Indiscernible - low volume]
[video playing]

>> So as you can see there's lots of purpose here, lots of value. Our are also some myths to break through so we will look at a couple of those as well. >> My patients don't ask for government information. Your patrons don't necessarily, no what they are looking for can be found using government information. So obviously what you see here is just a sampling tip of the iceberg, but it's a real opportunity for you, yourself to stroll through your collection, look at what you have online at think about those really unique interesting far-reaching topics that you cover using government information. >> In today's day and age we only need Google. Everything is online. You can find anything online, correct? However, what we're talking about here is library sources, expertise and assistance with mining those resources, authentic official information versus the wide fast Internet. Of is this real, and it takes. Are the statistics fabricated, are the sources reliable? >> Government documents are dry and boring. We can generate interest in that. Again just a small sampling here of the interesting historic current forward far-reaching wide range of topics that you can access and you know this, but again it's an opportunity to brainstorm some of that, and come up with some of the more interesting things that would maybe hooks of patrons in and talk to the further and they can then realized all the variety of information that we have to offer. >> Now persistence. Some great examples that we either brainstormed ourselves or learned from all of you, of how to communicate that value. The Herman B Wells library in Indiana University does this amazing thing. And Emily offered the core Nader who creates and sends the other parts of the library about what's happening in the FDLP, what resources they have and to really help spread the awareness just within the building, so that when a patron comes in to a different part of the library are different staff member and ask questions, they know exactly where to refer the patron. So I'm going to mention that I will call out a few cool things so if you are either in the room or online, let us know as we can appreciate you. >> Persistence. Again. Offered library in menstruation. Sometimes you need to see the value, hold it in your hand. So if you have a tangible collection, grab five examples of an interesting publication, of interesting publications, and give them to the administrator to look at, to look at and look through and actually see what types of information we have to offer. >> The list of patron interaction. And needs and what government information you use to help them. And then note any meeting projects and how it helps streamline that ever valuable space that they have in the library. >> Note any partnerships that you are a part of. And show where that generated public [Indiscernible] either on FDLP.gov, GPO.gov, GPO press releases are GPO social media. If you follow GPO social media, you will note that we try to about FDLP libraries a lot. Through our visits through your celebration, displays things like that. So is good publicity for the library. >> And put together a collage of physical or online dysplasia have created. And other features you put together. Examples such as Lib guide. Also compile a list of national news events. That has government data or info behind it. And there's actually a lot more than you think. If you just look at one Washington post, and if you can see all the red, all these red spots are touch points to government information. And just that's just one page. >> So take a look at your lit local papers are your USA Today, you will see they are touch points everywhere of government

information, you just have to pointed out. >> Linked to your, link your depository to the library commission. So either the library or the parent institution. Very often the mission, the vision, the values, they were either point to committee service engagement or lifelong learning. Which obviously can be fulfilled through the FDLP. >> And then coming soon, something that we are going to offer and for us to use and offer to you as well, we're developing a new handout about the FDLP for library demonstrators. So it's cool, will pull you can use to communicate the value of your FDLP library to the powers that be , and tools that we can use as we go to recruit new libraries or talk to libraries that may be considering dropping to help to make it that value. >> Persistence. Another outreach dynamo. Here she is. FDLP member Yvonne Williams. Yvonne is always out into the community. She doesn't stay behind adult library. She reaches out, find events. Find places that she can go and tell everyone that will listen about FDLP which is wonderful. She has participated in things you see here at Dr. Seuss day. Local international Festival, a local church had a community day event and here you will see she got to meet city of Memphis mayor Jen Strickland. To get out be on the wall. Talk talk talk and use the tools that we provide you. >> Now for some more tips for communicating value to your patrons. Reach patrons where they are. In the library, outside the library. And on social media. And at 3:10 in the Washington ballroom is another session I am preventing on promotion and I will talk more about that in that session. >> Appealed to local needs. What is happening in your area, what is your area saturated with that you can really use your government information to help your local folks? Is there high saturation of entrepreneurs? Are you surrounded by a large farming community for example. Feature documents based on holidays, commemorations, seasons, etc. Anything that is fresh and timely inapplicable at the moment. >> And the focus on unique aspects. Early formats, variety of formats, historic documents, current document, etc. >> And ask us. FDLP outreach I'm sure every single one of you has talked to one or more of our amazing outreach librarians as GPO. We can give you guidance, we can consult with you, we can collaborate with you, we can facilitate idea exchange and share more like I did today of what other libraries are doing. As you know we offer a variety of free promotional material that you can use when you are medicating and generating awareness. And we can give you and help you develop strategies to reach a particular group of life that you are struggling to reach. >> So one more video we have to share, this is a compilation of a lot of the quotes and testimonials that we received, and some pictures that we think also communicate the great value of the FDLP. >> [Music Playing] >> So yes, that superlow come but there's so much purpose that we had to fit into one video. >> Now I would like to welcome my colleague Laura Flynt to talk to about some user stories. >> Hello everybody. I am Laura Flynt, I am an outreach librarians and as she said I put together some user stories for you. It's a slightly different way to think about valuing coming on it which is different fun. We completely made is up ourselves. So each story will highlight an imaginary user, and so while I'm talking about some sources we thought of and actually we felt we could help them, you could be taken about two what do we miss, I would you have done it differently. And we also want to consider what value the FDLP provides to the user to you and to your institution. So what we hope these stories are going to illustrate is that there really is government information out there basically any need. That is one of the biggest value aspects of the FDLP. >> And then after you culture users, how despite the value that they got out of the program, the value that your institution got, the value that you got personally. All of those aspects figure in and that I don't have an actual price, but you will get just bragging rights if you can spot the common team among the user stories. In fact I forget, if I forget deposit the end, remind me. >> And so here's the administrative. And if you do user stories before but they are usually presented as blank I would like to lead to blank for blank purpose. We do these for each of these. To destroy the administrative. You have a little background on her at the bottom. That could help you if you are kind of targeting your communications to her. So she has sent you library director, I would like all this content to you to be used, exhibited in a way that enhances my universities prestige or put it off of storage to make you have a lot of options there. >> So she's a great case because she told you specifically exactly what she needs.

So all you do is provide that to her. She wanted exhibit it's a great, go ahead, identify good baseline of topics for this got to be something in your collection, and plan exhibit. If you don't have space, just think about doing an online exhibit, or a webpage or to some way to get that information out there. Kelly much of this one already. But it's great to collect and share some reference success stories. An administrator may not be visiting your unit of time. You may not know exactly what work is done, so you might have to promote yourself a little and it might be a little comfortable for you, but along the lines of that report, just talk yourself up a little bit and explain what you and your staff and everyone has done to help people. >> Make space in libraries. Probably a lot of you here have been asked to do this. So what can you, sorry, typo on the slide. What can you we, what can you supersede if you need or want to, getting do that, Kenny makes? This applies to everyone, not just your administrative. But you really want to try to communicate. >> In this case particularly with the weeding you will need to be familiar with the regional depository ordinator. What are the processes in that region, if you need to wait to create that space. She asked about outside storage but you might want to move the collection. So just go ahead and be prepared. Gather up some statistics. Look at other institutions have done it, that you can maybe compare yourself to. >> So for each person as well, we have kind of a summary slider at the end. So what was the value of all that that you did for this person? You got your administrator to understand the FDLP program better in this space. Hopefully she now feels some investing in it. She has seen it all. She's more aware of what it does. And hopefully she also feels that helps the university's academic standing and that was one of her concerns and have also show that you're managing the question effectively. The Mac here's another one. I work with the genealogist. We don't have as much background on him. He's is someone who came into your library and told you that is a great grandson of an immigrant. I would like an official record. So I can document how my family came to the US where they lived in 1890. So again he's got some key things in there. He wants official records, and he wants his family in a particular time period. >> So for this patron, do you have anything in your collection is sort of your first collection your first question. How familiar are you with your collection. You need to know what you have. Especially for collection is not catalog, or are you aware of what you may have that may meet this patients need. Obviously census records will come to mind. Would the census record help him in can help find the right one? >> And in this is an important part of the FDLP. If you don't have anything in your collection, and you might not, people's collections are very different. But what kind of referral can you make? That's one of your, the things you can really do help someone is okay, I don't have it but I can tell you just where to go to get what you need. So you have still helped him in that case. >> Can you refer them to your regional depository works do you have anything in their collection? Can you refer them to a federal agency? And here again is where government information librarians are worth their weight in gold. Because okay. To retreat to the federal government. Which part of the federal government? [Laughter] which agency? Which contact? Can actually give you name and phone number to the agency or department or you can call your person. >> So that is really helpful for someone. >> What's the value that you provided for this patron? Perhaps you helped someone find exactly what they need, that's always so immensely satisfying. You know we can just say oh here is [Indiscernible] with your ancestor right there. >> If you had that, maybe didn't. But you've definitely engaged with your community by helping this patron. >> So an overall theme with this story is even if you don't have exactly what the patrons looking for within your own collection, the FDLP network is a wonderful thing and nothing of value. And just being in that network can be able to make referrals is extremely valuable. >> Here is [Indiscernible] the undergrad, so she came up to the reference desk and told you that she needed to primary source for paper. She really care. And the papers due in two days, by the way. >> So here again you know a lot about the federal government and the agencies and how it is structured. All I forget to mention your topic on there. She is going to write this paper on the Canada US trade deficit. >> So you might start out by thinking what federal agency or agencies are going to tell this topic? She specifically need a primary source. So which federal document can be considered primary sources? >>

Maybe concerned her out with like a Congressional research service report on the topic. That's a nice way to get background and then he can get some sources for the bibliography. Things like this. >> So the value here is he can broaden someone's understanding of what the depository collection contains free maybe should never about to go to our information source for her primary source. And you're also enhancing students or anyone searching Google thinking skills. Which is what we do as librarians. So we do it with government information libraries also. >> Massey the grad student. So if an email on the library websites you will have a one-on-one meeting. This is a longer more complicated research topic. And he has chosen extremely, get a research topic. He wants to find K-12 education data, census data, environmental stuff, he wants to prove that attending an elementary or high school in close proximity to Superfund site has a long-term impact on earning power of the student. >> So there's a lot of factors in there. >> And why they do this? He's a grad student, he is quality data. He needs his paper to be wonderful get published the and academia wonderful. >> So he needed a lot of data, so he will be looking at a number of different federal agencies. What agencies again you are starting out with who produces is kind of data. Can you find it on data backup? Can go to something like the Center for education statistics? Census coming up again. The national Center for health statistics, again these are all entities within the government, will probably are pretty notes about the census. But some of these other sub agencies and specific research agencies that produces wonderful data, we know about, but other people may not know about. They may not find it from the main webpage of that agency. So they might have no notion that it exists so you're really helping someone out by pointing them to that. >> I was not aware until couple years into my government information clear that each day has a census data center and they are fantastic. And extremely helpful. You know, soprano a lot of other people out there still not aware of this. That's a lot of knots, it's everyone in this room knows. Talking about Superfund sites. So the EPA is going to maintain that last. The EPA has a library. You know maybe again they are super specialized and can help people more than you can seek a better person in touch. >> And just a sort of a bonus, maybe the student has in the necessary thought about him taken on this data and I'm creating my own data set, okay what am I going to do this then, what was with my own research data. You may be needed a plan. See can help you think through all the aspects of their projects. >> So this case the value is you have to researcher access quality data. It came from the source. It's official has the methodology behind it. So everything is expendable. Even enhance the understanding, but even still researcher coming of this person is a grad student. They had some expertise, but even a skilled researcher can benefit from the [Indiscernible] of a government information libraries as well and you have the breadth and scope of the free information is available from government databases. Has anyone else had a student or anyone else come back to the library after they graduated and say you know I'm going, I'm in a panic, I don't have access to this database anymore. What am I gonna do. We the government information that the database copied, and then sold to you. >> So those were the user stories. That was the common theme? Anyone? >> Guess? >> There characters from the [Indiscernible] series, that was a theme. >> Okay. So we're going to talk a little more to about articulating the value of the FDLP. And this pretty word cloud, actually a lot of things I'll talk or hear came out of our FDLP ordinator program. I know we have at least a couple graduates of the river. So thank you everybody that's taken that. >> So in this program, we asked students as one of the assignments to write and elevator speech where they justify either why their library is in the FDLP or whether library should join the FDLP. So this workload is created from their responses so all the larger words for the scenes and topics that came up a lot in the responses. The words that were repeated frequently. So you can see it's all these positive wonderful words that come out here access, can provide patrons public free. >> So what we do is really good stuff. >> Now so when you read through all these elevator speeches, pacifically repeated themes that come out. And I have listed them here. Some of them are going to touch again things that Kelly has already mentioned there worth mentioning again. Jesse really get it in your brain and you have that elevator speech ready when someone asked you well what is the wire with

this program? What is the point? You can spout entities off. >> There is a really high degree of transparency of US government information as opposed to the areas of the world. The dentist think about countries where government information is not available, but it's pretty amazing that we make so much of it available here. >> This came up in the user stories for the value of government information and research data and the primary source material. And also extensive range of topics covered by government information. >> This is another when I heard several times conference already but not everything is online. Or can be found online by a nonexpert. Even if it is online, can you find it? >> That privilege and prestige of being in the FDLP, if I am hundred percent honest and surprised me that this would come up as much of the did. It people really believe in it. And believe that it does converge some press each and I'm convinced, it does it >> And it's been a leader in the field and in the community. Another big one is that a community of support and expertise in the free training. Many come into this community, you don't have to learn everything immediately. You can take your time, you can talk to everybody, you can take training. We will get you up to speed. And it does take time to develop the expertise that we haven't talked about. So you can help people, but you will get there. >> The free marketing material. That's a big one. That's lovely. >> And this would surprise me a little also that it comes off as much because we don't send out as much print anymore but it is still really important people, the ability to build the collection without paying anything out-of-pocket. So there's a couple piles that we send out. If you need by the code of federal relations in your own, that's expense, and appear in the program that's instance you don't have. >> And we also mentioned as well but being in the FDLP frequently meshes very well with the submission of the institution. The mission of the institution and supports it. And particularly public libraries. Sometimes we saw for a while a lot of public libraries leaving the FDLP aware little baffled because this one is a be may be more true for public wire is anybody else. Public library provides information to people. The FDLP provides information to people. Why not be in? >> And there is a lot of value and importance in serving the public that really comes through with our community, with people in the FDLP, they really believe in that. They really are aware and they are the only one in the area providing that service. >> And they are proud of that and they should be. >> And civic engagement of course, that's a big one. If you would understand and engage with government information. Is huge. >> So now we have time for a little game. Can you see these words? Are they too small? Some yeses and some knows. >> So if you can see them, take a look at them, can't, feel free to stand up and walk closer and take a look at them. We would just give you guys like three or four minutes. And we would love it if you would pick a word that appeals to you. These are just FDLP buzzwords. And just write a sentence. Think of some story. Just anything you want to say using one of these words. And relating it to the FDLP. >> It's on a test, it's an opportunity. >> [Laughter] >> Then the brave souls can come up to the microphone and read their sentence out of there would like to. >> And the line, you can absolutely play this game too. And Ashley will reaches out for you. So it's easier for you. >> Oh yes, I see a volunteer. Please come up and >> It [Indiscernible]. The FDLP is critical to supporting our democracy.

>> Thank you. What was your work, support? >> Oh democracy. Super. >> Okay, you took the ice. Now they are coming. >> Arlene rival from the state library of organ. So the word pictures partnerships because that is all about all over the strategic plan for my library. So FDLP makes it easy to partner with other libraries across the state. >> Lovely. >> Anybody online? >> Anybody else the room? [Indiscernible] and I were just realizing we did pre-prepare and that would be a good idea. >> [Indiscernible - low volume] San Diego library. And FDLP provides valuable information that gives our library users access [Indiscernible - low volume]. >> [Clapping] >> Oh now it's a competition. That was for words. >> David Durrant, East Carolina University and the word I picked was historical. [Indiscernible - low volume] FDLP collections provide historical perspective on current events. Anybody else, last call. >> I'm Crystal. The FDLP provides opportunities to engage with future students. >> [Indiscernible - low volume] Queens

library. Queens New York. Democracy which is part of the FDLP function [Indiscernible - low volume] was a collaborative effort. Very nice. >> All right. Thank you everybody. They can still participate in that after the fact and thinks of people wrote it down so we would love you to actually submit them here. This is a website that we started, the essential FDLP. I believe it launch in August. In August this year. Some of you may remember there is a publication in 1983 called for filling medicines vision and it was a depository library effort and the Council went out and solicited letters from all the states and so these letters poured in and reflected in printed were printed as a book. So you can look by state and see just talking about patrons, librarians, anybody talking about what it, sources of using the program helps them and what they start, have my how they been using them. So we refer to them a lot. Was a 1993, that was kind of the very beginning of the online error -- era. We needed revamp of the publication for number of your so we finally did it. >> And now we have a website where you can submit your testimony as a new user stories. The reference success stories, anything like that pretty can submit them anytime. So we really want to introduce new videos. You can view photos. So we have updated the medium, but the message is still the same. We want you to tell us why the FDLP is important, and a lot of the videos and earlier the presentation were submitted through this website. And like I said. The sentence just wrote. You can submit that for that would be great. They really got at the importance of the program also. >> It's on FDLP.gov and is under the tab about FDLP tab. If you remember anything for the program, remember to go to that website for the bigger story. >> And that was a lot. But we do still have time for any questions that anybody may have. >> Yes, Cindy. >> Cynthia GPO. I didn't know about the court later certificate program asking to the elevator speech. [Indiscernible - low volume] I think that's really cool and I'm just wondering if you have permission from the attorneys to share those. >> We do not. >> [Laughter] >> Part of what we do in the court later certificate program is to try to make a safe space for anybody can say anything they wanted at all stays in the class. And so we didn't sort of father I guess to go through all the permissions. So yeah. We don't have permission to share this, which is why, but I did send out when we launched the FDLP, I sent out to everybody participated in the program and he just put your elevator speaking here if you do too. >> [Indiscernible - low volume] if there's any people willing to share their elevated speech as well? >> Absolutely. >> Great suggestion. Does any brave soul want to stand up and pretend they are in an elevator talking to the administrator? And so to say about the FDLP >> Yes I am going for judgment. And actually did the elevator speech initially and I did this on thing and just [Indiscernible] a note [Indiscernible - low volume] so for me what it is is the FDLP has the most noble cause and it's the most noble cause of [Indiscernible - low volume]. >> That's the one floor elevator speech. That's excellent. [Laughter] >> Anyone online, questions or speeches? I do have a question but it doesn't relate to the question or the topic at hand [Indiscernible - low volume]. >> Oh we are taking any questions. >> What is it that the speaker says [Indiscernible - low volume] [Indiscernible]. >> That was probably me talking about yes the centers for the census. >> We could probably, well know they are probably individual websites. But each state has a census data center. They have some really experienced staff. They have people who really know their statistics on the number conscious [Indiscernible] they are able to on request get you be more detailed data and they are wonderful resource. >> And Google census data center. Since estate center and they have a complete list on the census site. >> [Indiscernible - low volume] I don't have my speech down pat [Indiscernible - low volume] [Audio cutting out] >> Are government [Indiscernible] [Indiscernible - low volume] and that our government is the largest [Indiscernible] in the world of information. Amount of information and that it is supportive of our government which is [Indiscernible] and it requires to stay informed and the active participants [Indiscernible] and those are two of the things [Indiscernible - low volume] [Indiscernible] [Indiscernible - low volume]. >> Thank you. >> Last chance for comments, questions. Are they liable from the state library. I actually use this on a, I met a regional library. And an academic library directory was questioning whether they should continue efficiency in the program. And this is a really quick and easy way to demonstrate to the University that the library is

doing good things in the community. >> And I mean really just participation in the program. Is all you really need to do to demonstrate good community relationships. So those are things that when you talk about connecting what you're doing to a library position, connecting it to the library as well as really important. And good community relations is often part of that in the University. So that's something to think about. >> Thank you. >> So on the topic. Jen Kirk, Utah University. Land-grant institution. Any of us strike from land-grant status and headstrong community engagement as part of that. Remember that. The institutions are talking [Indiscernible - low volume]. >> [Indiscernible - low volume] from Memphis public library. One of the things I say is the FDLP one-stop [Indiscernible] of information and also let them know that you can access over one 1 million government information resources and [Indiscernible] from there take it away. [Laughter] >> Can we clone you and put you in elevators and everybody's institutions? >> And the [Indiscernible] community College in Maryland. On the average things, our biggest thing is Constitution day every day every year. And every big anniversary tie that in because the anniversary falls in the summer and we advertise Constitution day that also happens that we have a big anniversary [Indiscernible - low volume] for campuses and it's also the University same time, we are 10 years apart. But what they want to point out is actually do axle do a lot of outreach. So I reach out to all the student life and program so we can try to put together not reach. >> Actually have one. >> I just discovered [Indiscernible - low volume] Microsoft is not updating it all so there's actually quite a few sentences that come in [Indiscernible] [Indiscernible - low volume] [Indiscernible - low volume]. >> One from Patricia. This is the gold mine of resources faculty in developing [Indiscernible - low volume] [Audio cutting out]. >> I'm Kathleen. The FDLP provides information [Indiscernible] [Indiscernible - low volume]. >> Research without expertise. [Indiscernible] from Lucy the FDLP provides training and support to facilitate access [Indiscernible] [Indiscernible - low volume]. From [Indiscernible] the public appreciates local status and SLT see national FDLP library. >> [Indiscernible] bear with me. From Eleanor, a comment. If you have trouble picking of an elevator speech, rephrase it. And explain it as you would a 10-year-old Yuri [Laughter] >> How does a member of the [Indiscernible] I would like to share this with people at the library and getting ready. >> The question, how does being in the FDLP promote good community relations? >> I think it's a free aspect, the engagement aspect. Am I missing any important aspects. Other than informed citizenry is an armed and active citizenry. The more it can take to improve your life. I assisted expertise that you can find and in a repository library to help you navigate within government information in government services, particularly is huge. And a lot in a lot of communities. So thank you. >>. Clark, library in Virginia. Our library has certainly started with a fresh strategic plan and focusing on three areas family and local history, literacy and literature and civic engagement and there is not one thing that can find from this collection that can be used to meet those goals. >>

In the only questions? >> We just read this. One of our last outreach [Indiscernible - low volume]. From Eleanor, you and your neighbors [Indiscernible - low volume]. >> I think we're just about at our end time, so thank you so much for everybody for coming to the session go ahead and submit your stories.